

**OTTAWA COUNTY COMMUNITY
ACTION AGENCY ADVISORY BOARD**

Mission Statement: Ottawa County Community Action Agency aims to reduce the effects of financial hardships by promoting self-sufficiency and empowering individuals and families to achieve economic independence.

MEETING MINUTES

DATE: April 16, 2025

TIME: 10:00 am

LOCATION: 12251 James Street, Holland

PRESENT: Brittney Brown, Molly Brouwer, Danielle Weeks, Alison El-Cassabgui, Esther Fifelski (virtual), Kenneth Styles (virtual)

STAFF: Jennifer Brozowski, Kerri Mammoser, Emma Bryant, Barb Koning, Megan Kwantes

QUORUM: No

Call to Order

The meeting was called to order by Jennifer Brozowski. An ice breaker activity was handed out. It is called the Spokes of Influence.

Announcements

- A. County Financial Audit available online: <https://miottawa.org/fiscal-services/audits/> (OS 8.03)

Consent Items

- A. Meeting minutes from February 19, 2025, could not be approved due to lack of quorum. Jen will send out for email approval.
- B. Approval of the 2024 Community Needs Assessment (OS 3.5)
<https://www.hwmuw.org/community-assessments/2024-ottawa-assessment>
There is an executive summary included in the board packet. Approval will need to be done via email due to lack of quorum.

Committee Reports

- A. Finance
 - a. The financial report was included in the board packet.
 - b. Reports were provided for FY24 and FY25 as a comparison.
 - c. The fiscal year is halfway completed.

- d. CSFP and TEFAP budget amounts are not accurate. Full funding has not been received.
 - e. Reach and Resiliency is close to being over budget. It is 80% spent at this point.
- B. Program Oversight and Development Reports
 - a. Reports were provided in the board packet.
- C. Board Development
 - a. Rachelle Gelder has resigned from the OCCAA Advisory Board effective immediately.
 - b. There is a consumer sector opening considering this departure. Any suggestions for a replacement would be greatly appreciated. Candidates should be representative of OCCAA program eligible, elderly or disabled communities.

Old Business

- A. The Walk for Warmth took place on March 6 at EV Construction in Holland. Donations to this point are just over the \$12,000 mark. The OCCAA team has started talking about ways to improve next year. Feedback was given that online registration was a cumbersome system that didn't work consistently.

New Business

- A. An update was given on the strategic plan. (OS 6.5) Jen Brozowski is working on a better chart to show progress on the strategies.
- B. The results of the customer satisfaction survey cover August 2022 through March 2025. All staff members have a link to the survey in their email signature. There is also a link on our website. Results have been positive overall.
- C. There is a board survey in the packet. The survey is sent out annually to gather feedback from board members. Jen would like to have these completed and turned in by April 23. Results will be compiled and sent to the board chair and co-chair.
- D. The RFQ for the weatherization programs. This is put out for bid every 10 years. OCCAA is completing the application currently. This is due on April 30.
- E. The annual report was reviewed at the meeting. It is a broad overview of the services provided by OCCAA for FY24. It includes demographic information as well. A request for geographic information to be included was made.

Public Comment

Adjournment at 11:15 am

Next meeting is scheduled June 18, 2025, at 10:00 am at 12251 James Street in the main conference room.