

BOARD OF DIRECTORS MEETING MINUTES

Thursday, February 27, 2025, 6:30 – 8:00 pm

Zoom: [Login](#)

Dial-In: +1 312-626-6799

Meeting ID: 821 3771 4064, Passcode: 455469



Community Action
Partnership of Hennepin County

MINUTES

Adriana Cerrillo	E	Kathilyn Solomon	E
Antanisha Spears	E	Kevin Myren	P
Brian Smith	E	Council Member Dr. Kimberly Wilburn	P
Commissioner Debbie Goettel	P	Council Member LaTrisha Vetaw	E
Dimitri Audie	E	Commissioner Marion Greene	E
Dominique Pierre-Toussaint	E	Miles Wilson	E
Council Member Emily Koski	E	Solomon Ogunyemi	E
Commissioner Heather Edelson	P	Traverna (Tray) Douglas	E
Jim Lehman	P	Tyanna Bryant	P
Josh Schaffer (Board Chair)	P	Victoria Chambers	E
John Baker	P		

CAP-HC Staff Present: Dr. Clarence Hightower, Todd Blooflat, Kendra Krolik, Tammy Alto, Lia Kang, Katherine Castille, Marquita Wagner, Jalyynn McLaughlin

Guest presents:

Call to Order/Roll Call – Chair Schaffer:

Chair Schaffer called the meeting to order at approximately 6:31 PM. A quorum was not present.

Review and Approval of February 27, 2025, Board Agenda – Chair Schaffer:

A quorum was not present, voting moved electronically.

Review and Approval of January 23, 2025, Board Minutes – Chair Schaffer:

A quorum was not present, voting moved electronically.

Study Sessions:

a) 2025 Program Goals – Dr. Hightower:

Dr. Hightower presented the agency currently has 17 programs. The agency has a goal to serve \$29,710 residents in Hennepin County. This target represents about 40% of residents in Hennepin County. The target set is influenced by 3 factors:

1. The community needs assessment: Next year there will be conversations with community members and stakeholders to get a sense of what programs are needed for residents in Hennepin County.
2. Funds available
3. Staff capacity

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Dr. Hightower shared that staff also pay attention to the number of residents served in Minneapolis and those served in Suburban Hennepin County.

b) 2025 Annual Work Plan – Dr. Hightower:

Dr. Hightower presented that in January of each year staff bring to the board the progress and status of each goal for the previous year. In February staff present to the board what agency goals were set for the year and provide progress updates throughout the year. The goals can be divided into three categories,

1. Leading a solid organization: This includes items like balancing your budget, having a clean audit and ensuring programs aren't in danger of being defunded. These goals are always a priority for staff and there are 11 goals that fall in this category for 2025.
2. Advancing the enterprise: there are nine goals that will help the agency make progress towards making CAP-HC an outstanding organization. Examples include creating a new website, improving staff relations and engagement, and staff development.
3. Strategic direction: Staff spend a lot of time developing the agency's strategic plan. Once the plan is approved by the board staff make sure that parts of the strategic plan are included in the agency workplan to ensure progress is being made. Ms. Krolik and her team will be identifying staff to help lead the development of the next strategic plan in the fall.

Commissioner Goettel brought forth the question of what's being done strategically to ensure the funding that comes continues in lieu of what's going on at the state and federal levels- Is CAP-HC impacted and what will the impact have on the agency's goals? Dr. Hightower shared that some of the goals will be impacted depending on the state and federal funding and there has been conversation with CAP-HC staff, OEO and the Department of Commerce. OEO and the Department of Commerce will be coming to a board meeting in April or May to be a part of the conversation around CAP-HC government funding and potential impacts. Commissioner Goettel suggested strategizing what would need to keep operating and what could be stopped in the event funding is lost.

Financials – Committee Chair Myren:

a) December 2024 Financials

Committee Chair Myren presented the December Revenue and expenditures: Total revenue was just under \$9million for 2024, the prior year there was \$7.6million. There was just under \$3million in direct appropriations. There was less in grant revenue, just under \$6million versus \$7.6million last year. The budget for the year was about \$9.5million. Expenses: about \$880k below for salaries and benefits, this is compensated for by an increase of \$200k in direct services. Total expenses for the year were \$8.9million. There was about \$65k in interest and donations, which brings the net assets to just under \$61k. Cash continues to be tight for the agency with just under \$190k at the end of the year. Which is \$130k better than where the agency was at the end of last month.

b) January 2025 Cash Flow Projections

Committee Chair Myren presented the Cash Flow through January 2025. Cash is projected to get better in 2025 but is still projected to be tight. Chair Schaffer asked how the variance on the salaries from 2024 compares with vacancies seen in the past. Mr. Blooflat shared the Director of Client Services position being unfilled for 5 months, with Ms. Peters and Dr. Hightower overseeing the department on an interim basis, savings on fringe benefits and furloughs of Energy Assistance staff being earlier the last two years added up to the savings seen.

Grant Application Report – Ms. Krolik:

Ms. Krolik presented the grant activity through January 2025 and does not have anything reported yet. The report shows activity during the month of January and there haven't been any new proposals submitted yet this year. There will be a couple of proposals shown on the report next month as there were a couple

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submitted during February, including one to the Luther Family Foundation and one for Hennepin County's Community Development Block Grant. There are a couple updates on proposals submitted late 2024; 1st- \$49k received from DEED's Targeted Capacity Building grant to be used to support Getting Ahead. 2nd- the agency has completed a site visit with the Schulze Family Foundation and should receive a decision in April. 3rd- the agency received verbal notice from United Way that CAP-HC has been selected for a community investment grant, it will be at least \$50k a year in unrestricted funds for three years.

Q4 Client Satisfaction Report – Ms. Krolik:

Ms. Krolik presented the 4th quarter client satisfaction report. There was a 16% response rate with 1,115 surveys completed. Most respondents receive services from Energy Assistance and Water Assistance. About 43% of respondents live in Minneapolis and 57% in the suburbs. All prompts increased in score from the prior quarter except for "Staff made me feel like they cared about my personal situation", which went down a little to a score of 3.19. "I would recommend CAP-HC programs to my family and friends" had the highest score at 3.45. The mean score for last quarter was the highest since 2021 Q4. The agency's goal for 2025 is to have a mean score of 3.20. About 83% of respondents received services remotely in the 4th quarter. There continues to be interest in all programs offered by CAP-HC, but the most requested services were Energy Assistance, Vehicle Repair, Water Assistance and Emergency Rental Assistance.

Finance and Audit Committee Update – Committee Chair Myren:

Committee Chair Myren presented the committee went over the December financials and received an update on the agency's audit. There was no line of credit balance and the committee went over any outstanding legal issues. The committee also discussed federal legislation and what financial implications it may mean for the organization. There may not be many updates, but staff are continuing to monitor what comes from the federal government.

Human Resources Committee Update – Committee Chair Chambers:

Ms. McLaughlin shared the HR committee did not meet this month.

Planning and Evaluation (P&E) Update – Committee Chair Bryant:

Committee Chair Bryant presented there was a quorum. The committee made introductions to Ms. Douglas and went over the Program Data report. Energy Assistance completed the program audit with the Department of Commerce and there have been no findings or recommendations so far. The Water Program workflow is being tested in preparation for the program restarting. The goal is to reopen the program mid-March. The new Director of Client Services starts Monday, March 3rd. Ms. Solomon will be presenting her version of the elevator speech at the next committee meeting.

Fund Development Committee Update – Committee Chair Lehman:

The Committee Chair Lehman presented, there was 100% attendance for board members and staff. The committee's emphasis going forward is identifying prospects with the goal to raise \$250k in unrestricted funds over the next couple of years. The virtual meeting with the Schulze Family Foundation went well and there seemed to be a positive response from the Schulze Foundation representative. The committee meets on Monday March 3 and will discuss progress made on the prospect list.

a) Elevator Speech

Dr. Hightower explained board members will be practicing their rendition of the elevator speech at the committee meetings and each month a board member will be selected to give their version of the

speech at the board meeting. The goal is to help board members and staff get comfortable talking about CAP-HC's efforts to raise funds for the agency. Ms. Krolik shared her version of the speech.

Monthly Program Data Report – Ms. Alto:

Ms. Alto presented in January there were 3,162 services provided with a slight edge to suburban Hennepin vs Minneapolis. The report this year includes the Energy Assistance Crisis services and the solar referrals. The year-to-date numbers on the report are the same as the monthly numbers reported since this is the first report of the year. Chair Schaffer asked how staff anticipate an online application would change the client experience. Ms. Alto shared that it would allow the application to immediately enter the workflow instead of having to manually move it and should streamline the process.

Dr. Hightower presented the percentages of residents served in Minneapolis vs Suburban Hennepin. Staff gathered the numbers of residents served in Minneapolis vs Suburban Hennepin from 2020-2024. The percentage of residents served in Suburban Hennepin is slightly higher than in Minneapolis but the variance changes minimally year by year.

Executive Director Update – Dr. Hightower:

Dr. Hightower thanked the committees and the work that they have been doing. He reiterated that staff are monitoring legislation updates and continue to keep the need for additional funding a top priority. Dr. Hightower thanked the fund development committee members for their efforts towards raising funds and Mr. Lehman for chairing the committee.

New Business – Chair Schaffer:

a) **2025 Annual Work Plan**

There were no changes to the work plan and voting will be moved electronically.

b) 2024 Executive Director Performance Evaluation

Dr. Hightower shared there was an email sent from Ms. McLaughlin that contains the 2024 Agency Work Plan results and a survey for board members to evaluate the Executive Director's performance. Chair Schaffer emphasized the importance of board participation and urged the members of the board to complete the survey.

c) 2025 Slate of Officers Discussion

Chair Schaffer shared that during the annual meeting that is held during the March board meeting, the 2025 Slate of Officers will be selected. The slate development is done through a nominating committee that will be chaired by Mr. Pierre-Toussaint this year. If board members are interested in filling one of the executive positions on the board, they should reach out to Mr. Pierre-Toussaint and let him know to be considered in March.

Announcements/Information:

There were no additional announcements or information.

Adjournment

The meeting adjourned at approximately 7:30 PM.

Next CAP-HC Board of Directors Meeting:

Thursday, March 27, 2025

6:30 – 8:00 pm

- Our **Mission** Partner with community to provide effective and responsive services to reduce the impact of poverty in Hennepin County.
- Our **Vision** Hennepin County without poverty
- Our **Values** Strengthening Community, Eliminating Barriers, Creating Opportunities, Building Relationships, Responsible Stewardship, Equity and Inclusion