



**BOARD OF DIRECTORS MEETING**

Thursday, January 26, 2023, 6:30 – 8:00 pm

Zoom: [Login](#)

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

**Minutes**

Aisha Chughtai	E	Kevin Myren	E
Allen Rezac	P	LaTrisha Vetaw	P
Antanisha Spears	E	Naweed Ahmadzai	P
Detra Miller	E	Samsam Mohamed	E
Dominique Pierre-Toussaint	E	Solomon Ogunyemi	P
Falilatou Iniwe	E	Tyanna Bryant	P
Jeff Washburne	P	Victoria Chambers	P
Jim Lehman	P	Vacant	
Josh Schaffer	P	Vacant	
Justin Gillette	E	Vacant	
Kevin Anderson	P		

CAP-HC Staff Present: Dr. Clarence Hightower, Gayle Peters, Kendra Krolik, Lia Kang, Michael Yarbrough, Tammy Stauffer, Todd Blooflat, Theresa Lumpkins

Guests Present: Kyle Olson (Office of Commissioner LaTondresse)

1. Call to Order:

Chair Schaffer called the meeting to order at 6:32 pm. Ms. Lumpkins called the roll. A quorum was present.

2. **Approval of January 26, 2023, Board Meeting Agenda:**

Chair Schaffer asked if there were any changes to the agenda of the January 26, 2023, Board meeting. There were none. Commissioner Anderson made a motion to approve, seconded by Mr. Rezac. MOTION adopted and the agenda was unanimously approved.

3. **Approval of December 1, 2022, Board Meeting Minutes:**

Chair Schaffer asked if there were any changes to the minutes of the December 1, 2022, Board meeting. There were none. Commissioner Anderson made a motion to approve, seconded by Mr. Rezac. MOTION adopted and the agenda was unanimously approved.

4. Study Session(s):

a. 2022 Annual Work Plan Results -- Ms. Krolik

Every year the agency develops goals in the form of the Annual Work Plan that will advance the organization. Ms. Krolik gave an overview of the results of the 2022

Annual Work Plan. There were 29 goals in the Work Plan. Of the 29 total goals, 20 were “Met” and 9 were “Not Met”. Ms. Krolik reviewed the goals that were “Not Met”. Staff will review these goals to determine which ones should be carried over to the 2023 Annual Work Plan for completion. Staff will continue to work on implementing a merit-based performance process for employees. The agency is planning to do a five-year longitudinal employee engagement survey in 2023. The 2023 Annual Work Plan will be presented to the Board in February for approval.

b. 2020-22 Strategic Plan Update -- Ms. Krolik

There were 75 milestones in the three-year strategic plan for 2020-2022. Of the 75 milestones, 66 were “Met” and 9 were “Not Met”. A summary of the milestones was reviewed. Four of the milestones that were not met will be moved to the 2023-25 Strategic Plan. Those milestones include, identify and move into all new office locations; complete 2023-2025 Strategic Plan and share with board, staff, and community; complete program roadmap to align team behind programmatic priorities and enhance funding case statement; and identify readiness factors for a community / client impact study.

c. 2023 Legislative Priorities -- Ms. Krolik

CAP-HC pursues its advocacy goals through an educational lens, as opposed to lobbying for or against specific legislative bills. This year’s legislative priorities are aligned with those of MinnCAP led campaigns or MinnCAP supported and endorsed campaigns. The MinnCAP led campaigns include increased funding for the MCAG grant, expanding the FAIM program, and creating a state funded supplement to the federal Weatherization program. The MinnCAP-Supported and endorsed campaigns are to advocate for a Minnesota Child Tax Credit and to increase funding that helps older adults safely age in their homes.

d. 2023 Program Proposed Targets -- Dr. Hightower

Dr. Hightower reviewed the projected 2023 targets for the CAP-HC programs offered. The target number of total households served for 2023 is 19,583. The target for the Energy Assistance Program is to serve 17,000 households. The Rapid Rehousing Program has decreased from 10 in 2022 to 3 for 2023 due to the high cost of running that program. Emergency Rental Assistance has increased from 100 households served in 2022 to 600 in 2023. This increase is due to an increase in staff capacity for this program. Dr. Hightower will follow up after the meeting to provide clarification on the difference between homebuyer education workshops and rental workshops. A board member suggested adding the number of applications received by the agency to the 2023 Program Proposed Targets.

**5. October and November 2022 Financial Statements and December 2022 Cash Flow Report:**

Mr. Rezac reported that the Finance and Audit Committee met and did not have a quorum. He led the Board through the October and November 2022 financial statements through November 30. The cash at the end of October was \$115,263, which was an increase from the negative cash balance at the end of September. The change in net assets was \$1,610 for the month. The budgeted amount for the year was negative \$50,360, however, the actual year to date at the end of October was \$8,800. The cash at the end of November was

\$286,702. Mr. Rezac reviewed some of the large expenditure variances for November. Professional Services has a high negative variance due to staffing vacancies and the use of contractors. Equipment has a negative variance of \$182,000 due to the purchase of computer equipment and software. The change in net assets was \$11, 528.

Mr. Rezac made a motion that the Board accepts the October and November 2022 financial statements, subject to audit, Seconded by Commissioner Anderson. There were no further questions or comments. Motion adopted.

The Cash Flow Statement was reviewed. Cash is over \$200,000 for the month of December. The agency has not had to use the Line of Credit during all of 2022. The payout of the PTO accruals for 2022 will take place in the first quarter of 2023, most likely in February. Anything over 80 hours is the maximum carry over into 2023. Anything over that is paid out to the employee at their 2022 salary rate.

#### 6. Grant Application Report:

Ms. Krolik presented. The Jim and Linda Lee Family Foundation grant was received in the amount of \$2,000. These funds are unrestricted and will be used for employee well-being, employee recognition, and gatherings. An application was submitted to the Edina Realty Foundation for \$3,000. The agency received an unsolicited donation from Allina Health at the end of 2022 in the amount of \$5,000 to support various housing initiatives.

#### 7. Finance and Audit Committee Update:

Mr. Rezac asked Mr. Blooflat to give an update on the Grant Expenditure Statue Report through November 30, 2022. The Housing Stability Counseling Program (HSCP) is a program that is designed for homeownership. The number of clients requesting this service has decreased as the housing prices and interest have increased. The Homeownership Center who oversees this grant, changed the grant configuration by reducing the grant budget as well as reducing the amount that can be charged for administrative services such as salary and benefits. The Homeownership Center froze the amount at what the agency had already submitted as of August. The remaining funds were taken away. CAP-HC had to move funds to other funders due to no longer being allowed. The agency is trying to get more clients enrolled in that program. The agency will not be able to spend the first \$75,000 of the MN DEED Vehicle Repair Program by the end of the grant period. The focus was to spend the CSBG Supplemental funds which included the Vehicle Repair Program. The MN DEED Vehicle Repair Program has a lot of criteria for the clients to meet before they can receive funds to repair their vehicle, including attending a financial wellness class. There was also a lack of timely communication from DEED about the program requirements. These requirements caused some clients to withdraw from the program. There is another \$75,000 for year two that runs through June 30, 2023, although this deadline may be extended to September 30, 2023. Staff has full confidence that these funds will be spent by the deadline.

#### 8. Human Resource Committee Update:

Mr. Naweed shared that the HR Committee met and had a quorum. The committee received an update on recruiting and hiring. There are currently three open positions within the agency, one in the Planning and Development department, one in the Energy Assistance department, and one in the Client Services department. They also received an update on the culture initiative. The focus has shifted from the Culture Initiative Work Groups to the

leadership team working with Dr. Hightower to put language and action around the aspirational culture goals. The holiday party was held in December and seemed to be well received by staff. The first quarterly All-Staff meeting took place in January. Dr. Hightower held his first “Candid Conversation with Clarence” meeting in January as well. These will be ongoing conversations held with Dr. Hightower and staff to discuss various topics. An update was also given on performance reviews and a merit-based pay system.

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

Committee Chair Bryant shared that the P&E Committee met did have a quorum. The committee discussed the monthly program data report, the grant application report, grant expenditure status report, and the client satisfaction survey report. A program highlight was given on the Department of Commerce’s online application for energy assistance. Although this has not been publicized, CAP-HC has still received 128 online applications.

10. Bylaws and Governance Committee Update -- Committee Chair Anderson

Committee Chair Anderson shared that the Bylaws and Governance Committee met and had a quorum. The committee is recommending adding additional language to allow public officials to send their aide or representative to attend meetings in their absence. The aide or representative would have proxy to vote, and their attendance would count towards establishing a quorum. The committee discussed that it is the responsibility of the elected official that their aide or representative be brought up to speed to be able to vote on behalf of said elected official. This will be voted on for approval at the March Annual Meeting. This language was approved by the agency attorney.

11. Nominating Committee Update -- Mr. Washburne

Mr. Washburne shared that the Nominating Committee is recommending that the current officers serve one more term in their current position. This will be voted on during the Annual Meeting in March.

12. Monthly Program Data Report:

Ms. Stauffer presented. This report gives the year-to-date program totals as well as totals for the month of December 2022. For the month of December, 1,911 total households were served. The total number of households served for the year is 20,500, which is higher than the target goal of 18,550 for the year. Eight of the programs exceeded their goals for 2022.

13. Client Satisfaction Survey Report -- Ms. Krolik (10 min)

Ms. Krolik presented. The results of the Client Satisfaction Survey for reviewed. These results are for the 3<sup>rd</sup> Quarter 2022, the period of 7/1/2022 through 9/30/2022. In total, 1,996 survey participation requests were successfully sent and 189 (10%) were completed. This is slightly lower than the response rates for recent reporting periods (12%). Although no changes have been made to the survey process, the trend lines of client response rate has been decreasing over time. Most of the respondents received energy assistance, vehicle repair, and emergency rental assistance. Half of the clients who responded live in Minneapolis and the other half live in Suburban Hennepin. 42% of respondents identify as Black or African American and 41% identify as White. Survey respondents reported moderate levels of satisfaction with their CAP-HC experience. Three of the four prompts saw a slight decrease in ratings. Some reasons for the decrease could be due to the high demand in the 3<sup>rd</sup> quarter which resulted in delayed application processing. A number of

denials were given to clients and due to staff turnover, some programs were temporarily unavailable. Staff is hopeful for the 4<sup>th</sup> quarter survey due to the addition of the call center and the opening of the St. Louis Park office.

14. Executive Director Update:

a. Quality Improvement Plan (QIP)

Dr. Hightower gave an overview of the Quality Improvement Plan that CAP-HC was put on by the Department of Human Services-Office of Economic Opportunity some years ago. Staff have worked hard over the years to get the agency running like a non-profit should. In December of 2022, that State met with the leadership team and removed the agency from the QIP. CAP-HC is in good standing with the State and with its funders.

b. One Journey Update

Ms. Krolik provided an update on the One Journey Process. The agency is in the final stages of the strategic planning process. As a recap, the Socio Historic Scan was completed, as well as community engagement activities. Two workshops were held with staff and board members. Several conversations have taken place with staff over the last few weeks to round out some important conversations about the agency program offerings, resource allocation, and the client experience. That input was used to create and define a draft strategic direction. The draft strategic direction is now in the process of being reviewed by the committee. The goal is to share the final draft with the board in February.

c. Property Search Update

Staff is making good progress towards signing the lease for the Brooklyn Park location and anticipate having final documents for the board to approve in the next few weeks. Staff is still working on the space in Bloomington and should have a Letter of Intent (LOI) in the next few weeks. The Gordon Center is not making good progress. Five new school board members have been seated for the Minneapolis Public Schools, which would require the agency to educate these new board members on this project.

15. New Business:

a. **Board Member Resignation: Glaiza Regis** -- Chair Schaffer

Glaiza Regis resigned her position from the Community Sector of the Board. Motion made by Mr. Rezac to accept the resignation of Glaiza Regis, Seconded by Ms. Bryant. Discussion, none. Motion unanimously approved.

b. **2023 Legislative Priorities** -- Ms. Krolik

Ms. Krolik presented the 2023 Legislative Priorities as a Study Session. Staff is seeking approval to accept the 2023 Legislative Priorities. Motion made by Commissioner Anderson, Seconded by Mr. Washburne. Discussion, none. Motion unanimously approved.

c. **Tonja West-Hafner Position**

Dr. Hightower shared that Ms. West-Hafner lost her election, so we are uncertain of her

position on the board at this time or if a new person will be appointed in her absence.

- d. Mr. Rezac asked if the board is planning to resume in-person board meetings at some point, at least quarterly. The board chair will discuss this with staff to see about scheduling some in-person meetings.

16. Announcements/Information:

- a. The Board Roster, Board Calendar, Board Committee Assignments, and the 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.

17. Adjournment:

The meeting was adjourned by Chair Schaffer at 7:59 pm.

Next CAP-HC Board of Directors Meeting:

Thursday, February 23, 2023

6:30 – 8:00 pm