

NORTHWEST MICHIGAN COMMUNITY ACTION AGENCY, INC.
Board of Directors Meeting – June 21, 2018

PRESENT:

Rev. Gerald Cook
Art Jeannot
Tom Kelley
George Lasater
Larry Levensgood
Louis Fantini
Lindsey Walker
Mary Klein
Debbie Bishop
Tony Ansorge
Carolyn Rentenbach
Pam Niebrzydowski
Grace Ronkaitis
Jeff Miller
Marc Milburn
Judy Nichols
Tom Olmsted
Gillian Gines

ABSENT:

Tonya Schroka (E)
Brenda DeKuiper
Yvonne Donohoe
Carol Smith
Jennifer Smith

The meeting was called to order at 12:33 P.M. by Chairperson Rev. Gerald Cook. Following the Pledge of Allegiance, roll call was taken and a quorum established.

AGENDA

Jerry Cook requested approval for the meeting Agenda.

Motion by Judy Nichols, supported by Pam Niebrzydowski, that the meeting agenda be approved as presented. Motion carried.

MINUTES OF PREVIOUS MEETING

The minutes of the May 17, 2018 meeting of the Board of Directors were presented for Board action. It was requested that the minutes be corrected to reflect one no vote from Marc Milburn on the Head Start Transportation Waiver motion.

Motion by Peachy Rentenbach, supported by Lou Fantini, that the minutes of the May 17, 2018 Board of Directors meeting be approved as presented with the correction to the Head Start Transportation Waiver motion.
Motion carried.

MEMBERSHIP ANNOUNCEMENTS

Jerry Cook welcomed Ed Boettcher to the Board as the new Antrim County Board of Commissioners representative.

Motion by Pam Niebrzydowski, supported by Lou Fantini, that Ed Boettcher be accepted as the new Antrim County Board of Commissioners Representative. Motion carried.

Jonathan Scheel was also introduced. He will be the representative from the Emmet County Board of Commissioners.

Motion by Lou Fantini, supported by George Lasater, that Jonathan Scheel be accepted as the new Emmet County Board of Commissioners Representative. Motion carried.

Ralph Stephan will be representing the Roscommon County private sector, a seat previously held by his wife Pam.

Motion by Marc Milburn, supported by Lou Fantini, that Ralph Stephan be accepted as the new Roscommon County Private Sector Representative. Motion carried.

PUBLIC INPUT

None.

POLICY COUNCIL REPORT

The June 14, 2018 Policy Council meeting report was submitted by Tonya Schroka.

Motion by Judy Nichols, supported by Debbie Bishop, that Policy Council report be accepted as presented. Motion carried.

EXECUTIVE DIRECTORS REPORT

John Stephenson, Executive Director presented the Financial Reports and Annual Operations Plan and Report Summary for May 2018, bank credit card statements for May 2018, and the status of Agency Program Operations.

Motion by Lou Fantini, supported by Peachy Rentenbach, that the Executive Director's report be approved as presented. Motion carried.

BUSINESS

NMCAA 2018 STRATEGIC PLAN

Tina Allen, NMCAA's Strategic Plan Facilitator, presented the final draft of the 2018 NMCAA Strategic Plan & Vision Statement. The Management and Leadership groups have met to discuss the final format of the plan and determined that goal #5 would actually be an overarching goal for the plan. This goal will oversee the other four goals and allow for accountability to make sure the Strategic Plan continues to move forward.

NMCAA Vision: NMCAA leads in strengthening our communities by empowering people to overcome barriers, build connections, and improve their quality of life.

Kerry Baughman, Executive Director, explained the process going forward and the next steps in working with the Management and Leadership groups. Both groups will work together for the next few meetings to get action steps identified for objectives that will be worked on during the first year. Quarterly updates will be provided to the Board regarding the progress of the Strategic Plan.

Motion by Grace Ronkaitis, supported by Mary Klein, that the NMCAA 2018 Strategic Plan be accepted as presented. Motion carried.

SELECTION OF HUNTINGTON BANK & RESOLUTION

Dan Dewey, Controller, advised the Board that NMCAA's bank, Fifth Third, has increased their banking charges to \$600-\$700 per month. New pricing has been obtained from 2 other banks for comparison and Huntington Bank has the best pricing over Fifth Third and Chase Bank. In order to keep costs lower, it is recommended that NMCAA switch their Bank to Huntington.

Motion by Art Jeannot, supported by Judy Nichols that NMCAA move their banking needs to Huntington Bank. Wording in the Resolution to be changed from "best interest" to "best business interest". Motion carried

2018 TAX PREPARATION PROGRAM REPORT

Meg Havenga, Tax Program Coordinator, presented the results of the 2018 Tax Preparation Program. There were 2983 returns completed for a total economic impact of \$5,922,794 back into the communities. Of the total completed returns, 85% were low and moderate income families, 28% were disabled, 13% were veterans, and 39% were over the age of 65. There was an IRS Field Site Visit at the Traverse City Office and the Charlevoix Senior Center that went very well. Next year will focus on expanding partnerships, volunteer recruitment, scheduling options, promotion of Myfreetaxes.com, and client education regarding tax credits.

SALESFORCE AS A TOOL TO SUPPORT PROGRAMMING

Rob Hansen, Salesforce Champion, explained that Salesforce, a computer software program, is the world's #1 customer relationship management (CRM) platform. Salesforce is currently used to manage donations to NMCAA, tax preparation appointments, FMS programs, and the CSFP program. This year's tax season was the first time we have used Salesforce for scheduling. There were around 1900 appointments scheduled, 501 packets emailed (which saved on mailings) and 301 appointments scheduled online by clients. The goal is to increase the reach of our programs using online registration which will give us access to new audiences.

NEIGHBORWORKS SUSTAINABLE BUSINESS INITIATIVE (SBI) ACTIVITIES UPDATE

Karen Emerson, Financial Management Services Manager, reviewed the NeighborWorks Sustainable Business Initiative (SBI) which was formally known as SHP. A customer portal is being piloted for Homebuyer Education Workshop registration. In July, NMCAA will begin charging \$75 for in-person workshops. A

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charge of \$99 will be accessed for on-line education. Anyone under 200% of poverty will complete an application for scholarship to attend for free.

INNOVATIVE ENERGY MANAGEMENT RESOLUTION

John Stephenson presented the Resolution for the Innovation Energy Management (IEM) Manager. Currently it lists John Stephenson as the IEM Manager, and this revision will appoint Kerry Baughman as the new IEM Manager.

Motion by Tom Kelley, supported by Jill Gines that the Innovation Energy Management Resolution be accepted as presented. Motion carried.

RESOLUTION FOR JOHN STEPHENSON

Kerry Baughman presented a Resolution for John Stephenson honoring his 40 years of dedication and service to NMCAA. John has been a visionary leader, collaborative community partner, and made a positive and profound impact on thousands of low-income citizens. The Board of Directors expresses extreme gratitude for his years of service to this agency.

Motion Peachy Rentenbach, supported by Jeff Miller that the Resolution for John Stephenson be accepted as presented. Motion carried.

OTHER BUSINESS

FY 2018 CSBG allocation announced – finally!

CELICA NMCAA & Cherryland Partnership more attention

HUD Grant for Youth Homeless Demonstration Project (YHDP) MSHDA and BCAEO to match

Paycor post delay set to start 7-16-18

Steve Taylor resigned to accept job with state

Early Childhood Programs actively recruiting children, hiring staff

Senior Nutrition additional funds from AAA - \$66,185!

Kerry attended ED Peer Networking Event in Grand Rapids and New Director Training in Cadillac with MCA

BOARD COMMENTS

None.

There being no further business to come before the Board, the meeting was adjourned at 2:28 P.M.

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Next meeting will be: Thursday August 16, 2018, 12:30 PM

Respectfully Submitted

Mary Klein, Secretary

Betsy Rees, Recording Secretary