

AGENDA: OTTAWA COUNTY COMMUNITY ACTION AGENCY
Advisory Board Meeting: Wednesday, June 18th, 2025 10:00am
12251 James Street Holland, MI 49424-Main Conference Room

Mission: 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.

I. Call to Order

II. Announcements

- A. Welcome Debra Deater!

III. Correspondence

- A. Ottawa County Cost Allocation Plan (Myra Ocasio, Assistant Fiscal Services Director)

IV. Consent Items

- A. Approval of minutes from June 18th meeting (pages 2-4)
- B. Approval of CSBG budget and plan (pages 5-9)

V. Reports

- I. Finance (OS 8.7)
 - 1. Fiscal Report; Update on fiscal status (page 10)
- II. Program Oversight and Development (OS 5.9)
 - 1. Program reports (pages 11-13)
- III. Advisory Board
 - a. Board seats are full!

VI. Old business

VII. New Business

- A. Fundraising updates (Megan Kwantes)
- B. Monitoring results (pages 14-23)
- C. Ottawa County Budget
- D. Success Story (AnaSue Jaramillo-Colon)

VIII. Public Comment

IX. Adjourn

Next Meeting: October 15th, 2025 10am at 12251 James Street Holland, MI 49424- Main Conference Room

**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: June 18, 2025

TIME: 10:00 am

LOCATION: 12251 James Street, Holland

PRESENT: Brittney Brown, Kenneth Styles, Molly Brouwer, Danielle Weeks, Alison El-Cassabgui, Esther Fifelski, Rosa Hernandez

STAFF: Jennifer Brozowski, Kerri Mammoser, Emma Bryant

QUORUM: Yes

Call to Order

The meeting was called to order by Jennifer Brozowski.

Consent Items

- A. Amend the June 18 agenda to read “approval of minutes from the April 16 meeting.”
- B. Meeting minutes from April 16, 2025, were approved.
- C. The Fair Housing Policy was approved.

Committee Reports

- A. Finance (OS 8.7)
 - a. The financial report was included in the board packet.
 - b. Reach and Resiliency is overspent. OCCAA did receive an additional \$10,000 from MEDC to help cover this deficit. Any remaining deficit will be covered by CSBG funds. There may also be funding available in the CDBG program.
 - c. The TEFAP budget was reduced to \$41,113 this year. This is something that Jen will be looking into.
 - d. The BIL grant in the Weatherization program is underspent currently. There are concerns that the grant may be discontinued as of October 1. OCCAA is being conservative with spending until more is known about the future of the grant.
- B. Program Oversight and Development Reports (OS 5.9)
 - a. Reports were provided in the board packet.

C. Board Development

- a. Debra Deater has been voted in via email as a Consumer Sector member. Debra will need to go through the full Board of Commissioners for final approval.

Old Business

- A. OCCAA has been awarded the Weatherization grant again. There is a meeting on June 18 regarding more details of the award. The exact total of the funding has not yet been finalized.
- B. The board survey results were provided in the packet. The results are helpful to OCCAA to receive this feedback. Overall, the results were great.
- C. OCCAA has been working on rebranding. The agency worked with Grand PR from Grand Valley University. The results were not as desired. For now, the rebranding is on hold. Grand Valley gave several options to resolve this issue. A concept paper has also been written for the Michigan Health Endowment for funding to help with the rebranding process. If awarded this grant, it opens other options.
- D. The Commodity Supplemental Food Program will be ending with OCCAA July 31. Megan Kwantes is prepping letters to go out to clients to inform them of the change. This letter should go out early next week. The biggest change will be that home delivery will be discontinued. Participants will need to pick up boxes. The distribution sites will stay the same.

New Business

- A. A survey was sent out to determine a date/day for the 2026 Walk for Warmth. The Walk will move to February. The day of the week has not yet been determined. OCCAA has been meeting the Parks Foundation to see how they pursue donations. Other suggestions were provided by board members for area organizations that may help with the Walk for Warmth.
- B. An update has been made to the Walk for Warmth funding provided to customers. OCCAA has decided to reduce the cap to \$100 for Holland BPW customers. Those customers have several other funding sources available to them. This is to stretch the funding as far as possible.
- C. OCCAA went through the Six Thinking Hats activity earlier this year. During this activity, the focus was on funding and how to generate more for the agency. It was decided to pursue County general funds this year. Jen showed a graph showing the difference between the CSBG funds received and the overhead that needs to be paid to the County. The general funds request would help offset those costs. Board members offered to be present if Jen must appear before the full Board of Commissioners to make public comments in support of OCCAA.
- D. The Home Energy 101 program is expanding to Zeeland Board of Public Works customers. The pilot should kick off within the next few months.
- E. A wage study was done to determine the cost of providing utility assistance to Zeeland BPW customers. The administrative fee charged in the past to hold these appointments was \$60. After this study, that fee will increase significantly. An updated contract has been sent to Zeeland BPW for approval.

Public Comment - None

Adjournment at 11:27 am

Next meeting is scheduled August 20, 2025, at 10:00 am at 12251 James Street in the main conference room.

DRAFT

CAA Name	Ottawa County Community Action Age	Planned Program Period	
Grant Number	CSBG1-2026-70025	Begin Date	10/1/2025
Budget Total	\$ 377,197.00	End Date	9/30/2027

CSBG Expenditure Plan Summary

Line Item	Administration	Direct Program	Total
Salaries	\$ 9,800.00	\$ 51,095.72	\$ 60,895.72
Fringe Benefits	\$ 5,152.29	\$ 30,470.99	\$ 35,623.28
Occupancy	\$ 1,001.00	\$ 6,574.00	\$ 7,575.00
Communication	\$ 948.60	\$ 8,124.40	\$ 9,073.00
Supplies	\$ 2,200.00	\$ 6,800.00	\$ 9,000.00
Equipment	\$ 53.00	\$ -	\$ 53.00
Transportation	\$ 3,151.00	\$ 750.00	\$ 3,901.00
Contracted Services	\$ 1,000.00	\$ 978.00	\$ 1,978.00
Specific Assistance to Individuals		\$ -	\$ -
Miscellaneous	\$ 247,418.00	\$ 1,680.00	\$ 249,098.00
Totals	\$ 270,723.89	\$ 106,473.12	\$ 377,197.00

Community Needs Assessment (**Section 676(b)(11)** of the CSBG Act):

A Community Needs Assessment (CNA) is defined as a comprehensive assessment of community needs and resources as defined in the CSBG Act. Regular assessment of needs and resources at the community level is the foundation of Community Action and a vital management and leadership tool that is used across the organization and utilized by the community to set the course for both CSBG and all agency resources.

Note: See CSBG State Plan Section 13

1. Date of most-recent, board-approved Community Needs Assessment: Fall 2024
2. Does your agency use a third party to help create your Community Needs Assessment, or does your agency create the CNA internally? Yes
3. As part of the CNA, please explain how the agency collected and included current data specific to the following for the service area? (Check all that apply) *(related to Org Std 3.2)*

☒ Data on Poverty ☒ Data on Gender ☒ Data on Age ☒ Data on Race/Ethnicity

How did you collect this data?

☐ Focus Groups ☒ Program participant Interviews ☐ Parent Surveys

☒ Questionnaires

☒ Data Sources: Qualtrics, Census, ALICE Data

☐ Other:

4. Describe how your agency collected and analyzed both qualitative and quantitative data on the geographic service area(s) for the CNA? *(Related to Org Std 3.3)*

Program Director serves as co-chair of the Basic Needs Work Group of the 2024 Community Needs Assessment. OCCAA has Basic Needs data/results during Work Group sessions. The Work Group will analyze every question of the household survey to study the individual responses and the overall quality/reliability of the responses. The Work Group also will help determine the most accurate presentation of the data for the final published Community Assessment. A variety of informative charts, graphs, and spreadsheets will be used to convey this important information to the community. Also included were quotes/comments from actual program participants, and community members facing a variety of challenging individual and social difficulties that many of the local social service agencies seek to address. In addition, OCCAA Director provided an Executive Summary highlighting key takeaways for OCCAA and analyzed internal Customer Satisfaction Survey data to track unmet needs, along with utilizing CALL 2-1-1 data.

5. From the community assessments, client and community needs studies currently being used by your agency for annual and long-range strategic planning describe, list, summarize and rank emerging needs your agency plans to address (directly or through coordination/linkages):

#	Needs from CNA	Program(s) and strategy(ies) to Address Need	Summary of Program(s) and strategy(ies)	If need is not addressed by your agency, select why:
1.	Home Improvements	Weatherization and Home Rehab	These 2 programs provide sustainability in housing; therefore alleviating some of the housing needs in the area.	Choose an item.
2.	Free Tax Prep	Community Action House		Another agency providing Service
3.	Transportation	Hope Network	Intake staff provide online intake when transportation is a need for a client.	Another agency providing Service

Service Delivery System: (*Section 676(b)(5) of the CSBG Act*)

Describe the overall Service Delivery System for services provided or coordinated with CSBG funds targeted to low-income families in the state. Please include specific examples.

Describe the agency's service delivery system for services provided with or coordinated with CSBG funds.

1. Where do program participants enter your agency's system? (Check all that apply)

- ☒ Main Administrative Office
☐ Centralized Call Center
☐ Field Offices/Neighborhood Centers County(ies):
☐ Mobile Site
☒ Online Application
☒ 2-1-1 Referral
☒ Other: MiBridges, phone, and agency general email inquiries

2. Describe the intake process utilized for program participants seeking services and assistance.

OCCAA clients contact intake staff multiple ways. They can fill out a form online, send an email to our main email inbox, call or walk in. Clients are encouraged to fill out a pre-screening form to determine income eligibility before providing eligibility documentation.

In addition, individuals can also be referred through MiBridges or CALL 2-1-1 of the Lakeshore.

Necessary documentation is collected via email, over the phone, or in person during an appointment to help determine eligibility following the pre-screening process. Assistance and approval is provided either through email or at an in-person appointment.

3. Identify which county(ies), if any, in the CSBG service area do not have a neighborhood (county) center and explain how services are delivered to residents of that/those county(ies):

N/A

4. How does your agency avoid duplication of services in your service area?

OCCAA actively participates in both Ottawa County case collaborators groups that meet regularly to share agency/program information. Participation in these groups allows OCCAA to stay up-to-date with new programs or changes in programs that may affect the population base that it serves. If there was potential for duplication to occur, OCCAA can initiate or participate in discussions to deal with this issue. Ottawa County has traditionally been a county where there is a high degree of communication and cooperation between its social service agencies.

5. Does your agency provide case management?

☒ Yes ☐ No ☐ Other:

If yes, how does your agency define case management, and how is it provided? For example, how often does your agency follow up with program participants? Etc.

OCCAA provides very short-term case management to clients that receive utility assistance and weatherization services. This service is often provided over the phone and email, and follow-up occurs as often as needed until the client's more emergent need is met. OCCAA would like to provide more long-term case management services that are not just crisis-based in nature, but there is limited funding to provided these resources. OCCAA focuses on referrals to the most appropriate short-term or long-term resources in the community to ensure continuity of care.

OCCAA FY25 (October 2024 - September 2025) Available Funds

Grant	Grant timeframe	FY25 Budget	Spent YTD	Percentage spent	Balance	FY24 Budget	Spent YTD
Community Services Block Grant	Oct 2024 - Sep 2026	628,160.78	337,769.14	54%	290,391.64	644,739.37	381,337.16
Total		628,160.78	337,769.14	54%	290,391.64	644,739.37	381,337.16

Utility Assistance grants:

Grant	Grant timeframe	FY25 Budget	Spent YTD	Percentage spent	Balance	FY24 Budget	Spent YTD
Michigan Energy Assistance Program	Oct 2024 - Sep 2025	65,000.00	49,434.37	76%	15,565.63	65,000.00	48,268.81
Water Affordability Grant	Oct 2024 - Sep 2025	100,000.00	38,279.21	38%	61,720.79	100,000.00	40,692.46
Walk for Warmth Program			16,400.49				12,106.22
Total		165,000.00	104,114.07	63%	77,286.42	165,000.00	101,067.49

Food Assistance grants

Grant	Grant timeframe	FY25 Budget	Spent YTD	Percentage spent	Balance	FY24 Budget	Spent YTD
The Emergency Food Assistance Program	Oct 2024 - Sep 2025	91,562.00	64,652.93	71%	26,909.07	93,863.00	78,661.00
Commodity Supplemental Food Program	Oct 2024 - Sep 2025	41,929.00	36,398.67	87%	5,530.33	30,380.00	24,745.95
Reach & Resiliency Grant	May 2023 - June 2025	23,216.41	23,216.41	100%	-	50,666.06	34,670.07
Total		156,707.41	124,268.01	79%	32,439.40	174,909.06	138,077.02

Weatherization grants

Grant	Grant timeframe	FY25 Budget	Spent YTD	Percentage spent	Balance	FY24 Budget	Spent YTD
Department of Energy Grant - FY24	July 2024 - Sep 2025	484,223.04	453,582.80	94%	30,640.24	229,623.00	1,053.26
Low Income Home Energy Assistance Program	Oct 2024 - Sep 2025	381,426.00	201,252.68	53%	180,173.32	241,400.00	192,735.93
Bipartisan Infrastructure Law Grant	Oct 2024 - Sep 2025	670,487.00	151,465.09	23%	519,021.91	676,150.00	250,332.45
Deferral Reduction	Jan 2024 - Sept 2026	347,319.84	170,818.39	49%	176,501.45	543,269.00	175,977.66
Total		1,883,455.88	977,118.96	52%	906,336.92	1,690,442.00	620,099.30

Home Rehab Program

Grant	Grant timeframe	FY25 Budget	Spent YTD	Percentage spent	Balance	FY24 Budget	Spent YTD
Local Water Utility Affordability	April 2024- Sep 2026	50,000.00	37,791.55	76%	12,208.45	50,000.00	12,099.24
Community Development Block Grant	July 2024 - June 2025	-	120.00	-	(120.00)	57,770.00	3,630.62
Total		50,000.00	37,911.55	76%	12,088.45	107,770.00	15,729.86

Subrecipient Grants

Grant	Grant timeframe	FY25 Budget	Spent YTD	Percentage spent	Balance	FY24 Budget	Spent YTD
Emergency Solutions Grant	Oct 2024 - Sep 2025	287,358.00	241,835.78	84%	45,522.22	281,701.00	219,217.90
Total		287,358.00	241,835.78	84%	45,522.22	281,701.00	219,217.90

	Individuals Served					Slots
	Holland-Zeeland (SW)	Jenison-Hudson (SE)	Tri-Cities (NW)	Coopers-Allend (NE)	County Total	
January-25	202	26	91	33	352	400
February-25	212	42	92	30	376	400
March-25	209	28	92	30	359	400
April-25	206	42	98	38	384	393
May-25	203	27	97	38	365	393
June-25	203	41	97	34	375	393
July-25	201	27	97	34	359	393
August-25					0	393
September-25					0	393
October-25					0	393
November-25					0	393
December-25					0	393
Calendar Year (2025) To-date Totals	1,436	233	664	237	2,570	

Calendar Year 2024 Average/Month	199	32	78	33	341
Calendar Year 2024 Box Totals (annual)	2,388	378	931	400	4,097

The Emergency Food Assistance Program (TEFAP)

	Households Served		Total Slots	Pounds Received	Value
	Mass Dist	Pantry			
(Second Quarter) Jan - March 2025	548	3,832	2,330	57,682	\$4,023.00
(Third Quarter) April - June 2025			2,330	72,567	\$4,156.65
(Fourth Quarter) July - Sept 2025			2,330		
(First Quarter) Oct - Dec 2025			2,330		
Calendar Year (2025) To Date Totals	548	3,832		130,249	\$8,179.65
Totals from Fiscal Year 2024					

OCCAA Utility Assistance Statistics (FY 2024-2025)
July 2025

Grant		Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sept	YTD/Total
Walk for Warmth	Expenses	\$595	\$72	\$209	\$798	\$519	\$1,583	\$841	\$2,798	\$2,492	\$750			\$10,656
	Households	3	1	2	4	3	9	5	15	17	5			64
	Avg Payment	\$198	\$72	\$104	\$199	\$173	\$176	\$168	\$187	\$147	\$150	\$0	\$0	\$167
Water Affordability Grant	Expenses	\$2,748	\$799	\$2,410	\$2,113	\$2,608	\$2,470	\$1,625	\$2,552	\$1,712	\$1,102			\$20,141
	Households	4	4	13	9	11	9	7	7	8	4			76
	Avg Payment	\$687	\$200	\$185	\$235	\$237	\$274	\$232	\$365	\$214	\$276	\$0	\$0	\$265
MI Energy Assist Prog (\$38,000)	Expenses	\$816	\$215	\$767	\$4,066	\$1,015	\$0	\$3,470	\$1,588	\$0	\$1,648			\$13,584
	Households	2	1	2	8	5	0	11	4	0	4			37
	Avg Payment	\$408	\$215	\$383	\$508	\$203	\$0	\$315	\$397	\$0	\$412	\$0	\$0	\$367
MEAP - APP responsibility (part of \$38,000)	Expended	1,133	1,787	1,544	1,980	1,381	3,597	2,210	1,733	1,234	1,201			17,799
	Payments	9	11	13	13	19	21	20	20	19	16			161
	Avg Payment	\$126	\$162	\$119	\$152	\$73	\$171	\$110	\$87	\$65	\$75	\$0	\$0	\$111
ZBPW (\$5,000+)	Expenses	\$0	\$453	\$1,282	\$163	\$118	\$550	\$1,469	\$99	\$700	\$700			\$5,535
	Households	0	2	4	1	1	1	4	1	1	1			16
	Avg Payment	\$0	\$226	\$321	\$163	\$118	\$550	\$367	\$99	\$700	\$700	\$0	\$0	\$346
Holland BPW grant (\$50,000)	Expenses	\$0	\$1,382	\$909	\$466	\$4,525	\$3,119	\$0	\$0	\$703	\$0			\$11,104
	Households	0	4	4	2	12	10	0	0	6	0			38
	Avg Payment	\$0	\$345	\$227	\$233	\$377	\$312	\$0	\$0	\$117	\$0	\$0	\$0	\$292
HBPW C.A.P.	No. of appts.	6	11	7	9	8	9	5	1	6	6			68
Denials		7	6	1	2	0	1	7	2	2	4			32
FY 2024/25 Monthly Totals	Expenses	\$5,293	\$4,708	\$7,120	\$9,586	\$10,165	\$11,319	\$9,615	\$8,771	\$6,840	\$5,402	\$0	\$0	\$78,819
	Households	18	23	38	37	51	50	47	47	51	30	0	0	392
	Avg Payment	\$294	\$205	\$187	\$259	\$199	\$226	\$205	\$187	\$134	\$180	\$0	\$0	\$201
FY 2023/24 Monthly Totals	Expenses	\$8,300	\$4,860	\$4,459	\$5,956	\$7,425	\$16,127	\$6,588	\$5,484	\$9,691	\$18,686	\$7,164	\$7,446	\$102,184
	Households	48	36	29	36	35	54	36	28	44	60	37	39	482
	Avg Payment	\$173	\$135	\$154	\$165	\$212	\$299	\$183	\$196	\$220	\$311	\$194	\$191	\$212

OCCAA Energy Education, Home Energy 101 and Homeowner Programs

July 2025

Home Energy 101 and 201

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sept.	YTD
HE101 and 201	4	6	6	2	0	5	4	0	4	3	0	0	34

HQS Inspections

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sept.	YTD
HQS Inspections	7	7	16	17	15	8	5	8	9	11	0	0	103

Homeowner Programs

	Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sept	YTD	In Prog.
Home Rehab (Emergency)	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Weatherization Prog.

Dept. of Energy (DOE) July-June Goal: 30	1	3	10	2	2	4	6	3	4	5			40	18
BIL Oct-Sept Goal: 68	1	1	0	0	0	1	2	0	0	1			6	9
LIHEAP Oct-Sept Goal: 10		1	1	0	2	1	6	3	2	4			20	13
Combined	2	5	11	2	4	6	14	6	6	10	0	0	66	40



STATE OF MICHIGAN

DEPARTMENT OF HEALTH AND HUMAN SERVICES

LANSING

GRETCHEN WHITMER
GOVERNOR

ELIZABETH HERTEL
DIRECTOR

June 24, 2025

Ms. Jennifer Brozowski, Executive Director
Ottawa County Community Action Agency (70025)
12251 James St., Suite 300
Holland, MI 49424

RE: Organizational Standards Monitoring Report - MVID 3628

Dear Ms. Brozowski,

Thank you for the cooperation you and your staff extended to Ashley Slack during the Organizational Standards Monitoring Review conducted in June 2025.

Enclosed is the Organizational Standards Monitoring Report summarizing the review of your FY2024 (10/1/23 through 9/30/24) documentation for the CSBG Organizational Standards.

Summary of Organizational Standards Review:

- Number of Met Standards: 50 out of 50 (Public Agency)
- Number of Not Met Standards: 0 out of 50

Also included in the Monitoring Report are some recommendations and/or best practices to fulfill Standards in the future.

If you have questions or concerns regarding this report, please contact Ashley Slack at 517-335-5950 or slacka1@michigan.gov.

Sincerely,

Kris Schoenow, Executive Director
MDHHS-Bureau of Community Action and Economic Opportunity

Enclosure

cc: Melanie Sanford, MDHHS-BCAEO Deputy Director
Tracy Thompkins, MDHHS-BCAEO Compliance Officer
Ashley Slack, MDHHS-BCAEO Grant Manager (OS)
Monitoring File MVID 3628

Maximum Feasible Participation

Consumer Input and Involvement

1.1 *The department demonstrates low-income individuals' participation in its activities.*

Met Description: Organizational Standard has been met.

1.2 *The department analyzes information collected directly from low-income individuals as part of the community assessment.*

Met Description: Organizational Standard has been met.

1.3 *The department has a systematic approach for collecting, analyzing, and reporting customer satisfaction data to the tripartite board/advisory body, which may be met through broader local government processes.*

Met Description: Organizational Standard has been met.

Maximum Feasible Participation

Community Engagement

2.1 *The department has documented or demonstrated partnerships across the community, for specifically identified purposes; partnerships include other anti-poverty organizations in the area.*

Met Description: Organizational Standard has been met.

2.2 *The department utilizes information gathered from key sectors of the community in assessing needs and resources, during the community assessment process or other times. These sectors include at min: community, faith-based, private & public orgs and educational institutions.*

Met Description: Organizational Standard has been met.

2.3 *The department communicates its activities and its results to the community.*

Met Description: Organizational Standard has been met.

2.4 *The department documents the number of volunteers and hours mobilized in support of its activities.*

Met Description: Organizational Standard has been met.

Maximum Feasible Participation

Community Assessment

3.1 *The department conducted or was engaged in a community assessment and issued a report within the past 3 years, if no other report exists.*

Met Description: Organizational Standard has been met.

3.2 *As part of the community assessment, the department collects and includes current data specific to poverty and its prevalence related to gender, age, and race/ethnicity for their service area(s).*

Met Description: Organizational Standard has been met.

3.3 *The department collects and analyzes both qualitative and quantitative data on its geographic service area(s) in the community assessment.*

Met Description: Organizational Standard has been met.

3.4 *The community assessment includes key findings on the causes and conditions of poverty and the needs of the communities assessed.*

Met Description: Organizational Standard has been met.
OS Monitor Note: Executive Summaries suffice for key findings.

3.5 *The tripartite board/advisory body formally accepts the completed community assessment.*

Met Description: Organizational Standard has been met.

Vision and Direction

Organizational Leadership

4.1 *The tripartite board/advisory body has reviewed the department's mission statement within the past 5 years and assured that: 1. The mission addresses poverty; and 2. The CSBG programs and services are in alignment with the mission.*

Met Description: Organizational Standard has been met.

4.2 *The department's Community Action plan is outcome-based, anti-poverty focused, and ties directly to the community assessment.*

Met Description: Organizational Standard has been met.

- 4.3** *The department's Community Action plan and strategic plan document the continuous use of the full Results Oriented Management and Accountability (ROMA) cycle or comparable system (assessment, planning, implementation, achievement of results, and evaluation). In addition, the department documents having used the services of a ROMA-certified trainer (or equivalent) to assist in implementation.*

Met Description: Organizational Standard has been met.

- 4.4** *The tripartite board/advisory body receives an annual update on the success of specific strategies included in the Community Action plan.*

Met Description: Organizational Standard has been met.

Recommendation: CAP receipt by board found in minutes dated 10-18-23. Documentation must show receipt by the board of an update on success of strategies for FY24's Community Action Plan. The uploaded board minutes are on Ottawa's annual report. Please either provide documentation that the annual report directly highlights the CAP, or provide additional documentation on the board's receipt of the CAP.

- 4.5** *The department adheres to its local government's policies and procedures around interim appointments and processes for filling a permanent vacancy.*

Met Description: Organizational Standard has been met.

- 4.6** *The department complies with its local government's risk assessment policies and procedures.*

Met Description: Organizational Standard has been met.

CAA REVISED: County updated version dated October 2024. Sent by K. Mammoser via email to OS Monitor. // Revision Request: OS Monitor notes that Ottawa CAA follows county risk policy. However, page 3 of policy states the county will "review this Policy at least once every two years", which follows Standard 4.6's requirement. An updated version of this policy with a "Last Review" date within FY24 (last date was 8/1/22) is necessary to meet this Standard.

Vision and Direction

Board Governance

- 5.1** *The department's tripartite board/advisory body is structured in compliance with the CSBG Act: 1. Selecting the board members as follows: At least one third democratically-selected representatives of the low-income community; One-third are local elected officials (or their representatives); and The remaining members are from major groups and interests in the community; or 2. Selecting board through another mechanism specified by the State to assure decision-making and participation by low-income individuals in the development, planning, implementation, and evaluation of programs.*

Met Description: Organizational Standard has been met.

- 5.2** *The department's tripartite board/advisory body either has: 1. Written procedures that document a democratic selection process for low-income board members adequate to assure that they are representative of the low-income community, or 2. Another mechanism*
- Met** Description: Organizational Standard has been met.
- 5.3** ~~*Not applicable: Review of bylaws by an attorney is outside of the purview of the department and the tripartite board/advisory body, therefore this standard does not apply to public entities.*~~
- N/A** Description: N/A
- 5.4** *The department documents that each tripartite board/advisory body member has received a copy of the governing documents, within the past 2 years.*
- Met** Description: Organizational Standard has been met.
Recommendation: Ensure all current board members have received bylaws within FY24/25 date periods. There were 3 members who had not received since June 2023.
- 5.5** *The department's tripartite board/advisory body meets in accordance with the frequency and quorum requirements and fills board vacancies as set out in its governing documents.*
- Met** Description: Organizational Standard has been met.
- 5.6** *Each tripartite board/advisory body member has signed a conflict of interest policy, or comparable local government document, within the past 2 years.*
- Met** Description: Organizational Standard has been met.
Recommendation: Ensure all current board members have received and executed COI within FY24/25 date periods. There were 3 members who had not received since June 2023.
- 5.7** *The department has a process to provide a structured orientation for tripartite board/advisory body members within 6 months of being seated.*
- Met** Description: Organizational Standard has been met.
- 5.8** *Tripartite board/advisory body members have been provided with training on their duties and responsibilities within the past 2 years.*
- Met** Description: Organizational Standard has been met.
Recommendation: Ensure all current board members have received Duties/Responsibilities training (beyond orientation) within FY24/25 date periods. There were 3 members who had not received since June 2023.

5.9 *The department's tripartite board/advisory body receives programmatic reports at each regular board meeting.*

Met Description: Organizational Standard has been met.

Vision and Direction

Strategic Planning

6.1 *The department has a strategic plan, or comparable planning document, in place that has been reviewed and accepted by the tripartite board/advisory body within the past 5 years. If the department does not have a plan, the tripartite board/advisory body will create one.*

Met Description: Organizational Standard has been met.

6.2 *The approved strategic plan, or comparable planning document, addresses reduction of poverty, revitalization of low-income communities, and/or empowerment of people with low incomes to become more self-sufficient.*

Met Description: Organizational Standard has been met.

6.3 *The approved strategic plan, or comparable planning document, contains family, agency, and/or community goals.*

Met Description: Organizational Standard has been met.

6.4 *Customer satisfaction data and customer input, collected as part of the community assessment, is included in the strategic planning process, or comparable planning process.*

Met Description: Organizational Standard has been met.

6.5 *The tripartite board/advisory body has received an update(s) on progress meeting the goals of the strategic plan/comparable planning document within the past 12 months.*

Met Description: Organizational Standard has been met.

Operations and Accountability

Human Resources Management

~~**7.1** *Not applicable: Local governmental personnel policies are outside of the purview of the department and the tripartite board/advisory body, therefore this standard does not apply to public entities.*~~

N/A Description: N/A

- 7.2** *The department follows local governmental policies in making available the employee handbook (or personnel policies in cases without a handbook) to all staff and in notifying staff of any changes.*
- Met** Description: Organizational Standard has been met.
- 7.3** *The department has written job descriptions for all positions. Updates may be outside of the purview of the department.*
- Met** Description: Organizational Standard has been met.
- 7.4** *The department follows local government procedures for performance appraisal of the department head.*
- Met** Description: Organizational Standard has been met.
OS Monitor Note: CAA follows County procedures, which do not require annual evaluations of employees, including directors.
- 7.5** *The compensation of the department head is made available according to local government procedure.*
- Met** Description: Organizational Standard has been met.
- 7.6** *The department follows local governmental policies for regular written evaluation of employees by their supervisors.*
- Met** Description: Organizational Standard has been met.
OS Monitor Note: See note on Standard 7.4.
- 7.7** *The department provides a copy of any existing local government whistleblower policy to members of the tripartite board/advisory body at the time of orientation.*
- Met** Description: Organizational Standard has been met.
- 7.8** *The department follows local governmental policies for new employee orientation.*
- Met** Description: Organizational Standard has been met.
- 7.9** *The department conducts or makes available staff development/training (including ROMA) on an ongoing basis.*
- Met** Description: Organizational Standard has been met.

Operations and Accountability

Financial Operations and Oversight

- 8.01** *The department's annual audit is completed through the local governmental process in accordance with Title 2 of the Code of Federal Regulations, Uniform Administrative Requirements, Cost Principles, and Audit Requirement (if applicable) and/or State audit threshold requirements. This may be included in the municipal entity's full audit.*
- Met** Description: Organizational Standard has been met.
- 8.02** *The department follows local government procedures in addressing any audit findings related to CSBG funding.*
- Met** Description: Organizational Standard has been met.
- 8.03** *The department's tripartite board/advisory body is notified of the availability of the local government audit.*
- Met** Description: Organizational Standard has been met.
- 8.04** *The department's tripartite board/advisory body is notified of any findings related to CSBG funding.*
- Met** Description: Organizational Standard has been met.
- 8.05** ~~*Not applicable: The audit bid process is outside of the purview of tripartite board/advisory body therefore this standard does not apply to public entities.*~~
- N/A** Description: N/A
- 8.06** ~~*Not applicable: The Federal tax reporting process for local governments is outside of the purview of tripartite board/advisory body therefore this standard does not apply to public entities.*~~
- N/A** Description: N/A
- 8.07** *The tripartite board/advisory body receives financial reports at each regular meeting, for those program(s) the body advises, as allowed by local government procedure.*
- Met** Description: Organizational Standard has been met.
- 8.08** ~~*Not applicable: The payroll withholding process for local governments is outside of the purview of the department, therefore this standard does not apply to public entities.*~~
- N/A** Description: N/A
- 8.09** *The tripartite board/advisory body has input as allowed by local governmental procedure into the CSBG budget process.*
- Met** Description: Organizational Standard has been met.

8.10 *Not applicable: The fiscal policies for local governments are outside of the purview of the department and the tripartite board/advisory body, therefore this standard does not apply to public entities.*

N/A Description: N/A

8.11 *Not applicable: Local governmental procurement policies are outside of the purview of the department and the tripartite board/advisory body, therefore this standard does not apply to public entities.*

N/A Description: N/A

8.12 *Not applicable: A written cost allocation plan is outside of the purview of the department and the tripartite board/advisory body, therefore this standard does not apply to public entities.*

N/A Description: N/A

8.13 *The department follows local governmental policies for document retention and destruction.*

Met Description: Organizational Standard has been met.

Operations and Accountability

Data and Analysis

9.1 *The department has a system or systems in place to track and report client demographics and services customers receive.*

Met Description: Organizational Standard has been met.
OS Monitor Note: Verified in empowOR.

9.2 *The department has a system or systems in place to track family, agency, and/or community outcomes.*

Met Description: Organizational Standard has been met.

9.3 *The department has presented to the tripartite board/advisory body for review or action, at least within the past 12 months, an analysis of the agency's outcomes and any operational or strategic program adjustments and improvements identified as necessary.*

Met Description: Organizational Standard has been met.

9.4 *The department submits its annual CSBG Information Survey data report and it reflects client demographics and CSBG-funded outcomes.*

Met Description: Organizational Standard has been met.
Recommendation: OS Monitor greatly appreciates the informative comments Ottawa provided throughout this monitoring within empowOR. This commentary made monitoring the agency's Org Standards easier! Thank you!