



**BOARD OF DIRECTORS MEETING**

Thursday, March 24, 2022, 6:30 – 8:00 pm

Zoom: [Login](#)

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

**Minutes**

Allen Rezac	P	Kevin Myren	E
Angela Wade	E	Naweed Ahmadzai	P
David Asp	P	Solomon Ogunyemi	P
Detra Miller	E	Tonja West-Hafner	P
Dominique Pierre-Toussaint	P	Tyanna Bryant	P
Eric Totten	E	Victoria Chambers	P
Glaiza Regis	E	Vacant	
Jeff Washburne	P	Vacant	
Josh Schaffer	P	Vacant	
Justin Gillette	P	Vacant	
Kevin Anderson	E		

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

Guests Present:

1. Call to Order:

Chair Asp called the meeting to order at 6:33 pm. Ms. Lumpkins called the roll. A quorum was present.

2. **Approval of March 24, 2022, Board Meeting Agenda:**

Chair Asp asked if there were any changes to the agenda of the March 24, 2022, Board meeting. There were none. Mr. Washburne made a motion to approve, seconded by Ms. West-Hafner. MOTION adopted and the agenda was approved.

3. **Approval of February 24, 2022, Board Meeting Minutes:**

Chair Asp asked if there were any changes to the minutes of the February 24, 2022, Board meeting. There were none. Mr. Rezac made a motion to approve, seconded by Mr. Schaffer. MOTION adopted and the minutes were approved.

4. Study Session(s):

a. 2023-25 One Journey Process

Ms. Krolik presented. CAP-HC uses the “ONE JOURNEY” approach for agency

planning. This means that the agency's 2022 Community Needs Assessment (CNA) and strategic planning process will happen concurrently. This is a best practice within Community Action that ensures community needs are seamlessly and fully integrated into the strategic planning process while they are fresh in participants' minds. Completing a CNA every 3 years is a requirement of the CSBG grant. CAP-HC will seek the services of consultants to support both the CNA and the strategic planning process (qualified consultants may apply to support both projects). Two RFPs will be issued in March 2022 with both projects kicking off in April or May. If any board members have suggestions on possible consultants, they should contact Ms. Krolik or Dr. Hightower. The agency spent approximately \$100,000 on this process previously. A Strategic Planning Workgroup will be appointed consisting of board members and staff. Feedback from the full board will be sought at every juncture, including two board retreats (likely in June and September). The project timeline will run from April 2022 through January 2023 culminating in Board approval of the 2023-25 Strategic Plan at its January 2023 meeting.

**5. January 2022 Financial Statements and February 2022 Cash Flow Report:**

Mr. Rezac reported that the Finance and Audit Committee met and had a quorum. He led the Board through the financial narrative of the January 2022 financial statements. For January 2022, CAP-HC finished with a deficit in net assets of (\$65). The deficit for the month was the result of non-cash expenses depreciation and expense amounts of funds recognized as revenue in prior fiscal years as well as non-reimbursable expenses offset by small amounts of interest from the MAGIC and checking accounts and donations received in January. The spending of these funds previously recognized in prior years was anticipated and is budgeted for in the 2022 budget. The Grant Expenditure Status Report was reviewed. The Finance and Audit Committee is closely monitoring the CSBG CARES Act Supplemental Grant. The February Cash Flow Report was reviewed. It is anticipated that there will be a low cash balance at the end of the next few months as expenditures increase due to departments operating at full capacity and ramping up spending, however, staff does not anticipate using the line of credit.

Mr. Rezac recommended that the Board accepts the January 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. A renewal of the Wright-Hennepin Electric Trust Grant was received in the amount of \$10,000 for Energy Assistance. The Otto Bremer Trust Grant and the Minnesota Housing grant, both in the amount of \$100,000 were submitted for housing. The Shavlik Family Foundation grant in the amount of \$20,150 for a grants and donor database was not funded.

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

Mr. Rezac commented that the committee met and had quorum. In addition to the financial statements, the committee also discussed the current audit that is taking place. A Staff Accountant has been hired and he started on Monday. There is still one vacancy in the Finance Department.

#### 8. Human Resource Committee Update:

Committee Chair Schaffer shared that the HR Committee met and had a quorum. The committee met the new HR Director, Tori Williams. The committee also received an update on the vacancies of the agency. There are currently 5 open positions. Two new hires started this week.

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

Mr. Washburne shared that the P&E Committee met and had a quorum. The committee reviewed the Monthly Program Data Report and the Grant Application Report. The committee also reviewed the Client Satisfaction Survey Reports.

#### 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 February 2022. For the month of February, 1,734 total households were served, of which 1,480 were for the Energy Assistance Program. The total number of households served for the year is 3,683. The total number of households served for each program was also reviewed.

#### 11. Client Satisfaction Survey Reports

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 October 1, 2021 – December 31, 2021. Surveys were distributed to 3,192 unduplicated client email addresses. In total, 2,841 survey participation requests were successfully sent, and 435 surveys were completed. The survey completed numbers are higher than usual as this was the start of the energy season program year. This was the first quarter that the survey was able to be completed in Somali and Spanish. Although 4% of respondents reported using one or both of those languages at home, none chose to respond to the survey in those languages. The structure of the survey has changed from previous versions. The survey is now divided into four sections: Client Characteristics, Client Satisfaction, Client Communication, and Additional Client Needs. Survey respondents reported high levels of satisfaction with the Client Services department and moderate levels of satisfaction with the Energy Services department.

#### 12. Executive Director Update:

##### a. HR Director

Dr. Hightower introduced Tori Williams, the new HR Director, and asked her to give a brief introduction of herself. Dr. Hightower thanked Ms. Williams for joining the CAP-HC team.

##### b. Property Search Update

Dr. Hightower presented. Dr. Hightower shared that the property located at 5353 Wayzata is no longer an option for CAP-HC. The tenant that is currently occupying the space has decided to renew their lease. Staff is working with the consultants to see if CAP-HC can renew the lease at the current location for another year and to use that time to rethink how CAP-HC will house staff. One

option that staff is considering is to have more space in the inner city and to have satellite offices in the suburbs.

c. Energy Assistance Program Update

Dr. Hightower shared that the Energy Assistance Program is 20% ahead of where they were at this time last year, however, they are behind the target goals for this year. Due to the fact that CAP-HC is behind in their targets and because CAP-HC is the largest provider of energy assistance in the state of Minnesota, the Department of Commerce is interested in how the CAP-HC plans to meet their goals. Dr. Hightower and Tammy have had several conversations with Commerce on how the agency can increase production. Dr. Hightower commented that Energy Assistance staff have been working very hard and he thanked Ms. Stauffer and her team for all their hard work.

d. Youth Center – North Minneapolis

Dr. Hightower presented. The process for the Rosa Parks Youth Center is still moving forward at this time, however, it can change at any time when working with the legislature. Dr. Hightower reminded the board that the ask is for the legislature to give CAP-HC \$8 million; \$6 million for renovate a school building, and \$2 million for programming. CAP-HC will ask the Minneapolis Public Schools to sell a building for \$1.00. Two hearings have taken place in the House, and both have been tremendously positive. A formal presentation is in process of being created for the Minneapolis Public Schools. The school building of interest is the Willard School which is located on 16<sup>th</sup> and Penn Avenue in North Minneapolis. Summit Academy OIC is interested in this project as well to run a STEM project out of the space. If this project goes through, CAP-HC would own their own building and be able to renovate it to make it functional to best serve the community. This would also give the agency a tangible asset to use to leverage other efforts that the agency could launch. According to the State Director of MinnCAP, this would be the largest Community Action - Legislative initiative that the 2022 legislature would grant.

e. QIP Monitoring Report

Dr. Hightower presented. CAP-HC has been placed on a Quality Improvement Plan (QIP) in previous years. Staff and the board have worked really hard to get the agency moving in the right direction. Dr. Hightower received a letter from the MN Department of Human Services – Office of Economic Opportunity (OEO). The letter stated that OEO commends the agency on its progress and would like to work towards finalizing CAP-HC's QIP. OEO will look to formally close-out the QIP after the next monitoring , which will be scheduled for June of 2022.

13. New Business:

a. **Remove Inactive Board Members** -- Chair Asp

i. **Angela Wade – Community Member Sector**

ii. **Eric Totten – Community Member Sector**

Dr. Hightower shared that both Angela Wade and Eric Totten have not been active members for several months. Neither of them has responded to several requests from staff to discuss their participation.

Motion made by Mr. Rezac to remove Angela Wade and Eric Totten from the Community Sector of the Board of Directors, Seconded by Ms. West-Hafner. Discussion, none. Motion approved.

b. **Seat New Board Members** -- Chair Asp

- i. **Council Member Aisha Chughtai – Public Sector (Appointed)**
- ii. **Council Member LaTrisha Vetaw – Public Sector (Appointed)**
- iii. **Falilatou Tagba Iniwe – Community Member Sector**
- iv. **Samsam Mohamed – Community Member Sector**

Council Members Aisha Chughtai and LaTrisha Vetaw have been appointed by the City of Minneapolis. Falilatou Tagba Iniwe and Samsam Mohamed have been selected from the Parents in Community Action, Inc. (PICA) Policy Council. Each new member present gave a brief introduction of themselves.

Motion made by Mr. Schaffer to accept the four new members to the Board of Directors, Seconded by Ms. West-Hafner. Discussion, none. Motion approved.

c. **2021 Executive Director Performance Evaluation** -- Chair Asp

Chair Asp discussed that the 2021 Executive Director Performance Evaluation was completed and previously shared with the Board of Directors.

Motion made by Mr. Rezac to accept the 2021 Executive Director Performance Evaluation, Seconded by Mr. Pierre-Toussaint. Discussion, none. Motion approved.

d. **Signature Delegation Authority** -- Chair Asp

The Signature Delegation Authority is a best practice utilized by other CAP agencies across the state. This Signature Delegation Authority gives the Executive Director the authority to sign documents on behalf of the Board up to \$75,000.

Motion made by Ms. Chambers to accept the Signature Delegation Authority, Seconded by Ms. Vetaw. Discussion, none. Motion adopted.

e. **Conflict of Interest Policy** – Chair Asp

All Board Members received a copy of the Conflict of Interest Policy in the meeting packet. All Board Members will need to sign a new Conflict of Interest Policy. Ms. Lumpkins will send the policy out to all members for completion.

f. **Energy Assistance Program (EAP) Letter of Intent** -- Ms. Stauffer

Every year the Energy Assistance Program for CAP-HC must submit a letter to the Department of Commerce indicating the agency's intent to administer the program for the next season.

Motion made by Ms. West-Hafner to accept the Energy Assistance Program Letter of Intent to the Department of Commerce, Seconded by Mr. Rezac. Discussion, none. Motion adopted.

g. **Board Member Recognition** -- Mr. Schaffer

Mr. Schaffer acknowledged that this is Chair Asp's last meeting as his term on the board has expired. Mr. Schaffer thanked Chair Asp for all his hard work and

dedication over the many years he served on the board. Chair Asp commented that he is happy to be leaving the board during a time when the agency is moving in such a good direction. Dr. Hightower also thanked Chair Asp on behalf of staff for his work and support of the agency.

Mr. Ogunyemi commented that board members used to receive birthday and holiday cards from the agency. He would like staff to consider starting this again. He also commented about board members in the Community Sector no longer receiving reimbursements for attending meetings. Dr. Hightower commented that he will ask Ms. Williams and Ms. Lumpkins to look into a way to acknowledge milestones for board members. Dr. Hightower also commented that when the board meetings started to take place virtually, the reimbursements for travel stopped. The reimbursements will continue once meetings are held in-person.

14. Announcements/Information:

- a. The Board Roster, Board Calendar, and Board Committee Assignments 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 Chair Asp at 7:54 pm.

Next CAP-HC Board of Directors Meeting:

Thursday, April 28, 2022

6:30 – 8:00 pm