



BOARD OF DIRECTORS MEETING

Thursday, June 23, 2022, 6:30 – 8:00 pm

Zoom: [Login](#)

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

Minutes

| | | | |
|----------------------------|---|-------------------|---|
| Aisha Chughtai | P | LaTrisha Vetaw | P |
| Allen Rezac | E | Naweed Ahmadzai | E |
| Detra Miller | E | Samsam Mohamed | P |
| Dominique Pierre-Toussaint | P | Solomon Ogunyemi | E |
| Falilatou Iniwe | P | Tonja West-Hafner | E |
| Glaiza Regis | E | Tyanna Bryant | P |
| Jeff Washburne | P | Victoria Chambers | P |
| Josh Schaffer | E | Vacant | |
| Justin Gillette | P | Vacant | |
| Kevin Anderson | E | Vacant | |
| Kevin Myren | P | | |

CAP-HC Staff Present: Dr. Clarence Hightower, Gayle Peters, Katherine Castille, Kendra Krolik, Michael Yarbrough, Shanelle Hall, Tammy Stauffer, Todd Blooflat, Theresa Lumpkins

Guests Present: Yasmin Hirsi (Office of Council Member Chughtai)

1. Call to Order:

Mr. Myren called the meeting to order at 6:34 pm. Ms. Lumpkins called the roll. A quorum was present.

2. **Approval of June 23, 2022, Board Meeting Agenda:**

Mr. Myren asked if there were any changes to the agenda of the June 23, 2022, Board meeting. There were none. Council Member LaTrisha Vetaw made a motion to approve, seconded by Samsam Mohamed. MOTION adopted and the agenda was unanimously approved.

3. **Approval of May 26, 2022, Board Meeting Minutes:**

Mr. Myren asked if there were any changes to the minutes of the May 26, 2022, Board meeting. There were none. Council Member LaTrisha Vetaw made a motion to approve, seconded by Dominique Pierre-Toussaint. MOTION adopted and the minutes were unanimously approved.

4. Study Session(s):

a. 2022 Annual Workplan Update -- Ms. Krolik (15 min)

An update was given on the 2022 Annual Workplan. There are 29 total goals. Two goals are currently “Met, 20 are “In Progress”, 2 are “In Jeopardy”, four are “Not Started”, and one is listed as “Not Met”. Goal #1, Ensure that all 2022 Program Monitoring Reports reflect achievement of program objectives, is currently “In Jeopardy”. This goal is in jeopardy partly due to the 37% increase of Energy Assistance Program applications from last year. This equates to about 7,000 more applications than last year. Staff has had a tough time keeping up with the increased volume of applications. Staff has requested and received an extension from the Department of Commerce to continue processing applications. Goal #22, implement a minimum of three employee and leader trainings on specific areas determined by the needs assessment, is also in jeopardy due to the transition that has taken place within the HR department. Goals #20, 21, 23, and 25 are listed as “Not Started” also due to the transition within the HR department.

Dr. Hightower welcomed and introduced Gayle Peters, the new Chief Human Resources Officer. Ms. Peters gave a brief introduction of herself.

b. 2022 Budget Revisions -- Mr. Blooflat (5min)

The proposed budget adjustments are to amend the 2022 budget to recognize significant revenue and expense changes that were not anticipated at the time the 2022 budget was presented to and approved by the Board of Directors. Additional revenue from the Energy Assistance Program (EAP) was awarded by the Minnesota Department of Commerce (DOC) in 2022 for expenditures through September 30, 2022. Staff originally projected \$2,653,557; however, the DOC awarded the agency an additional \$843,792 in 2022.

5. **April 2022 Financial Statements and May 2022 Cash Flow Report:**

Mr. Myren reported that the Finance and Audit Committee met and had a quorum. He led the Board through the financial narrative of the April 2022 financial statements. For April 2022, CAP-HC finished with excess revenue in net assets of \$3,856. The excess revenue for the month was the result of receiving a restitution check, donations, and increased amounts of interest from the MAGIC and checking accounts offset by depreciation and non-reimbursable expenses. The Grant Expenditure Status Report and the May 2022 Cash Flow Report were also reviewed.

Mr. Myren recommended that the Board accepts the April 2022 financial statements, subject to audit, so no separate motion is required. Motion adopted. There were no further questions or comments.

6. Grant Application Report:

Ms. Krolik presented. This report shows all the grant applications that have been submitted by the agency for the year. The only change to this report since the last Board meeting is that the Minnesota Housing Grant for emergency rental and housing stability in the amount of \$100,000 was denied. Staff received feedback that his was a very competitive pool with a lot of applicants and funding was limited.

7. Finance and Audit Committee Update:

Committee Chair Myren commented that the committee met and had a quorum. The committee reviewed the financial statements, cash flow statement, and the adjusted 2022 agency budget. The committee also instructed staff to renew the agency line of credit.

8. Human Resource Committee Update:

Committee Chair Gillette shared that the HR Committee met and did not have a quorum. The committee was able to meet Gayle Peters, the new Chief Human Resources Officer. The committee received an update on the recruiting and hiring of the agency. There is currently one open position. An update was also given on the Culture Initiative. The Recognition Action Team presented to the Leadership Team earlier this week.

9. Program Planning & Evaluation (P&E) Committee Update:

Committee Chair Bryant shared that the P&E Committee met and had a quorum. Chair Bryant shared that the committee received an update on the Energy Assistance Program and the work that is being done to complete the remaining open energy assistance applications for the year.

10. Monthly Program Data Report:

Ms. Hall presented. This report gives the year-to-date program totals as well as totals for the month of May 2022. For the month of May, 1,906 total households were served, of which 1,530 were for the Energy Assistance Program. The total number of households served for the year is 10,085, of which 8,502 were for Energy Assistance. The total number of households served for each program was also reviewed. Two staff members are now HUD certified so housing classes will begin to be held.

11. Client Satisfaction Survey Report -- Ms. Krolik

Ms. Krolik presented. CAP-HC regularly solicits feedback from clients as part of its continuous improvement efforts. Clients are contacted on a quarterly basis. The results of this survey were for clients served during January 1, 2022 – Marcy 31, 2022. Surveys were distributed to 4,167 unduplicated client email addresses. In total, 3,556 survey participation requests were successfully sent (i.e., made it clients' inboxes without error) and 537 (15%) surveys were completed. This is very similar to the response rate for the prior two reporting periods. For the second consecutive reporting period, clients were able to complete the survey in Somali and Spanish. Of the 23 individuals reported using one or both of those languages at home, three chose to respond using those versions of the survey. The survey results are divided into four sections: client characteristics, client satisfaction, client communication, and additional client needs. Survey respondents reported moderate levels of satisfaction with their CAP-HC experience.

12. Executive Director Update:

a. Youth Center Update

Dr. Hightower reminded the board that the agency has a bill with the legislature asking for \$8 million to open a youth center in north Minneapolis. The Legislature did not complete their work prior to the end of the session so the bill was not approved. There was great support in the House, and they included the youth center project in their version of the bonding bill. The governor will be

asked to show his support and allocate \$1 million to this project. A building has been identified for the youth center and the Minneapolis Public School Board has been asked to donate a building to CAP-HC for one dollar. A proposal has been submitted to the MPS school board for the youth center. Over five hundred signatures were received from the community showing their support. Letters of support were also included in the proposal from neighborhood partners.

b. **One Journey Update**

Ms. Krolik presented. Staff has finalized the contract review process with Imagine Deliver. Board member engagement is important in this process. Allen Rezac and Dominique Pierre-Toussaint have agreed to serve on the Strategic Planning Work Group alongside staff. One or two retreats will be scheduled for the full board to engage with the process. CAP-HC proposes a service agreement with local consultancy Imagine Deliver to support its triennial strategic planning process known as One Journey. Imagine Deliver will support both the Community Needs Assessment (CNA) and Strategic Planning efforts of the ONE JOURNEY process. This project will leverage past data collection efforts commissioned by CAP-HC and combine them with Imagine Deliver's strategy development process. Activities that may be carried out include, but are not limited to, community centered design workshops, local community pop-ups, and candid videography. Potential Imagine Deliver deliverables were reviewed. The contract amount is \$116,000 and the contract term is July 2022 – December 2022.

13. **New Business:**

a. **2022 Budget Revisions** -- Mr. Blooflat

The 2022 agency budget revision was previously presented during the meeting as a study session.

Staff is seeking approval by the Board of Directors to approve the 2022 budget revisions. Motion made by Kevin Myren, Seconded by Council Member LaTrisha Vetaw. Discussion, none. Motion unanimously approved.

b. **Contract Summary: Imagine Deliver** -- Ms. Krolik

Contract Summary for Imagine Deliver was previously reviewed under the Executive Director Report.

Staff is seeking approval by the Board of Directors to enter into the contract agreement with Imagine Deliver. Motion made by Tyanna Bryant, Seconded by Council Member LaTrisha Vetaw. Discussion, none. Motion unanimously approved.

c. **Donor Privacy Policy** -- Ms. Krolik

The Donor Privacy Policy was approved by the Board last summer. A change has been made to the policy to update the change to the third-party payment service. CAP-HC has been using a payment gateway to process donor contributions on the website. One of the agency's digital security vendors recently revealed a potential issue with that payment gateway. No donor information has been compromised, but to be cautious and to prevent any future issues, the gateway has been removed. Potential donors have been

redirected to another third-party gateway called GiveMN in the interim. CAP-HC is in the process of setting up a new gateway with PayPal. The update to the Donor Privacy Policy is to name PayPal as the new gateway. Staff is seeking approval by the Board of Directors to approve the revised Donor Privacy Policy. Motion made by Falilatou Iniwe, Seconded by Council Member LaTrisha Vetaw. Discussion, none. Motion unanimously approved.

d. **Re-Seat Board Members -- Mr. Myren**

I. **Jeff Washburne -- Private Sector**

II. **Victoria Chambers -- Private Sector**

Staff is seeking approval to re-seat Jeff Washburne and Victoria Chambers to the Private Sector of the Board. Motion made by Kevin Myren, Seconded by Dominique Pierre-Toussaint. Discussion, none. Motion unanimously approved.

*Jeff Washburne and Victoria Chambers each abstained from the vote for their own position.

e. **No July Board Meeting -- Mr. Myren**

The board will not meet during the month of July.

14. **Announcements/Information:**

- a. The Board Roster, Board Calendar, Board Committee Assignments, and Agency Dashboard were included in the Board packet for review. A link to the Board Portal on the agency website was also included on the agenda.

15. **Adjournment:**

The meeting was adjourned by Mr. Myren at 7:32 pm.

Next CAP-HC Board of Directors Meeting:

Thursday, August 25, 2022

6:30 – 8:00 pm