



BOARD OF DIRECTORS MEETING MINUTES

Thursday, August 22, 2024, 6:30 – 8:00 pm

Zoom: [Login](#)

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

MINUTES

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

CAP-HC Staff Present: Dr. Clarence Hightower, Kendra Krolik, Todd Blooflat, Gayle Peters, Lia Kang, Katherine Castille, TaMica' Tody.

1. Call to Order/Roll Call:

Chair Schaffer called the meeting to order at approximately 6:35 PM. A quorum was present. Chair Schaffer allowed new board members to give a brief introduction. New board members were officially seated under New Business. The board also acknowledged Commissioner Kevin Anderson's year of service and departure from the CAP-HC Board of Directors.

2. Review and Approval of August 22, 2024, Board Agenda:

Chair Schaffer asked if there were any changes to the August 22, 2024, Board Meeting Agenda. There were no changes. Commissioner Edelson made a motion to approve the agenda, seconded by Mr. Pierre-Toussaint. MOTION adopted and the agenda was unanimously approved.

3. Review and Approval of June 27, 2024, Board Minutes:

Chair Schaffer asked if there were any changes to the June 27, 2024, Board Meeting Minutes. There were none. Commissioner Edelson made a motion to approve the minutes, seconded by Mr. Pierre-Toussaint. MOTION adopted and the minutes were unanimously approved.

4. Study Sessions:

a. 2023-25 Strategic Plan Progress Update:

Ms. Krolik presented. It is the halfway mark of the 2023-25 Strategic Plan period. A few key successes and challenges since the previous update in February:

1. Aligning Program Operations for Community Impact:

Successes

- A partnership with Xcel Energy has been formed in the last six months. During the most recent energy assistance season, Xcel Energy staff reached out to CAP-HC energy assistance clients that had incomplete applications and provided them with instructions on how to submit a complete application, successfully. This resulted in an additional 600 clients being approved and receiving energy assistance funding.
- Energy Assistance was able to reduce application processing time by 36% in program year 2024 compared to 2023.
- The 2023 Annual Report has recently been issued. In 2023 CAP-HC served more than 48,900 children and adults, which is a 39% increase over the number of people served in 2022.

2. Building Community Wealth Through Collaboration:

Success

- Together with Youthprise, a \$250K Childcare Economic Development grant from DEED was received. CAP-HC will serve as the fiscal agent. Youthprise will use the funds to expand childcare capacity in North Minneapolis in response to childcare shortages in the community.

Challenge

- A separate grant received from DEED in 2023 in which CAP-HC subgrants the funds to two subgrantees has been a challenge. The subgrantees have struggled with grant compliance required by the grantor and per the contract with CAP-HC. Staff are in the process of determining the next steps and more information will be forthcoming.

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3. Affecting Policy to Build Momentum for Systemic Change:

Success

- Multisector coalition, of which CAP-HC is a member, jointly submitted and received a grant from Youthprise to develop a community-designed Child Savings Account program with the goal of increasing post-secondary education opportunities to youth in communities at risk. Community engagement and program design efforts are underway.

Challenge

- Gathering client stories has long been an area for improvement. New processes and steps were implemented in 2023 and have helped marginally; however, gathering in-depth stories and quality pictures remains a challenge.

4. Activating Change through Robust Funding Development:

Successes

- The Fund Development Task Force has four highly engaged board members. One-to-one meetings have begun with board members to discuss fundraising and engagement efforts.
- The Cummins partnership has been confirmed and \$63.5K has been received to fund and promote Financial Wellness workshops, focused on building wealth in bipoc communities in the Phillips and southside neighborhoods of Minneapolis, and Brooklyn Park.

Challenge

- Community Action Month yielded only one \$100 donation.

5. Investing in Team Members for a Thriving CAP-HC:

Success

- Three HUD Counselor positions have been filled. Two of the three employees have completed their HUD certification, and the third staff member should be certified soon.

Challenges

- Staff turnover. There has been a 21% staff turnover rate YTD in 2024.
- The Client Services team was reduced by two full-time staff, in two service areas, and the Client Services Director position became vacant in August.

Chair Schaffer asked what compliance areas are subgrantees struggling with. Dr. Hightower shared that subgrantees may have a challenge understanding the rules and regulations of government

funding. Deadlines have also been a struggle for subgrantees to meet.

b. Energy Assistance Program Grant Contract:

Dr. Hightower presented the Energy Assistance Program Grant contract. Each year this is brought to the board for approval to run the program. Community Action Partnership of Hennepin County has offered Energy Assistance since 1986. CAP-HC and CAP-RW are running 50% of all energy assistance grants in the state and serve approximately 50K clients annually. In 2023, 28,000 clients sought energy assistance from CAP-HC. Approximately 21,000 clients received an energy assistance grant. About 7,000 clients were denied, largely due to incomplete applications or over income guideline. In 2023 the application became available online. 13,000 applicants submitted their applications online. The Energy Assistance program runs from October 1 – May 31. This is the largest CAP-HC program. 2/3 of CAP-HC staff are in the Energy Assistance program. Processing time was reduced by 36% last season. The turnaround time for the application process was 56 days last season, compared to 90 days in previous years. The goal is 30 days.

5. Client Satisfaction Survey:

Ms. Krolik presented. The Client Satisfaction Survey is the most systematic data collection effort. The survey is sent to clients each month that have received services within the previous 30 days. The results are reported to the board each quarter. The current report is from the 2nd quarter of 2024, April 1 – June 30. 408 surveys were completed during this period. Most respondents received services from energy assistance, followed by rental and vehicle repair assistance. 50% of respondents are from Minneapolis and 50% in sub-Hennepin County. Most respondents identified as White, Black, or African American. 6% identified as Native or Indigenous. Scores were slightly lower than the prior quarter. Most respondents received assistance remotely. Most heard about CAP-HC through Hennepin County, a utility company, friend, or relative. Most clients expressed additional information on energy assistance, rental assistance, vehicle repair, and water assistance. Staff are researching options for an efficient referral system to the additional programs identified.

6. Financials

a. **May and June 2024 Financials:**

Mr. Blooflat presented the May and June financials. The Statement of Financial Position shows the assets, liabilities, and net assets standing. The Statement of Revenues and Expenditures shows the YTD through the

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current month and the prior year. The Revenues and Expenditures are compared to the budget and provide detailed YTD figures. The change in net assets shows (-\$29K) for the month. YTD is \$12K. May is the first month with the adjustments due to the DEED appropriation which caused a decrease in net assets. In June there was (-\$35K) which brought YTD to (-\$22K). July is anticipated to bring net assets closer to zero. Staff are confident that requirements for DEED and admin cost have been met. The June - December budget reflects the adjusted budget figures. Chair Schaffer accepted a motion to approve the May and June 2024 Financials, subject to audit. Councilmember Vetaw made a motion to approve. Seconded by Commissioner Edelson. MOTION adopted and the May and June 2024 Financials, subject to audit, were unanimously approved.

b. July 2024 Cash Flow Projections:

Both June and July's ending cash balance were in the negative at the end of the month, (\$86,000.00) and (\$81,000.00) respectively. Both the negative months' end and unpaid line of credit balances were due to the timing of OEO's reimbursement payments. Both reimbursements were received in the first 3 days of the following month which then covered the deficits and paid off the line of credit principal balance. It is anticipated that cash will hover right around zero for the foreseeable future, with the occasional uptick as the month end cash flow will ultimately be determined by the timeliness of the reimbursements of expenditure payments. Mr. Blooflat monitors cash flow daily and forecast agency needs to best cover expenditures including using the line of credit. The line of credit is used only to cover expenditures until reimbursements are received by our funders. Mr. Blooflat forecast the need to use the line of credit each month to cover the gaps in reimbursement payments.

7. Grant Application Report:

Ms. Krolik presented the Grant Application report through July. A \$10K grant was received from Wright Hennepin Trust for the energy assistance program. Three new proposals were submitted in July, two to support employment readiness: CenterPoint Energy Foundation for \$20K and \$15K from Old National Bank Foundation. The third proposal was submitted to the MN Dept of Revenue to support the VITA program. There is a current 2-year grant that runs through next tax season but there are additional funds for allocation. Staff have requested an additional \$36.5K.

8. Finance and Audit Committee Update:

Councilmember Vetaw shared the Finance and Audit Committee met; a quorum was present. The Financial and cashflow statements were reviewed. Dr. Hightower briefed the committee on the line of credit usage, renewal status, and legal issues.

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9. Human Resources Committee Update:

The HR Committee did not meet.

10. Planning and Evaluation (P&E) Update:

The committee met and a quorum was present. All regular reports were reviewed. The Energy Assistance program closed on May 31. The program received zero findings on the final monitoring. The new energy assistance season is quickly approaching, and furloughed staff will return to work on Monday, August 26. Recertification applications have been sent to clients. Application will be available to the public as early as September 3. The water program successfully launched on July 1. CAP-HC and All Solar have partnered to supply clients that are homeowners and qualified for energy assistance with solar panels and this project has been extended until the end of the year, with the possibility of continuing into the next year. CAP-HC and PICA will host an energy conservation session in fall.

11. Fund Development Task Force Update:

Mr. Smith presented. The task force did meet and discussed board fundraising and engagement efforts. Board members can greatly impact resource development/fundraising. CAP-HC mostly relies on a few large government grants to sustain the work. The reimbursement structure of most of the grants cause the organization to have to tap the line of credit. Funds need to be raised. Mr. Smith presented the Board of Directors Engagement Form and asked the board to select how they can contribute to the organization. The request is for 100% board participation. Monetary giving is not required for the community sector board members.

12. Monthly Program Data Report:

Dr. Hightower presented. The Program Data report tracks all CAP-HC programs for the month and YTD. The report also shows data from the previous year. There is a 5,000 difference in households served YTD 2024 and this time last year. Last year 17,000 households were served. This year that number is just over 12,000. There are a couple factors that contributed to this difference. There was a delay in the start of the water program. There has also been a change in funding for the water program. Only 500 clients will be served in this program. During the 2023/24 energy assistance program staff processed applications quickly. Staff will include application processed in fall 2024 toward the total goal. There was a higher volume of applications received during the 2022/23 season and staff processed applications beyond May 31. These factors contributed to some of the variance in the households served between those two years.

13. Executive Director Update:

Dr. Hightower allowed Ms. Peters to provide an update. Ms. Peters shared most furloughed staff will return to work on Monday, August 26. There will be 13-14 new hires on the energy assistance team. Staff are working to fill the remaining open positions and working to diversify the candidate pool by advertising job postings on professional network associations platforms. Guided Fields, LLC will facilitate an all-staff training series in fall and focus on stewardship. The all-staff annual picnic will convene on September 20. The employee engagement survey will also launch in fall. The Director, Client Services position is currently open until filled. The job description will be shared with the board.

14. New Business:

Reseating Board Members

- Jim Lehman – Private Sector
- Victoria Chambers – Member-At-Large

Chair Schaffer accepted a motion to reseat board members, Mr. Lehman and Ms. Chambers. Councilmember Vetaw made a motion, seconded by Ms. Bryant. MOTION adopted and the reseating of the board members was unanimously approved.

Seating New Board Members

- Traverna Douglas – Community Sector
- Dimitri Audie – Community Sector
- Heather Edelson – Public Sector

Chair Schaffer accepted a motion to seat new board members. Councilmember Vetaw made a motion, seconded by Ms. Bryant. MOTION adopted and the seating of the new board members was unanimously approved.

Energy Assistance Program Grant Contract

Chair Schaffer accepted a motion to approve the Energy Assistance Program Grant contract. Councilmember Vetaw made a motion, seconded by Commissioner Edelson. MOTION adopted and the Energy Assistance Program Grant contract was unanimously approved.

Ratification of Line of Credit Renewal

Chair Schaffer accepted a motion for ratification of the line of credit renewal. Councilmember Vetaw made a motion. All were in favor. MOTION adopted and the ratification of the line of credit renewal was unanimously approved.

Board Self-Assessment Results:

The results are included in the packet.

Board Demographics Survey Reminder:

The link to the survey has been sent to board members. The survey will close on September 20.

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15. Announcements/Information:

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.

16. Adjournment:

The meeting adjourned at approximately 8:15 PM.

Next CAP-HC Board of Directors Meeting:
Thursday, September 26, 2024
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