



**MINUTES: BOARD OF DIRECTORS MEETING
 COMMUNITY ACTION PARTNERSHIP OF HENNEPIN COUNTY
 VIA VIDEOCONFERENCE
 Thursday, January 28, 2021
 6:30 PM**

Allen Rezac	P	Justin Gillette	P
Alysen Nesse	P	Karin Keitel	P
Angela Wade	E	Kevin Anderson	P
Angela Williams	P	Kevin Myren	P
Chinnaphan Bell	P	Naweed Ahmadzai	P
Chris LaTondresse	P	Sherrie Pugh	P
David Asp	P	Solomon Ogunyemi	P
Eric Totten	E	Tonya West-Hafner	P
Glaiza Regis	P	Tyanna Bryant	P
Jeff Washburne	P	Victoria Chambers	P
Josh Schaffer	P		

CAP-HC Staff Present: Dr. Clarence Hightower, Dean Dalzell, Feleshia Edwards, Jane Cummiskey, Jennifer Horton, Kendra Krolik, Sam Miller, Todd Blooflat, Bryan Zinschlag, Katherine Castille, Theresa Lumpkins

1. Call to Order:

Acting Chair David Asp called the meeting to order at 6:32. Theresa Lumpkins called the roll. There was a quorum present.

2. Introduction of New Board Members and Staff

Acting Chair Asp suggested that we move agenda item 11(a) to the beginning of the meeting and asked the new Board members to introduce themselves.

- Chinnaphan Bell – Community Member Sector**
- Glaiza Regis – Community Member Sector**
- Commissioner Chris LaTondresse – Public Sector**
- Commissioner Kevin Anderson – Public Sector**

The four new board members gave a brief introduction of themselves. Two new staff members, Katherine Castille and Bryan Zinschlag also introduced themselves. Katherine is the Marketing & Communications Manager and Bryan is the Data & Evaluation Manager. Although the four new board members were all appointed, the Board made a motion to accept the members. Discussion, none. Motion adopted.

3. Minutes of December 3, 2020 Board Meeting:

Acting Chair Asp asked if there were any changes to the minutes of the December 3, 2020 Board meeting. There were none. Sherrie Pugh made a motion to adopt, seconded by Angela Williams. MOTION adopted and the minutes stand as presented.

4. Study Session(s):

a. 2020-2022 Strategic Plan

Ms. Krolik presented the 2020-2022 Strategic Plan. The Strategic Plan was finalized in June 2020. Staff committed to sharing the Strategic Plan with the Board twice a year and this is the first time staff is sharing the plan. There are 87 objectives. Approximately six months into the 2020-2022 Strategic Plan, the agency is making solid progress towards its goals. Currently, 27 milestones are completed or on track, zero are off-track, and sixty have not yet started. This is a living document so milestones may be added or adjusted as new information comes in to ensure the agency is a nimble and adaptable organization. A question was asked how the Strategic Plan ties into the 2021 Annual Work Plan. The 2021 Annual Work Plan is focused on items that will happen in 2021 and will be completed in 2021, while some items on the Strategic Plan spans the two and half year period. Some items on the Work Plan are not listed on the Strategic Plan because they are more tactical in nature or are industry best practices that the agency needs and/or wants to do but do not necessarily line up with the Strategic Plan. This will be brought before the board again this summer.

b. 2021 Annual Work Plan

Mr. Dalzell presented the 2021 Annual Work Plan. The Annual Work Plan helps guide the Strategic Plan in completing the agency goals on an annual basis. The outcome of the Annual Work Plan is also a key data point for the performance appraisal for the Executive Director. There are a total of 36 goals. The Annual Work Plan is not a funding requirement, however, many of the items in the Work Plan are requirements of funders. Ms. Pugh asked if the CARES funding has impacted staff being able to stay on track with the Annual Work Plan. Mr. Dalzell commented that staff was able to stay on track well with the detour that COVID-19 caused. Ms. Pugh also asked if there have been any specific new learnings that could impact the agency's work in the future. Dr. Hightower commented that this has changed how the agency delivers service. Many programs are operating electronically now. This has caused the agency to rethink IT resources and the agency is in a much better place now technology wise. These changes will impact how the agency budgets for items in the future. Ms. Regis asked about how participants can feel more connected with the resources of the agency. She submitted paperwork a couple of weeks ago and has not heard back yet. Ms. Edwards and Ms. Horton gave a brief overview of how their programs are currently operating. Due to the high number of applicants, the response time is unusually longer than normal. Ms. Edwards commented that applicants are reviewed on a first come, first serve basis, but applicants can call the agency to check on the status of their applications or ask questions via the website.

c. 2021 Legislative Agenda & Priorities

Ms. Krolik presented the 2021 Legislative Agenda and the Legislative Priorities. Because of the agency's funding source, the agency is not allowed to engage in lobbying activities. Efforts to advance policy are done entirely through the lens of education. The agency can inform legislators about the experience of our clientele, but the agency cannot advocate for specific pieces of legislation. The 2021 Legislative Priorities outlines the priorities that the agency will focus on for the 2021 Legislative Session. Mr. Rezac asked if the header section of the document could

more clearly state the role of the agency which is to educate and not to lobby. He also asked if this is a public facing document that will be listed on the agency website. Ms. Krolik will work to make the changes that Mr. Rezac suggested. Ms. Nesse asked if the agencies that we receive funding from are listed in the Legislative Priorities. Ms. Krolik commented that there are opportunities to partner with the agencies, however, it has yet to be determined how this would be reflected on these documents. Ms. Pugh commented that state agencies are also not allowed to lobby. Commissioner LaTondresse commented that the items listed already align well with Hennepin County. Ms. Nesse stated that she works in government relations for the City of Minneapolis. The City functions in the same way and the items on the platform also align with the City's agenda as well. Acting Chair Asp suggested not calling the document an "agenda" but calling it something else that would have a more educational undertone. The Legislative Agenda and Priorities will not be approved during this meeting but will be brought before the board at the next board meeting in February for approval with the suggested changes.

5. Financial Statements and Cash Flow Report:

Kevin Myren led the Board through the financial narrative of the October and November financial statements. The loss for October was just over \$2,200 and the loss for November was under \$1,500 bringing the year-to-date loss to \$12,777. These losses result from depreciation and expenses from prior grants that were booked as revenue in prior years. The grant status was also reviewed and good progress was being made. He stated that the cash flow projections for December were tight, but better than anticipated. The agency continues to manage its cash position well. He reported that the Finance and Audit Committee had met and had a quorum and it recommended that the Board accept the October and November 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 the monthly grant application report. This report summarizes grant applications and activity for grants that would begin in calendar year 2021. The three grants listed were also listed on last month's report. The agency is expecting to hear from Otto Bremer about the housing stability proposal within the next couple of weeks. There has been a change in the Pohlada Foundation grant which will be discussed later in the meeting under "New Business".

7. Finance and Audit Committee Update:

Committee Chair Myren shared that the Finance and Audit Committee reviewed the temporary check signing policy that was put in place for COVID-19. It was decided to keep the current policy in place.

8. Human Resource Committee Update:

Committee Chair Josh Schaffer shared that the Human Resources Committee met and had a quorum. They discussed the Data Breach Policy and the Technology User Agreement which are both on the agenda to be approved later in the meeting. A Companion Data Breach

Policy was also reviewed.

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

Committee Chair Alysene Nesse shared that the Program Planning and Evaluation Committee met, and a quorum was present. There were no items for approval. The items that were reviewed are being discussed during this board meeting. The program highlight will continue to take place in 2021. The Rapid Rehousing program and the COVID Housing Assistance Program (CHAP) program were discussed and Ms. Horton gave an overview of the programs. The Rapid Rehousing Program began in August and has currently secured housing for 8 out of the 10 participants. The CHAP program has served 202 households at approximately \$615,000 of assistance. The program will wrap up towards the end of February.

10. Quarter 1 Program Data:

Ms. Krolik presented the Quarter 1 Program Data. This report shows the program numbers for the number of households served for the period between October 1, 2020 through December 31, 2020. Emergency Rental Assistance has increased its reach since last year largely due to the CHAP program. This report will be switched from a program year to a calendar year to match agency financials for consistency at the next board meeting in February. Program Goals will also be added to future Program Data Reports. Mr. Rezac thanked staff for all the work they did in transitioning this form to see it in a more transparent format.

11. Executive Director Update:

Dr. Hightower believes the agency is on a very good path. The agency is nearly 100% staffed. Client Services has launched 11 new programs. Energy Assistance (EAP) will have served approximately 20,000 Hennepin County households. The agency also has a good relationship with funders.

a. Executive Director Evaluation

Mr. Dalzell shared a draft of the 2020 Executive Director Evaluation Timeline. The Board is tasked with evaluating the Executive Director's performance and compensation on an annual basis. Mr. Dalzell gave an overview of the current timeline. An electronic survey is prepared to be sent out tonight after the meeting, pending approval of the timeline to obtain feedback on the Executive Directors performance for 2020. The Executive Committee will review the results of the survey and the report and recommendation will be presented to the full Board at the February meeting. Ms. Williams asked about the diversity of the hiring of staff at the professional level and the selection process for new board members. Dr. Hightower commented that the agency has about 40 staff that are all professional. Dr. Hightower will ask the HR Director to create a report showing the diversity of staff to be presented during the next Board meeting. Relative to the Board, the selection process for two of the sectors are not controlled by the Board. The Public Sector members are appointed by Hennepin County and the City of Minneapolis. The Community Member Sector members are nominated and democratically selected by boards and committees in the

community. Acting Chair Asp commented that staff will prepare a report to be reviewed at the next Board meeting.

b. 2020 Annual Work Plan

Mr. Dalzell presented the 2020 Annual Work Plan. The Work Plan covers the period of January 1, 2020 through December 31, 2020. 82% of the goals are complete. Of the 27 goals, 22 have been Met, 2 are In Progress and 3 that were Not Met. One of the goals that is In Progress is ensuring the agency receives an unmodified opinion on the agency financial compliance audit. This is scheduled to be presented for approval during the April Board meeting. The other item that is In Progress is completing 100% of the strategies identified for year one of the Risk Assessment. The two items that are In Progress on the Risk Assessment are the performance and compensation evaluation process for the Executive Director and the Data Breach Policy. Both of these items will be complete pending approval during tonight's meeting. The three items that were Not Met are under Marketing and Communication strategies. These items were updated to be included in the 2021 Annual Work Plan. Ms. Keitel commented that the audit should be marked as Met due to the agency having a clean audit in 2020 for 2019. The reason this goal is not currently marked as met has to do with timing of the audit. Mr. Myren agrees with Ms. Keitel and suggests changing the language on the Work Plan to reflect the audit results for the previous year. The 2021 Annual Work Plan will be amended to reflect a clean audit for the previous year. Acting Chair Asp asked about the Social Media Plan to expand the brand agency and effectively promote services to the community. Dr. Hightower commented that prior to Ms. Krolik joining the agency, the previous Marketing Director thought he could complete these items. He subsequently left the agency, and these items were not completed. Kendra commented that the re-branding proposal that was that was previously brought to the board has been tabled based on board comments.

12. New Business:

a. Seat New Board Members

This item was covered earlier in the meeting.

b. 2021 Annual Work Plan

Mr. Dalzell previously presented the 2021 Annual Work Plan during the Study Session. The 2021 Annual Work Plan will be amended to reflect the 2020 fiscal year for the audit. Motion made by Mr. Schaffer, Seconded by Mr. Rezac. Discussion, none. Motion adopted.

c. 2021 Legislative Agenda & Priorities

This item will be moved to the next board meeting for approval to allow the staff to make the previously suggested changes. Ms. Nesse suggested calling the document Policy Priorities.

d. Technology User Agreement

Mr. Miller presented the Technology Usage Policy and Agreement. This policy is to outline the responsibility for staff in using any IT assets (i.e., phones, laptops,

printers, etc.). The purpose of the policy is also to protect CAP-HC's assets and to make sure staff understand expectations for keeping equipment safe while working remotely. This agreement has been vetted by the agency attorney. Ms. Keitel asked if the agency provides cell phones for all staff members. Mr. Miller stated that only staff members that need to stay in contact with clients or stakeholders have cell phones. Due to the new phone system being accessible through the computer, very few staff are using their cell phones. Mr. Schaffer shared that this agreement was also reviewed by the HR Committee. Motion made by Ms. West-Hafner, Seconded by Ms. Bryant. Discussion, none. Motion adopted.

e. **Data Breach Policy**

Mr. Miller presented the Data Breach Policy. The Data Breach Policy is to address the Risk Assessment that was completed last year. The resources used to develop this plan were from the Information Systems Security Association, Data Breach Response Plan from McAfee and the agency's managed service provider, Tech Impact. This plan outlines the steps that the agency would take place post breach, if one should occur. Mr. Allen asked if there were any areas of discussion or concern from the HR Committee. Mr. Schaffer commented that the HR Committee did review this policy and they are recommending the policy for approval. Motion made by Mr. Rezac, Seconded by Ms. Nesse. Discussion, none. Motion adopted.

f. **Single Check Level Authority**

Mr. Blooflat presented the Single Check Level Authority Policy. Due to COVID-19, there was a temporary change for the single check signing that was approved last March by the Finance Committee, the Management Committee, as well as the Board. The check signing for one signature was increased from \$3,000 to \$10,000. This was reviewed during the Finance and Audit Committee and since it's working well, the recommendation is to continue using the policy.

g. **Pohlad Grant Summary Ratification**

Ms. Krolik discussed the Pohlad Grant Summary Ratification. This grant summary was previously approved by the Executive Committee. The agency has decided to withdraw the application from consideration. Staff feels this is not the right time for the agency to pursue these funds. This was communicated to the Pohlad Foundation and was received favorably by them. Acting Chair Asp appreciates staff's awareness to not take on more than they can handle. Since the Executive Committee previously approved this grant, the Board now needs to approve the decision to not move forward. Motion made by Mr. Rezac, Seconded by Ms. West-Hafner. Discussion, none. Motion adopted.

h. **Real Estate Update**

Mr. Dalzell gave an update on the Real Estate efforts. CAP-HC is currently reviewing the agency's physical location to assess if the agency is in the right location to serve the community. Staff has selected Avison Young as the broker and entered into a Memorandum of Understanding (MOU) with them. They will not receive a fee but will receive a commission. A steering committee has been created, which includes Mr. Dalzell, Ms. Krolik, Ms. Chambers, and Mr.

Ahmadzai. Mr. Dalzell shared a preliminary high-level timeline.

Ms. Krolik discussed how the agency will solicit input from key stakeholders (clients, board members, and staff) regarding the new location. A staff survey has been developed and will go out next week. The results from the staff survey will be shared at the February Board meeting. The survey results from staff, clients and the board will be used to help determine the next location for the main CAP-HC office. Ms. Pugh asked if any survey or evaluation has ever taken place on the current location. Staff had no recollection of this previously happening. Mr. Rezac asked if staff is looking into impacts from COVID and if staff is rethinking the staffing model. Ms. Krolik commented that the surveys ask several open-ended questions to allow for detailed input from the stakeholders. Staff have also had conversations with Avison Young about trends in real estate as well as trends specific to COVID. Dr. Hightower shared that Mr. Gillette's wife works for Avison Young. This could be seen as a conflict of interest; therefore Mr. Gillette will not take part in any actions that involve this firm.

13. Announcements/Information:

The Board Roster, the Board Calendar and the Board Committee Assignments are listed in the Board packet for review. The Board Committee Assignments will change due to the new members that have been added.

Ms. Pugh commented that she will be leaving the board. She did not seek re-appointment from Hennepin County. She shared that the agency has really turned around and she is excited about the path it is on. She shared that she would be willing to assist by serving on some short-term committees.

14. Adjournment:

Without further new business, the meeting adjourned at 8:30 pm. Motion made by Ms. Nesse and seconded by Mr. Myren. MOTION adopted.

**NEXT REGULAR BOARD OF DIRECTORS MEETING:
Thursday, February 25, 2021 at 6:30 pm**