



**THREE RIVERS COMMUNITY ACTION, INC.
Board of Director Meeting Minutes
Wednesday, September 20, 2017
Three Rivers Community Action, Inc.
1414 North Star Drive, Zumbrota Minnesota**

Members Attending: Heather Robins, Ekta Prakash (on phone), Jo Anne Krier, Abdullah Hared, Ruth Boudet, Alicia Norton, Dave Windhorst, Julie Steberg, Mark Thein

Staff Attending:

Jennifer Larson, Executive Director
Kindra Papenfus, Chief Financial Officer
Amy Repinski, Transportation Director
Jane Adams Barber, Head Start Director
Donna Stamschror, Support Staff Coordinator

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Wabasha Office
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Members Excused: Brian Goihl, Galen Malecha, Barney Nesseth

Call to Order: Meeting was called to order by Chair Heather Robins

Determination of a Quorum: Quorum was met

***Approval of the August 16, 2017 meeting minutes (enclosed in agenda packet)**

Alicia Norton made a motion to approve the August 16, 2017 minutes, Ruth Boudet seconded, motion unanimously approved.

***Approval of the September 20, 2017 agenda (enclosed in agenda packet)**

Jo Anne Krier made a motion to approve the September 20, 2017 agenda, Julie Steberg seconded, motion unanimously approved.

Case of the Month –LaKeisha Arndt, Marketing & Recruitment Manager for Transportation Department

LaKeisha has been here a year and gave the board an update on transit marketing. This year we received a \$30,000 Commuter Challenge grant for marketing of the transit program. LaKeisha had a video made and showed it. It is part one of a general video that describes the transit system. Part two is how to ride the bus and what

to expect on the first trip. Videos will go on the website, Facebook page, public access channels and YouTube. She will also have DVD's made and hand them out to schools and other community resource programs. The video will be available in English, Somali and Spanish. She also did a 30 second commercial for television and has radio spots. Next LaKeisha explained the Try Transit Tuesday campaign. On the second Tuesday of the month, riders can ride any of the routes for free. LaKeisha showed some of the ads that are placed in the community catalogs, entertainment guides, etc. She showed samples of the flyers distributed around the community. She also has ads to recruit drivers and other positions in transit. A Travel Trainer has been hired to help bridge the gap in the Somali community.

Director's Report

1. Staffing updates: Fall is here, so we have offices again filled with returning Head Start and Energy Assistance staff. We have placed an Energy Assistance staff person in our Wabasha office to assist households there and are monitoring walk-in traffic as we experiment with not having an administrative assistant located there. Mollie Moyer has joined the staff as a Senior Accountant. We are very short on bus drivers and are working to fill transit openings across the region. Applicants do not need a CDL to apply, we train and test on site. We are working on filling the Family Advocacy Director position.
2. Last week we purchased a house on the 700 block of 4th Street in Rochester. As the Board has reviewed and approved previously, it is our long term plan to slowly assemble a site for redevelopment to rental housing, so we have been buying as they come available. This is our third property on the block and we will rent it out along with the other two homes as we continue to assemble the rest of the site.
3. Staff are preparing for the launch of strategic planning. Sessions will be all day on September 29, half day on October 18, and half day on October 27. We welcome any participation from the Board, please let Jenny know if you are interested in attending any or all of the sessions. Brenda Holden, our consultant, will be doing a session with the Board during the October board meeting.
4. Board vacancies. We are looking for board members to fill recent vacancies. The three slots we have open are an early childhood expert, and two community representatives. One of the slots is for Wabasha County, the other two slots are for people outside of our four county area, but inside our

20 county region in southeastern MN. Please let me know if you have anyone who might be interested. We will be working on bringing candidates back to the board to fill the vacancies. 1/3 of board membership are people who received services or represent people who have received services. 1/3 elected officials and 1/3 community members. We may have someone from Lake City for the early childhood expert slot. We also have to balance our geography. 12 members in our four counties and three outside of our four county area. We are working on technology so the people further out could Skype or phone into the meeting. It would be available for all board members.

***Policy Action Items**
Consent Agenda

- A) August 2017 Financial Reports – Enclosed in agenda packet
- B) Mutual of America - August Monthly Reports – Enclosed in agenda packet
- C) Credit Card Expenses Summary – Share at meeting
- D) Contracts, Awards & Contributions Received
 - US Department of Health and Human Services, Office of Head Start – \$11,089 – annual cost of living adjustment.
 - Emergency Food & Shelter Program – funds to provide rent or mortgage assistance to residents of Goodhue, Rice & Wabasha counties.
 - Wabasha Area Community Resource Center – funds to provide basic human needs and prevent crisis for families in Wabasha and Kellogg.
 - Otto Bremer Trust - \$57,700 – Funding for Emerging Markets Program.
 - U.S. Department of Housing & Urban Development – (\$74,183) – Continuum of Care grant to support Coordinated Entry position.
 - U.S. Department of Housing & Urban Development – (\$87,692) – Grant to support Permanent Supportive Units at Prairiewood Townhomes.
 - U.S. Department of Health and Human Services, Administration of Children and Families – \$685,035 – 2nd half of renewal of Federal Head Start grant to serve 169 federally funded children – 100% of grant has been awarded.

Not Received

- None

E) Grants & Requests Submitted or to be Submitted

- Minnesota Department of Commerce – (Amount to be determined) - Energy Assistance Local Plan provides grants to low income households in Goodhue, Rice, Wabasha and Olmsted Counties to help heat their homes.
- HUD – Continuum of Care application, including
 - \$62,144– renewal of grant for administering the 20 county Continuum of Care
 - \$74,183 – renewal of Coordinated Entry grant
 - \$59,864 – expansion of Coordinated Entry grant to provide additional support to CoC members
 - \$178,807 - renewal of RHASP grant for homeless assistance in southeastern Minnesota
 - \$87,692 – renewal of Permanent Supportive Housing grant to provide long term housing for 4 homeless clients at Prairiewood Townhomes
 - \$94,554 – expansion proposal to add Permanent Supportive Housing at Fox Pointe Townhomes in Austin, MN

F) Monitoring Visits and Reports

- SE Minnesota Area Agency on Aging report dated 8/24/2017 for August 23rd visit – Enclosed in agenda packet

Ruth Boudet made a motion to approve the September Consent Agenda, Mark Their seconded, motion unanimously approved.

***Individual Action Items**

- A) Rice County Family Service Collaborative Interagency Agreement – Enclosed in agenda packet

We are members of family service collaboratives in each of the four counties we represent. These collaboratives are partnerships between school districts, county government, public health, community action agencies and other local partners. Each collaborative sets its own priorities and distributes funding accordingly. The Rice County is very formal about the agreement and wants the board to review it and the board chair to sign it. It is similar to the previous agreement, with the addition of a new member – Cannon Valley Special Education Cooperative. The other collaborative members are Rice County and the Northfield and Faribault school districts. We do receive money from the Rice County Collaborative (last year \$6,600), that we use for emergency services.

Abdullah Hared made a motion to approve the Rice County Family Service Collaborative Interagency Agreement, Mark Thein seconded, motion unanimously approved.

- B) 403B Audit for the year ended December 31, 2016 – Enclosed in agenda packet

Kindra Papenfus, CFO, explained that once you have 80 employees participating in the retirement plan you are required to have an annual audit. Last year was our first audit and we have made a lot of improvements. All of the findings have been resolved and corrected, and this year's audit is clean. Our retirement plan is managed by Superior USA, our benefits administrator. They do a great job.

David Windhorst made a motion to accept the 403B Audit for the year ended December 31, 2016, Jo Anne Krier seconded, motion unanimously approved.

- C) Transit Asset Management Plan and Resolution # 2017-8 – Enclosed in Agenda Packet

Amy Repinski said MnDOT requires a formalized plan of how vehicles and facilitates are being maintained. They want it in a structured plan and issued following their template. It does follow our guidelines and theirs.

Mark Thein made a motion to approve Resolution Number 2017-8, Julie Steberg seconded, motion unanimously approved.

- D) ROMA (Results Oriented Management and Accountability) Work Plan for CSBG – Enclosed in agenda packet

The community action organizations nationally revamped ROMA, now called ROMA Next Generation. There are 1000 Community Action Agencies. They are putting tracking mechanisms in place nationally and see what the national funds and the national results are of locally based programming using the Community Services Block Grant (CSBG). In Minnesota we also have the Community Action Grant. The local agencies determine how to spend money based on what the needs in the community are. We are wrapping up our community needs assessment and you will hear about that next month. We surveyed our clients, our partners, and we are looking at demographics. We use that information to set our programming. We have been around over 50 years so we know the communities we serve. This

year we had to put together a ROMA work plan using this new reporting format. This is part two, you saw part one in May. Part two is the outcome based work plan. The first pages are the national goals that we are going to track the next two years. As you move through it you can see the numbers we are proposing in our work plan. Some things we do are not getting tracked in this new format, such as housing development. We went through these carefully based on what we have done in the past and what we are projecting to do with the funding we expect to have. This is our best guess what will happen over the next two years, knowing that funding shifts or new initiatives may change numbers. Last year we served about 15,000 individuals in our programs, as well as many others who only use transportation (we do not do intakes on bus riders so they are not tracked individually, only by ride). You will see this format again when we do our reports a year and a half from now. These are the things we are going to start tracking October 1st and report on them the following December.

The work plan is based on the outcomes and services that we can measure. For example if someone asks who are those 242 children in Head Start, Jane can run a report in Child's Plus and give someone the list. Every number in here are things we can track and know where to find.

Jenny was asked if she were to add something to the housing category what would it be. She said the number of housing units that we own and how many families that we serve in those every year. We do track that and give you a report annually on our housing projects. They also took out the number of volunteers and volunteer hours. We still track the volunteer hours, it is just not in this report. They also used to ask about the number of partners we worked with, and we will continue to track our partnerships.

Alicia Norton made a motion to approve the ROMA (Results Oriented Management and Accountability) Work Plan for CSBG, Ruth Boudet seconded, motion unanimously approved.

Policy Discussion Items

A) Customer Satisfaction Report – distribute at meeting

We asked customers to tell us about their experiences with Three Rivers and our staff. This is the summary report of that survey. 520 people filled it out from a variety of communities. We had good balance between the counties, a variety of age groups, a mix of homeowners and renters, and some diversity. We could do a better job of making referrals. The rest of the areas were quite good. There were pages and pages of comments and we pulled out some for this report. We have a mix of positive comments

and where there is room for improvement. If anyone would like to see all the comments let Jenny know. We can see that we provide a lot of good customer service. We also asked people to rate the programs that they use, and beginning on page four we broke out comments by program. We can see a lot of people connected with one staff person, showing us how important those personal connections are to the people we serve. The bottom of page five is the start of the open ended feedback. We asked how Three Rivers affected your life. This is where people were so forthcoming about the assistance they received from us. On the bottom of page six we asked what other programs or services would meet needs in our community. Vehicle repairs, day care comes up over and over. On page seven we asked what specifically we could do to meet the needs of all people in our area.

Jenny was asked about the great response. We had about 200 responses three years ago when we last did the survey. Our staff did a really good job of getting this out. We had a longer response period. We handed out on buses. All offices had them on hand. It is a much more useful tool for planning when you have this many respondents. Jenny said that the results will be distributed and discussed at staff meetings. It will also be used as a training tool for staff. The strategic planning committee will also be using the results of the survey.

Advisory Committees

- A) Head Start Policy Council - minutes from August 22, 2017 meeting – Enclosed in agenda packet

Alicia Norton reported that at the last meeting they reviewed the Self-Assessment and received a grants update. Faribault is up and rolling with full day Head Start. The next meeting is October 17, 2017.

- B) Hiawathaland Public Transit Advisory Council – Next meeting November 9, 2017

Comments: none

Date, Time and Location of Next Meeting: 9:00 a.m., October 18, 2017 in the Zumbrota office conference room.

Executive Session:

Adbullah Hared made a motion to enter Executive Session to discuss the mid-year review of the Executive Director. Ruth Boudet seconded, motion unanimously approved.

Mark Thien made a motion to exit Executive Session, Dave Windhorst seconded, motion unanimously approved.

Adjournment

Mark Thien made a motion to adjourn the meeting, Ruth Boudet seconded, motion unanimously approved.



Chair

October 18, 2017
Date