



**BOARD OF DIRECTORS MEETING**

Thursday, September 22, 2022, 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 Anderson	P
Allen Rezac	P	Kevin Myren	P
Antanisha Spears	P	LaTrisha Vetaw	E
Detra Miller	E	Naweed Ahmadzai	E
Dominique Pierre-Toussaint	P	Samsam Mohamed	E
Falilatou Iniwe	E	Solomon Ogunyemi	P
Glaiza Regis	E	Tonja West-Hafner	E
Jeff Washburne	E	Tyanna Bryant	P
Jim Lehman	P	Victoria Chambers	E
Josh Schaffer	P	Vacant	
Justin Gillette	P		

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

Guests Present:

**1. Call to Order:**

Chair Schaffer called the meeting to order at 6:34 pm. Ms. Lumpkins called the roll. A quorum was not present.

In the absence of a quorum, an email will be sent to all board members after the meeting so all action items can be voted on electronically.

Chair Schaffer welcomed new board member, Jim Lehman, to the board. Mr. Lehman gave a brief introduction of himself.

**2. Approval of September 22, 2022, Board Meeting Agenda:**

This will be added to the electronic vote.

**3. Approval of August 25, 2022, Board Meeting Minutes:**

This will be added to the electronic vote.

4. Study Session(s):

a. 2023 Budget Timeline and Assumptions -- Mr. Blooflat (15 min)

During the month of October, department heads will work on completing their budget template. Meetings will take place between department heads and the accounting department to review the preliminary budgets. During the beginning of November, the first draft of the budget will be shared with the leadership team and emailed to the Finance and Audit Committee for review. Towards the end of November, the 2023 budget book will be shared electronically with the Board of Directors for review. The final draft of the 2023 budget will be presented to the Board of Directors for approval at the December 1, 2022, Board meeting. The 2023 annual budget revenue and expenditure assumptions were reviewed and discussed during the board meeting. The assumptions are a snapshot in time and are subject to change as staff receives actual revenue and expenditure costs. The assumptions for the 2023 Cost of Living Adjustment (COLA) is a 5% increase. The health insurance is anticipated to increase by 10% and the dental insurance to increase by 13%.

5. **July 2022 Financial Statements and August 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 July 2022 financial statements. For July 2022, CAP-HC finished with a deficit of (\$2,766). The deficit for the month was the result of depreciation and non-reimbursable expenses offset by interest from the MAGIC and checking accounts and a small amount of donations. Professional Services continue to run high through July due to unexpected cost for temporary services for the Energy Assistance Program, as well as the HR Consultant position running longer than anticipated. Equipment is running high due to the Energy Assistance Program technology upgrades. Direct Client Services is running high due to the ramp up of spending of the CARES supplemental funds. The Grant Expenditure Status Report and the August 2022 Cash Flow Report were also reviewed. The Community Services Block Grant (CSBG) CARES Act Supplemental Grant has been fully spent as of today.

This will be added to the electronic vote.

6. Grant Application Report:

Ms. Krolik presented. There have been no changes to this report since the last board meeting. Staff have been busy preparing proposal content for several funders. The letter of intent that CAP-HC submitted for Wells Fargo was denied.

7. Finance and Audit Committee Update:

Mr. Rezac commented that the committee met and had a quorum. The committee reviewed the July 2022 financial statements and the August cash flow statement. They also reviewed the 2023 Budget Timeline and Assumptions.

8. Human Resource Committee Update:

Committee Chair Gillette shared that the HR Committee met and did not have a quorum. The committee received an update on the recruiting and hiring of the agency. Some positions have recently been filled, however, there are a few positions that remain open. An update on the culture initiative was also given. The action teams submitted 16

recommendations that were reviewed by the leadership team.

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

Committee Chair Bryant shared that the P&E Committee met and did not have a quorum. The committee reviewed the grant application report, program data report, and grant expenditure status report. The Client Satisfaction Survey results were also reviewed. Ms. Hall shared a program highlight that an additional HUD Housing Counselor has passed the HUD exam. The agency now has three certified HUD Housing Counselors.

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 August 2022. For the month of August, 495 total households were served, of which 384 were for the Energy Assistance Program. The total number of households served for the year is 14,837, of which 12,663 were for Energy Assistance. The total number of households served for each program was also reviewed.

11. Client Satisfaction Survey Report:

CAP-HC regularly solicits feedback from clients as part of its continuous improvement efforts. Clients are contacted on a quarterly basis and asked to share how they learned about CAP-HC, the quality of their experience working with staff members, and more. The results of this survey were for clients served during April 1, 2022 – June 30, 2022. Surveys were distributed to 4,167 unduplicated client email addresses. In total, 4,156 survey participation requests were sent, and 507 (12%) surveys were completed. 74% of respondents identify as female, 47% identify as white, and 36% identify as black or African American. The survey results are divided into four sections: client characteristics, client satisfaction, client communication, and additional client needs. Each section of the survey results was reviewed. There was a slight decrease in a few questions possibly due to the huge increase in Energy Assistance applications as well as the lifting of the eviction moratorium. The CAP-HC web traffic doubled on the emergency rental assistance webpage and the inquiries submitted through the website tripled. Staff simply did not have the bandwidth to respond to all requests in a timely manner. Staff have made changes to better manage the increase in volume going forward. Technology improvements have been made, there is a new call center, and a new workflow system. The agency is also opening to the public this fall. Overall, survey respondents reported moderate levels of satisfaction with their CAP-HC experience.

Dominique commented on the emails some board members have received from a disgruntled former board member. He stated that these emails are very unprofessional on her part. He also acknowledged the hard work of staff and the agency. Chair Schaffer has been trying to get communication to come just to him. He does not want any board members to feel they have a responsibility to engage in this. Any communication with this former board member should come from the board chair or Dr. Hightower. Mr. Rezac would like to better understand the process that staff go through when they have to deny people for services.

12. Executive Director Update:

Dr. Hightower commented that the agency has served 5,000 more households this year than last year so far. He also stated that the CARES Act funds have been overspent. The

overage amount has been charged to the Community Services Block Grant (CSBG) grant.

a. Youth Center Update

Dr. Hightower provided an update on the youth center. The project is in a holding pattern with Minneapolis Public Schools. Discussion took place at the Finance and Audit Committee meeting on what the numbers might look like for this project. It is unknown how this project will move forward with the legislature.

b. One Journey Update

Ms. Krolik presented. The 2023-2025 Strategic Plan process known as the One Journey is underway. The Socio-Historic Scan has already been completed. A community meal took place last night in Minneapolis. A pop-up event took place today in partnership with the City of Brooklyn Park and Health on the Go. Another pop-up event is planned for next week in Bloomington. Strategy workshops have been scheduled for October 14 and November 9, but the location has yet to be determined. The Strategic Planning Workgroup will meet again next week.

c. Department of Human Services (DHS) Update

Mr. Blooflat presented. The Department of Human Services (DHS) has been in the news lately regarding the legislative hearings. The legislative audit report found violations in legal requirements in the oversight of some grants. CAP-HC does not receive grants specific to the areas where the violations were found. Auditors also found that DHS failed to assess the financial stability of organizations requesting more than \$25,000 in funding from 91 of 117 grantees. Legislators are saying that DHS is too large to be managed effectively and are looking to restructure the agency.

13. New Business:

b. **Re-Seat Board Member** -- Chair Schaffer

I. **Naweed Ahmadzai – Private Sector**

Naweed Ahmadzai completed his first 2-year term in the Private Sector of the Board of Directors and is to be re-seated for another 2-year term. This will be added to the electronic vote.

a. **2023 Budget Timeline and Assumptions** -- Mr. Blooflat

The 2023 Budget Timeline and Assumptions were previously presented during the study session.

This will be added to the electronic vote.

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 Chair Schaffer at 7:50 pm.

Next CAP-HC Board of Directors Meeting:

Thursday, October 27, 2022

6:30 – 8:00 pm