



BOARD of DIRECTORS MEETING

AGENDA

Wednesday, October 18, 2017

5:30 pm – 7:00 pm

Hillsboro Multi-Service Center

MISSION: COMMUNITY ACTION LEADS THE WAY TO ELIMINATE CONDITIONS OF POVERTY AND CREATE OPPORTUNITIES FOR PEOPLE AND THE COMMUNITY TO THRIVE.

- 5:30** **Presiding:** *Nancy Ford, Vice Chair*
- Call to Order, Welcome & Agenda Revision
 - Announcements
- 5:35 ACTION** **Consent Agenda:** These items are considered to be routine & may be enacted with one motion without separate discussion. Anyone may request that an item be removed for discussion & separate action. All of these items have been *attached* for your review.
- a. *Approve Minutes from September 20, 2017*
 - b. *Acknowledge Receipt of Policy Council Minutes from September 2017*
 - c. *Acknowledge Receipt of Policy Council Program Reports from August & September 2017*
 - d. *Acknowledge Receipt of September 2017 Funding Report*
 - e. *Acknowledge Receipt of Monitoring Letter & Response for 2017 LIHEAP/OEAP*
- 5:40** **Program Focus: Energy Conservation** – *Randy Olsen, Program Manager*
- 6:00** **Head Start Policy Council Report** – *Julie Novakowski, Director of Head Start*
- 6:10** **Finance Committee Report** – *Scott Gardner, Chair*
- ACTION: August Financial Report (*handout*)
- 6:20** **Leadership Lunch & Feedback** – *Kemp Shuey, Director of Resource Development*
- 6:30** **Executive Director's Report** – *Renée Bruce, Executive Director*
- Client Survey Comments
- 6:40** **Adjourn Business Meeting; Convene Executive Session** – *Nancy Ford, Vice Chair*
- Executive Director Evaluation
- 7:00** **Adjourn**



BOARD of DIRECTORS

Minutes

September 20, 2017/ 5:30pm-7:00pm
Hillsboro Multi-Service Center

Board Members Present: *Ann Barr-Gillespie, Denny Doyle, Greg Malinowski, Jessica Flood, Leslea Smith, Luis Marin, Marcy Gallegos, Nancy Ford, Peter Truax, Scott Gardner, Sheri Malstrom, Steve Callaway and Tom Hughes*

Board Members Absent: *Bill Miner, Daniel Lopez, Leda Garside, Margaret Doherty, Ron Sarazin*

Staff Present: *Julie Novakowski, Jerry Brown, Katherine Galian, Kemp Shuey, Renée Bruce, Roger Barnes, minutes by Leticia Vitela*

Ann Barr-Gillespie convened the meeting at 5:30pm.

Announcements:

Ann Barr-Gillespie welcomed everyone to the first meeting of the fiscal year. Representative Sheri Malstrom participated by phone and was asked to share a little about herself.

Agenda Revisions:

- Add Action Item under Finance Committee, Approve Board Resolution #2017-4 regarding Corporate Signers
- Add Action Item under Governance Committee Report; Ratify Jason Yamamoto to fill the Private Sector position on the Board of Directors
- Add Executive Director Evaluation Update

Consent Agenda:

- Approve Minutes from June 21, 2017*
- Approve CDBG Application, Resolution 2017-3*
- Acknowledge Receipt of Policy Council Minutes from July 2017*
- Acknowledge Receipt of Policy Council Program Reports from July 2017*
- Acknowledge Receipt of June-August 2017 Funding Report*
- Acknowledge Receipt of Monitoring Response for Health Career Northwest*
- Acknowledge Receipt of Monitoring Closing Letter for Comprehensive & Self-Help Weatherization*

Leslea Smith raised a question about the Health Career Northwest Monitoring Response and asked that it be removed from the consent agenda. Leslea referred to the report that contained personal client information. Leslea asked that the report be removed and that going forward, reports containing client information not be shared with the Board.

Denny Doyle made a motion, seconded by Tom Hughes to approve the consent agenda with the exception of removing the client report from the Health Career Northwest monitoring response. The motion was passed unanimously by a voice vote.

Head Start Policy Council Report

Renée Bruce welcomed and introduced Julie Novakowski to her first Board of Directors Meeting as Head Start Director. Julie reported that the Executive Policy Council Committee met on September 13th at the Coffee Creek Facility. In October, the Policy Council will elect new representatives.

Finance Committee Report

2017-18 Budget

Board members were provided with a copy of the Proposed Agency Budget for fiscal year 2017-18. The report includes the 2017-18 proposed budget, increase (decrease) over 16-17 preliminary's, 2016-17 unaudited preliminary results and the 2016-17 approved budget for each program. Scott Gardner pointed out that programmatic increases/decreases that are revenue driven are listed in the program outcomes & funding notes section. The blue shaded areas reflect the proposed board designated funds. The budget accurately reflects administrative costs, as they have been separated from shared operating costs.

Total Revenue: \$31,492,383

Total Expenses: \$31,382,783

Personnel Costs: Approximately 51% of budgeted expenses

Peter Truax made a motion, seconded by Nancy Ford, to approve the proposed agency budget for fiscal year 2017-18. The motion was passed unanimously by a voice vote.

Scott reported the committee put out a request for proposals for our annual independent audit. Three firms submitted proposals and the committee awarded Hoffman Stewart & Schmidt to conduct our audit. The firm has already begun the process and the audit report will be presented to the Board at the November meeting.

Board Resolution #2017-4: Corporate Signers

Scott announced our mortgage is up for rate review in November. Premier Bank presented an analysis to the Finance Committee and they are suggesting we lock in a rate before November. Our line of credit is also due for renewal. To renew our loans, Premier Bank has requested a Board Resolution indicating which members are authorized to sign legal documents. Board Resolution #2017-4 lists the Board of Director Executive Committee members, Renee Bruce and Jerry Brown.

Denny Doyle made a motion, seconded by Peter Truax, to approve the Corporate Signers Resolution, 2017-4. The motion was passed unanimously by a voice vote.

Governance Committee Report

Leslea Smith reported that the Governance Committee met on September 11th and reviewed board vacancies and demographics. Richard Odell announced his retirement and resignation from the Board of Directors in August. We currently have an opening in the private sector and one in the low-income sector. The committee reviewed a list of possible candidates in both sectors. Renée is waiting to hear back from a possible candidate from Centro Cultural to fill the low-income sector position. For the private sector position, the committee is recommending Jason Yamamoto with Swagelock to fill the position. Jason has served on the Resource Development Committee for the last 4 years and is very dedicated to the work that we do.

Peter Truax made a motion, seconded by Tom Hughes to ratify Jason Yamamoto's appointment to serve on the Board of Directors. The motion was passed unanimously by a voice vote.

Annual Conflict of Interest & Bylaws Acknowledgement Form

Leslea reminded the board of our policy to sign a new conflict of interest and bylaws acknowledgment statement at the beginning of each year. Each member should have an Annual Conflict of Interest & Bylaws Acknowledgment Form at their place. Leslea reminded the board that the bylaws are available on the Board Portal for review.

Human Resource Committee Report

Nancy Ford reported that Candy Dietz presented an insurance review of our renewal benefits for 2018. There was a 7.2% increase in our HMO plan and 7.4% for our Added Choice plan (1.5% new tax imposed by the state is included). Candy presented an alternate HMO base plan that could reduce HMO renewal from 7.2% to 6% with minimal impacts to benefits. Changes include; changing the individual yearly maximum out of pocket from \$600 to \$1,000 and from \$1,000 to \$2,000 for an entire family (well below market out-of-pockets), ER co-pay from \$100 to \$200 (waived if admitted) and eliminating the infertility benefit which does not cover actual treatment (1 member used the benefit in 2017). This 1.2% reduction could result in an \$30,000 reduction in the premium renewal. After a long discussion, committee members felt that the savings was important to help with other budgetary goals and possibly being able to provide the 3% general pay increase. Candy also reported that there is a 5.1% dental premium increase. We have not had any premium increases in the last three years so the increase is not a significant impact. There will be no rate changes for our other programs; Standard Life, EAP, long term disability and the flexible spending plan. Roger provided an informational sheet on the 2018 Medical Rate Change Cost Impacts in comparison to 2017 and a Summary of Medical Benefits for all Kaiser Plans.

Peter Truax made a motion, seconded by Luis Marin, to approve the Benefits Plan for 2018. The motion was passed unanimously by a voice vote.

Executive Director Evaluation

Ann announced the Executive Director Evaluation Team has started the process for Renée's annual evaluation. The committee will be requesting input from Board members and Directors in the next couple of weeks via Survey Monkey. The survey will be confidential and completely anonymous. Input will be requested no later than Wednesday, October 5th. Each member should have a hard copy of the survey at their place.

Executive Director's Report

2012-2017 Strategic Plan Report:

A final report of the 2012-17 Strategic Plan is available on the Board Portal.

2012-2017 Final Outcomes Report:

Renée provided an update on the 2012-2017 Strategic Plan focusing solely on outcomes. Renée created a report that includes data from July 2012 through June 2017. There was a total of 28 outcomes; 18 of which were achieved, 8 outcomes not achieved, 1 outcome was dropped and the 1 outcome that was not measurable.

Leadership Lunch:

Kemp Shuey announced the Leadership Lunch will be taking place on Thursday, October 12th from 11:30am-1pm at the Oregon Zoo. The focus will be on affordable housing and how critical it is to the clients we serve & the community. The goal is to get business leaders in the room so everyone was encouraged to send their business contacts to Kemp. Kemp also encouraged board members to attend the lunch.

Client Comments:

Renée shared client comments for the month of August and closed with an email written by a client who received energy assistance.

Adjourned at 6:50pm.



POLICY COUNCIL MEETING MINUTES

September 13th, 2017

ATTENDING:

Policy Council Members and/or HS parents: Helena Bennette, Sholika Perrish, Steffany Silsby, Jessica Houser, Jessica Weidner.

Absent: Juan Marin, Eva Gutierrez, Diana Delgado, Jessica Flood, Magdalena Torres.

Resigned: None.

Terminations: None.

Sites with no PC Rep: None.

STAFF: Jenny Bergmans, Julie Novakowski, Carmen Slothower, Angelica Molina, Erica Tafoya.

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Prior to opening the meeting, Coffee Creek moms give us a tour of the site.

Jessica Houser, Coffee Creek Policy Council Representative opened the meeting at 12:45pm and a quorum was not established.

Jessica Houser asked parents to review the July PC/Exec minutes. No corrections were made to minutes.

OPK Grant Approval– Julie Novakowski stated that the OPK Grant Application had to be approved via email and it was submitted August 31th.

Financial Reports: Julie stated that Jerry Brown had reported to her that they are still closing the June and July financial reports. These reports will be presented at the next Policy Council meeting.

Personnel Report: Julie presented the Personnel Report from July 6th to August 14th and from August 15th to September 12th that included new hires, rehires, promotions, separations, and open positions.

Program Report: Julie stated that we have two new sites in Beaverton this program year serving more families in that area.

Self-Assessment Results Approval: Julie stated that the Self-Assessment results have been translated and shared with the parents that were interested in the Spanish translation version. Email approval will be requested.

New Business: Coffee Creek moms wanted an updated on the Coffee Creek playground project and also would like to be involved in the Dollar per Child Campaign more this



year. Julie stated that we weren't able to continue with the playground project as it was planned. She said that at the warehouse there are materials that were bought for the three sites, HCDC, BCDC, and Coffee Creek. They just need to be sort out and distribute to sites. She also shared that the playground at HCDC has an area that needs to be repair in order to meet licensing requirements. She met with a landscaper designer today to discuss and get a bid/estimate. Coffee Creek moms expressed their concern about the safety of their playground. They asked if it was possible to remove the tired barn they have in their playground and replace it with barn wood chips instead. They also see that the wooden playground equipment they have is tearing down and old.

Communications from the Secretary of Health & Human Services: Julie reviewed and explained two Program Instructions (#ACF-PI-HS-17-04 and ACT-PI-HS-17-03) received. Parents had no questions or concerns.

ADJOURN: Jessica Houser closed the meeting at 1:40 pm.

**Policy Council / Concilio de Politicas
Program Report / Reporte del Programa
August / Agosto 2017**

**1. July 2017 Enrollment and Waiting List Information
Julio 2017 Matriculados y en Lista de Espera**

Program Enrollment, Cumulative Enrollment and Wait List Financiados, Matriculados, Matriculados Total, y Lista de Espera						
		Funded	Actual Enrollment	End of Month Enrollment As Reported	Year to Date**	Waiting**
		<i>Inscripciones con fondos</i>	<i>Inscripción actual</i>	<i>Inscripción reportada en el fin de mes</i>	<i>Este año</i>	<i>En espera</i>
Head Start	HS Part-Day PreK	719	16		839	
	HS Full-Day, Full-Year	18	17		25	
	Preschool Promise – Head Start eligible (Full school day/ Full school year)	40	0		50	
	Preschool Promise – 100-200% eligible (Full school day/ Full school year)	40	0	<i>Not reported to OHS No se reporta a OHS</i>	44	
	HS Coffee Creek	4	2		5	
	Total Head Start and Preschool Promise	821	35	35	963	98
	Early Head Start	EHS Full-Day Full-Year	24	24		26
EHS Coffee Creek		4	4		7	
EHS Home Based		84	84		103	
Pregnant Women		-	2		6	
Total Early Head Start		112	114	112	142	32
Total Children		933	149	147	1105	130

* Some children are counted in the wait list for more than one program option.

* Algunos niños están contados en la lista de espera en mas de una opción del programa.

** We do not report enrollment above our number of funded slots.

** No reportamos inscripciones mas que el numero de espacios fundados.

**2. Average Daily Attendance - EHS & HS center-based programs
Promedio Asistencia Diario – EHS & HS Programas basado en un centro**

Most Part–Day Pre–K sites were not in session during the month of July.
La mayoría de centros de Part–Day Pre–K no estaban en sesión durante la mes de julio.

Head Start and Early Head Start sites											
Site	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July
HCDC EHS	88.0%	86.23%	83.70%	79.51%	90.55%	88.75%	84.88%	92.53%	93.45%	85.66%	88.85%
HCDC FDFY	88.9%	87.23%	86.91%	78.70%	84.81%	83.64%	76.52%	89.78%	90.21%	82.35%	85.15%
HCDC PDPK	95.0%	82.01%	90.13%	77.50%	78.43%	80.86%	75.55%	77.59%	81.15%	90.37%	84.38%

Average Daily Attendance – Classrooms in Session 86.96%

**Meals and Snacks provided through the Child and Adult Care Food Program
Comidas y Bocadillos proporcionados por el Programa del Cuidado Alimenticio para Niños y Adultos**

June / Junio 2017					
	Breakfast / Desayuno	Lunch / Almuerzo	Snacks / Bocadillos	Total	
Number of Meals	2,764	4,214	10,038		17,016
Total Cost	\$4,341.04	\$13,485.14	\$2,414.18		\$20,240.36

July / Julio 2017					
	Breakfast/ Desayuno	Lunch/ Almuerzo	Snacks/ Bocadillos	Total	
Number of Meals	517	721	697		1,935
Total Cost	\$904.75	\$2,496.46	\$613.36		\$4,014.57

3. Parent Engagement / Participación de Padres

Parent Activity <i>Actividad de padres</i>	June 2017 <i>Junio 2017</i>		Year to Date <i>Este año</i>	
	Hours	Dollar Value	Hours	Dollar Value
Policy Council Participation	0	\$0	450.50	\$20,311.44
Interview Panels	---	---	---	---
Classroom Volunteers	78.20	\$1052.57	1246.05	\$16742.41

Policy Council / Concilio de Politicas
Program Report / Reporte del Programa
September / Septiembre 2017

1. August 2017 Enrollment and Waiting List Information
Agosto 2017 Matriculados y en Lista de Espera

Program Enrollment, Cumulative Enrollment and Wait List Financiados, Matriculados, Matriculados Total, y Lista de Espera							
		Funded	Actual Enrollment	End of Month Enrollment As Reported	Year to Date**	Waiting**	
		<i>Inscripciones con fondos</i>	<i>Inscripción actual</i>	<i>Inscripción reportada en el fin de mes</i>	<i>Este año</i>	<i>En espera</i>	
Head Start	HS Part-Day PreK	719	0		839		
	HS Full-Day, Full-Year	18	18		25		
	Preschool Promise – Head Start eligible (Full school day/ Full school year)	40	0		50		
	Preschool Promise – 100-200% eligible (Full school day/ Full school year)	40	0	<i>Not reported to OHS No se reporta a OHS</i>	44		
	HS Coffee Creek	4	2		5		
	Total Head Start and Preschool Promise	821	20	19	963	44	
	Early Head Start	EHS Full-Day Full-Year	24	23		26	
		EHS Coffee Creek	4	3		7	
EHS Home Based		84	84		103		
Pregnant Women		-	0		6		
Total Early Head Start		112	110	112	142	78	
Total Children	933	130	131	1105	122		

* Some children are counted in the wait list for more than one program option.

* Algunos niños están contados en la lista de espera en mas de una opción del programa.

** We do not report enrollment above our number of funded slots.

** No reportamos inscripciones mas que el numero de espacios fundados.

**2. Average Daily Attendance - EHS & HS center-based programs
Promedio Asistencia Diario – EHS & HS Programas basado en un centro**

Part-Day Pre-K and Preschool Promise sites were not in session during the month of August.
Centros de Part-Day Pre-K y Preschool Promise no estaban en sesión durante la mes de Agosto.

Head Start and Early Head Start sites												
Site	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July	Aug
HCDC EHS	88.0	86.23	83.70	79.51	90.55	88.75	84.88	92.53	93.45	85.66	88.85	88.3
HCDC DFY	88.9	87.23	86.91	78.70	84.81	83.64	76.52	89.78	90.21	82.35	85.15	Unavailable
HCDC PDPK	95.0	82.01	90.13	77.50	78.43	80.86	75.55	77.59	81.15	90.37	84.38	---

Average Daily Attendance – Classrooms in Session 87%

**Meals and Snacks provided through the Child and Adult Care Food Program
Comidas y Bocadillos proporcionados por el Programa del Cuidado Alimenticio para Niños y Adultos**

August / Agosto 2017			
	Breakfast / Desayuno	Lunch / Almuerzo	Snacks / Bocadillos
Number of Meals	390	478	448
Total Cost	\$793.64	\$1,543.94	\$394.24
			Total
			1,376
			\$2,731.82

Parent Engagement / Participación de Padres

Parent Activity <i>Actividad de padres</i>	July 2017 <i>Julio 2017</i>		Year to Date <i>Este año</i>	
	Hours	Dollar Value	Hours	Dollar Value
Policy Council Participation	3	\$135.24	453.50	\$20,446.68
Interview Panels	---	---	---	---
Classroom Volunteers	---	---	1246.05	\$16742.41



Oregon

Governor Kate Brown

Housing and Community Services

North Mall Office Building
725 Summer St NE, Suite B
Salem, OR 97301-1266
PHONE: (503) 986-2000
FAX: (503) 986-2020
TTY: (503) 986-2100
www.ohcs.oregon.gov

September 14th, 2017

Renee Bruce
CAO
1001 SW Baseline Street
Hillsboro, OR 97123

Re: 2017 LIHEAP/OEAP Performance Evaluation

Dear Renee:

On September 5th – 7th, 2017 the LIHEAP/OEAP Performance Evaluation your agency was conducted.

Enclosed is a list of deficiencies that need to be addressed. Please compile corrective action responses detailing how each deficiency is to be addressed, including the anticipated date of the correction completion in the gray boxes titled "Agency Corrective Action", of this report. If a listed item has already been addressed, please provide the date it was addressed, explain the steps/process taken and attach any pertinent documents to the matter.

Deficiencies repeated from previous reviews are followed by **(REPEAT DEFICIENCY)**. Items listed as "Notes" are for informational purposes only and do not require responses.

Corrective action responses should be typed directly into this report in the grey sections titled "*Agency Corrective Action*". Please submit your corrective action response to my attention **no later than October 16th, 2017**. If additional time is needed to provide your corrective action response, please submit an extension request to my attention or contact me directly. Please include copies of all documents demonstrating corrections.

Note: The performance evaluation will not be closed until all corrective actions are satisfactorily completed. Failure to submit your corrective action response by the above stated due date may result in suspended processing of request for funds.

Thank you for the courtesy and assistance extended during the review. Please contact me at 503-986-2094 or by e-mail at lisa.goben@oregon.gov if you have any questions.

Sincerely,

Lisa Goblen
Energy Programs Compliance Officer
Energy Unit, Housing Stabilization Division



cc: Jessi Adams



2017 LIHEAP/OEAP Program Review Report

Agency Name: CAO

Review Date: 9/5/2017 – 9/7/2017

REVIEW RATING DEFINITIONS: Please see "attachment- A"

FILES REVIEWED: Please see "attachment- B"

PART A. APPLICATION

There were no observable deficiencies regarding application.

PART B. INCOME

There were no observable deficiencies regarding income.

PART C. PAYMENTS

Unjustified Fuel Payment(s):

C32326559- Payment should have been a standard payment in the amount of \$250.00.

C32326102- Payment should have been a standard payment in the amount of \$515.00.
This payment is also missing a fuel payment justification, which is a manual requirement.

Reference:

Page 3.2 of the LIHEAP/OEAP Program Operations Manual states: "Fuel Payment: For those households where a standard benefit will not cover minimum delivery requirements (oil, propane, wood), a fuel payment may be issued for up to \$500.00. This type of payment is an alternative to regular/standard benefits, and should only be used when circumstances require."

OHCS REQUIRED CORRECTIVE ACTION:

C32326559- As a result of this payment error, your agency has received funds to which you were not eligible to receive. A total of \$55.00 needs to be paid back to OHCS via RFF reduction (said funds cannot be recollected from the client/vendor).

Please submit a request to the OPUS helpdesk to have C32326559 voided. Once the void has been completed, you will reduce your next RFF by the entire amount of the initial payment (\$305). Next, you will recreate the payment in OPUS for the correct amount (\$250) and process it to the "agency paid" status, as per normal (minus sending another check to the vendor). Once the process above has been completed, you will need to please

provide accounting documentation to support how you fiscally corrected the ineligible amount of funds received with non-federal funds. These documents will need to be provided in order to satisfactorily address this deficiency.

C32326102- As a result of this payment error, your agency made a client payment for less than the standard amount of assistance they qualified for. A supplemental payment on this client's behalf must be made to the original fuel vendor used for the standard LIHEAP payment. If you do not have funds in the supplemental LIHEAP-APC, please submit a request to David Kaufman to have the amount of funds needed (\$15.00) transferred in. Once the funds have been transferred, please issue the supplemental-LIHEAP payment for the above stated amount to the client account. Please note: Supplemental payments only require an agency intake, and authorizing signature in addition to notes explaining the need for the supplemental payment. You will then process this payment in OPUS as any other vendor payment.

To satisfactorily address this deficiency, please provide documentation of the processed payment.

**If you have any questions regarding these processes, please contact me directly.*

AGENCY CORRECTIVE ACTION:

Please find the attached documentation detailing the fiscal corrections for each payment error. In order to avoid these errors in the future, bulk fuel payments will be looked at by a supervisor as well as a file reviewer.

OVERALL RATING

Monitoring Calculation- CAO			
Assessment Category:		Ranking	Formula Weight:
A	Application	Superior	25%
B	Income	Superior	50%
C	Payments	Satisfactory	25%
Overall Agency Ranking		Superior	

Scale:

- Superior
- Above Average
- Satisfactory
- Below Average
- Unsatisfactory



October 11, 2017

Lisa Goben
Energy Programs Compliance Officer
Energy Unit, Housing Stabilization Division
Housing and Community Services
725 Summer St. NE, Suite B
Salem, OR 97301-1266

Dear Lisa:

Thank you for the 2017 LIHEAP/OEAP Performance Evaluation report from the September 5-7, 2017 Performance Evaluation visit. For the two deficiencies indicated, we have completed the Agency Corrective Action Response in the enclosed report. Also enclosed is the documentation detailing the fiscal corrections for the two payment errors:

C32326559: Please find enclosed accounting documentation showing fiscal correction of the ineligible amount of \$55 received with non-federal funds.

C32326012: Please find enclosed documentation of the required supplemental payment in the amount of \$15 to the client account.

As indicated in the Corrective Action Response, in order to avoid these errors in the future, bulk fuel payments will be looked at by a supervisor as well as a file reviewer. Please let us know if you require any further information or clarification on our response to the evaluation report. We appreciate our continued partnership in providing LIHEAP /OEAP energy assistance to eligible clients.

Sincerely,

A handwritten signature in black ink that reads "Renée Bruce".

Renée Bruce
Executive Director

cc: Jessi Adams