

AGENDA: OTTAWA COUNTY COMMUNITY ACTION AGENCY
Advisory Board Meeting: Friday, December 19th, 2025 1:00 pm
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. Thank you for your service, Rosa!

III. Consent Items

- A. Approval of minutes from October 15th meeting (pages 2-4)

IV. Reports

- A. Finance (OS 8.7)
 - 1. Fiscal Report; Update on fiscal status (pages 5-6)
- B. Program Oversight and Development (OS 5.9)
 - 1. Program reports (pages 7-9)
- C. Advisory Board
 - 1. Consumer Sector
 - 2. Public Sector
 - 3. Private Sector

V. Old business

VI. New Business

- A. Fundraising updates
 - 1. Game Day for Good
 - 2. Walk for Warmth
- B. Monitoring results (pages 10-13)
- C. Funding
- D. Bylaws/Policy updates (pages 14-22)

VII. Public Comment

VIII. Adjourn

Next Meeting: Wednesday, February 18th 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: October 15, 2025

TIME: 10:00 am

LOCATION: 12251 James Street, Holland

PRESENT: Ken Styles, Brittney Brown, Rosa Hernandez, Debbie Deater, Alison El-Cassabgui, Molly Brouwer. Esther Fifelski

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

QUORUM: Yes

Call to Order

The meeting was called to order by Alison El-Cassabgui.

Consent Items

- A. Meeting minutes from August 20, 2025, were approved.

Reports

- A. Finance (OS 8.7)
 - a. The financial report was included in the board packet.
 - b. Fiscal year 25 ended September 30. Emma is still working on the final close out numbers. Those will be reported in December.
 - c. There are still two programs on hold due to budgets. One is LIHEAP and one is MEAP Assurance 16 program. LIHEAP is used in the Weatherization program and A16 is the case management portion of MEAP.
 - d. The Emergency Solutions Grant received additional funding. This is reflected in the report.
 - e. The Community Services Block Grant has been approved for spending from the State.
- B. Program Oversight and Development Reports (OS 5.9)
 - a. Reports were provided in the board packet.
 - b. The contracts with Holland BPW have ended as of 9-30-25.
 - c. MEAP does not require MDHHS SER approval starting FY26.

C. Board Development

- a. Kate Chrisman has resigned from her Consumer Sector position with the board. Jen will have the application open on the County website. Esther recommended reaching out to Evergreen Commons, Four Pointes, Momentum Center and other like agencies for board member suggestions.
- b. Public sector – Danielle Weeks term ends 12-31-25. Danielle has applied for another term. One other application has been received. The Board of Commissioners' Appointment and Alignment committee will interview the applicants.
- c. Private sector – Rosa Hernandez will term out on 12-31-25. Rosa has been with the Advisory Board for nine years. Thank you for your service to OCCAA! The posting for that seat has gone out. There have been a few applications received.

Old Business - None

New Business

A. Fundraising Updates

- a. The Game Day for Good event is being held on October 25 at Pigeon Creek Park. OCCAA is co-hosting with the Parks and Recreation department. The link to register is on the OCCAA website. OCCAA is using a new website for registering called Givebutter. Rosa will send Jen contact information for MSU and UofM. Esther will call the Talk of the Town radio show to try to secure a spot to promote the event.
- b. The Walk for Warmth for 2026 is being held on February 20, 2026, @ 5:30 pm at EV Construction in Holland. Debbie and Esther are helping to gather donations for the silent auction. There is a spreadsheet with possible donors listed. It was sent out to the board. Members can sign up to contact those donors. Alison will reach out to Unicorn Tavern in Grand Haven for a possible fund-raising event.
- c. OCCAA is putting together items for a gift basket for the Walk for Warmth poster contest winner. Suggestions for donations are welcome. The poster contest winner will be announced on November 17.

B. Monitoring Results

- a. The Department of Energy monitoring for the Weatherization program has been wrapped up. There were a couple of corrective actions items that have been addressed.
- b. Programmatic monitoring has also concluded. There were no findings. Jen will send out report when it is received.

C. Funding Updates

- a. OCCAA has been approved for County general funds this fiscal year. The funds will be available if OCCAA shows a deficit throughout the year.

D. Bylaws

- a. There were questions about whether the Board of Commissioners need to approve any of the OCCAA Advisory board seats. Jen reached out to CAPLAW for clarification. There is nothing in the law stating that the Board of Commissioners

need to approve OCCAA board members. She will be reaching out to the new County Administrator on updating the bylaws to reflect this. It was suggested to add to the bylaws that the OCCAA Advisory board must also approve the chosen candidate. OCCAA would like to have the application process continue to be done through the County website.

E. Public Sector Opening

- a. Jen will be writing a letter to the Board of Commissioners' Appointment and Alignment Committee supporting Danielle Weeks to maintain her seat on the OCCAA Advisory board.
- b. The OCCAA Advisory board voted to support Danielle Weeks' application to maintain her seat on the board. The vote was unanimous.

Public Comment - None

Adjournment at 11:01 am

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

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	309,469.73	49%	318,691.05	644,739.37	399,572.59
Total		628,160.78	309,469.73	49%	318,691.05	644,739.37	399,572.59

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	59,414.52	91%	5,585.48	65,000.00	64,085.00
Water Affordability Grant	Oct 2024 - Sep 2027	100,000.00	50,418.27	50%	49,581.73	100,000.00	48,382.15
Walk for Warmth Program			17,668.68				14,833.56
Total		165,000.00	127,501.47	77%	55,167.21	165,000.00	127,300.71

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	89,116.70	97%	2,445.30	93,863.00	93,863.00
Commodity Supplemental Food Program	Oct 2024 - Sep 2025	41,929.00	41,929.00	100%	-	30,380.00	30,380.00
Reach & Resiliency Grant	May 2023 - June 2025	23,216.41	23,216.41	100%	-	50,666.06	41,949.65
Total		156,707.41	154,262.11	98%	2,445.30	174,909.06	166,192.65

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	456,905.37	94%	27,317.67	229,623.00	15,429.96
Low Income Home Energy Assistance Program	Oct 2024 - Sep 2025	381,426.00	272,901.92	72%	108,524.08	241,400.00	224,673.71
Bipartisan Infrastructure Law Grant	Oct 2024 - Sep 2025	670,487.00	186,183.37	28%	484,303.63	676,150.00	331,590.51
Deferral Reduction	Jan 2024 - Sept 2026	347,319.84	189,436.69	55%	157,883.15	543,269.00	191,854.16
Total		1,883,455.88	1,105,427.35	59%	778,028.53	1,690,442.00	763,548.34

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	39,673.24	79%	10,326.76	50,000.00	18,436.24
Community Development Block Grant	July 2024 - June 2025	-	-	-	-	61,695.00	58,911.38
Total		50,000.00	39,673.24	79%	10,326.76	111,695.00	77,347.62

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	287,358.00	100%	-	281,701.00	281,701.00
Emergency Solutions Grant 23-25	Oct 2023 - June 2025	22,094.00	22,094.00	100%	-	-	-
Total		287,358.00	287,358.00	100%	-	281,701.00	281,701.00

OCCAA FY26 (October 2025 - September 2026) Available Funds

Grant	Grant timeframe	FY26 Budget	Spent YTD	Percentage spent	Balance	FY25 Budget	Spent YTD
Community Services Block Grant - Carryover	Oct 2024 - Sep 2026	381,691.31	140,463.02	37%	241,228.29	628,160.78	130,857.17
Community Services Block Grant FY26 - pending	Oct 2025 - Sep 2027	377,197.00	-	0%	377,197.00		
General Fund Contribution - NEW	Oct 2025 - Sep 2026	281,323.11	-	0%	281,323.11		
Total		663,014.42	140,463.02	21%	522,551.40	628,160.78	130,857.17

Utility Assistance Grants

Grant	Grant timeframe	FY26 Budget	Spent YTD	Percentage spent	Balance	FY25 Budget	Spent YTD
Michigan Energy Assistance Program - A16 pending	Oct 2025 - Sep 2026	83,197.00	-	0%	83,197.00	65,000.00	2,696.82
Michigan Energy Assistance Program - FY25 Funding Amount for A16		76,029.00	4,648.64	6%	71,380.36	65,000.00	2,696.82
Water Affordability Grant	Oct 2024 - Sep 2027	101,200.00	5,745.33	6%	95,454.67	100,000.00	4,024.78
Walk for Warmth Program			919.75				751.95
Total		177,229.00	11,313.72	6%	166,835.03	165,000.00	7,473.55

Food Assistance Grants

Grant	Grant timeframe	FY26 Budget	Spent YTD	Percentage spent	Balance	FY25 Budget	Spent YTD
The Emergency Food Assistance Program	Oct 2025 - Sep 2026	100,000.00	-	0%	100,000.00	100,000.00	1,378.51
Total		100,000.00	-	0%	100,000.00	100,000.00	1,378.51

Weatherization Grants

Grant	Grant timeframe	FY26 Budget	Spent YTD	Percentage spent	Balance	FY25 Budget	Spent YTD
Department of Energy Grant - FY26	Oct 2025 - June 2026	520,280.00	33,962.98	7%	486,317.02	229,623.00	109,865.11
Low Income Home Energy Assistance Program - pending	Oct 2025 - Sep 2026	451,766.00	-	0%	451,766.00	130,385.00	17,596.70
Low Income Home Energy Assistance Program - FY25 Funding Amounts		132,440.00	9,681.00	7%	122,759.00		
Bipartisan Infrastructure Law Grant	Oct 2025 - Sep 2026	696,687.00	30,443.22	4%	666,243.78	670,487.00	39,430.91
Deferral Reduction	Jan 2024 - Sept 2026	163,283.15	13,468.55	8%	149,814.60	347,319.84	15,616.90
Deferral Supplemental - NEW	Oct 2025 - Sept 2029	275,289.00	1,680.48	1%	273,608.52		
Total		1,787,979.15	89,236.23	5%	1,698,742.92	1,247,429.84	164,912.92

Home Rehab Program

Grant	Grant timeframe	FY26 Budget	Spent YTD	Percentage spent	Balance	FY25 Budget	Spent YTD
Local Water Utility Affordability	Oct 2024 - Sep 2026	41,890.52	531.74	1%	41,358.78	50,000.00	796.75
Community Development Block Grant	July 2025 - June 2026	54,219.00	224.40	-	53,994.60	-	-
Total		96,109.52	756.14	1%	95,353.38	50,000.00	796.75

Subrecipient Grants

Grant	Grant timeframe	FY26 Budget	Spent YTD	Percentage spent	Balance	FY25 Budget	Spent YTD
Emergency Solutions Grant	Oct 2025 - Sept 2026	278,945.00	13,653.48	5%	265,291.52	287,358.00	417.71
Total		278,945.00	13,653.48	5%	265,291.52	287,358.00	417.71

OCCAA Utility Assistance Statistics (FY 2025-2026)

November 2025

Grant		Oct	Nov	Dec	Jan	Feb	March	April	May	June	July	Aug	Sept	YTD/Total
Walk for Warmth	Expenses	\$0	\$0											\$0
	Households	0	0											0
	Avg Payment	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Water Affordability Grant	Expenses	\$574	\$3,029											\$3,603
	Households	3	5											8
	Avg Payment	\$191	\$606	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$450
MI Energy Assist Prog (\$50,000)	Expenses	\$219	\$1,759											\$1,978
	Households	1	6											7
	Avg Payment	\$219	\$293	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$283
MEAP - APP responsibility (part of \$50,000)	Expended	1,435	2,474											3,909
	Payments	14	14											28
	Avg Payment	\$102	\$177	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$140
ZBPW (\$5,000+)	Expenses	\$0	\$0											\$0
	Households	0	0											0
	Avg Payment	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Denials		1	3											4
FY 2025/6 Monthly Totals	Expenses	\$2,228	\$7,262	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$9,490
	Households	18	25	0	0	0	0	0	0	0	0	0	0	43
	Avg Payment	\$124	\$290	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$221
FY 2024/5 Monthly Totals	Expenses	\$5,293	\$4,708	\$7,120	\$9,586	\$9,749	\$11,319	\$9,615	\$8,771	\$6,787	\$5,402	\$4,794	\$4,955	\$88,100
	Households	18	23	38	37	49	50	47	47	51	30	28	23	441
	Avg Payment	\$294	\$205	\$187	\$259	\$199	\$226	\$205	\$187	\$133	\$180	\$171	\$215	\$200

OCCAA Energy Education, Home Energy 101 and Homeowner Programs

November 2025

Home Energy 101 and 201

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sept.	YTD
HE101 and 201	4	4											8

HQS Inspections

	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sept.	YTD
HQS Inspections	10	9											19

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	2	1											3	
BIL Oct-Sept Goal: 68	0	2											2	
Wx Sup Goal:	1	0											1	
Wx Def Goal:	0	4											4	
LIHEAP Oct-Sept Goal: 10	0	0											0	
Combined	3	7	0	0	0	0	0	0	0	0	0	0	10	0

	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	564	4,165	2,330	72,567	\$4,156.65	
(Fourth Quarter) July - Sept 2025	595	4,775	2,330	75,927	\$5,493.15	
(First Quarter) Oct - Dec 2025		2,199	2,330	60,591	\$3,978.45	*Only October
Calendar Year (2025) To Date Totals	1,707	14,971		266,767	\$17,651.25	
Totals from Fiscal Year 2024	2,903	16,083		224,537	\$13,567.50	



GRETCHEN WHITMER
GOVERNOR

STATE OF MICHIGAN
DEPARTMENT OF HEALTH AND HUMAN SERVICES
LANSING

ELIZABETH HERTEL
DIRECTOR

October 21, 2025

Jennifer Brozowski, Executive Director
Ottawa County Community Action Agency
12251 James Street, Suite 300,
Holland, MI 49424

Dear Ms. Brozowski,

Thank you for the cooperation you and your staff extended to the Bureau during the recent Program Compliance Monitoring Desk Review. We appreciate your patience while we navigated the monitoring process. Your staff was extremely helpful in responding promptly to our requests for information. Enclosed is the monitoring report summarizing the review of your Agency.

Monitoring Type: FY25 Program Compliance Desk Review MVID 3627

Monitoring Dates: August 12, 2025 – September 30, 2025

Program Compliance Monitor: Mackenzie Rosenberg-Scholte

Findings and Recommendations: Zero (0) Findings, Two (2) Recommendations, Zero (0) Observations

Corrective Action Due by: N/A

Based on the Program Compliance Review, the monitor discovered one recommendation for Other Compliance Discoveries: Inconsistent File Dates and one recommendation for Incorrect Income Computation. No corrective action is required for these recommendations.

BCAEO reserves the right to review additional transactions during future monitoring engagements.

If you have any questions regarding this report, please contact Mackenzie Rosenberg-Scholte at rosenbergsscholtem@michigan.gov.

Sincerely,

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

cc: Alison El-Cassabgui, OCCAA Board Chair
Melanie Sanford, MDHHS-BCAEO Deputy Director
Maddy Kamalay, Weatherization Manager
Robert Haske, BCAEO Financial Manager
Tracy Thompkins, BCAEO Program Compliance Manager
Ben Gulker, CSBG Specialist

Courtney Lousma, Grant Manager
Cora Schimanski, Financial Analyst
Mackenzie Rosenberg-Scholte, Program Compliance Monitor
Lisa Ritter, Weatherization Analyst
MVID 3627

PROGRAM COMPLIANCE DESK REVIEW REPORT

DATE: 10/14/2025

Report Information

Agency Name	70025 Ottawa County Community Action Agency (OCCAA)	Monitoring Visit ID (MVID)	3627
Agency Type	Public Nonprofit	Monitor	Mackenzie Rosenberg-Scholte
Executive Director	Jennifer Brozowski	Review Dates	August 12, 2025 – September 30, 2025

Review of Report At-a-Glance

Contract Series	Contract Effective Dates	Status of Non-Compliance	Agency Response Required
CSBG1-2025-70025 CSBG25-2025-70025	10/1/2024-09/30/2026 10/1/2023-09/30/2025	This program was fully compliant with no issues identified.	☐ Yes ☒ No
DOE1-2025-70025 WXDEF-2025-70025 WXBIL-2025-70025 LIHP-2025-70025	07/1/2024-06/30/2025 01/1/2024-09/30/2026 10/1/2025-09/30/2025 10/1/2024-09/30/2025	Two recommendations.	☐ Yes ☒ No
MEAP1-2025-70025 MEAP2-2025-70025	10/01/2024-09/30/2025 10/01/2024-02/28/2025	This program was fully compliant with no issues identified.	☐ Yes ☒ No
LWUA-2025-70025 WATER-2025-70025	10/1/2024-09/30/2025 10/1/2024-09/30/2025	This program was fully compliant with no issues identified.	☐ Yes ☒ No

Prior Year(s) Monitoring Follow-Up

No follow-up was required.

Purpose Statement

Program Compliance monitoring addresses the content and substance of programs. It is a qualitative review to determine performance, innovation, and impact to moving low-income individuals and families to self-sufficiency. It assesses whether approved activities are consistent with the work plan identified in the contract, ROMA goals and objectives are accomplished, and are compliant with statutory regulations and other policy guidelines. It also involves assessing technical assistance needs and evaluation program outcomes, as well as monitoring administrative activities including compliance with the program's terms and conditions, reporting requirements and completeness of documentation.

Comprehensive and Annual Program Compliance Monitoring Reviews are multi-purpose. They provide the Bureau with an overall picture of operations at each Community Action Agency (CAA) including their strengths and weaknesses. It is the Bureau's objective to review all MDHHS-BCAEO contract-funded programs each

Agency manages during the contract fiscal and/or program year. The programs can include Community Services Block Grant (CSBG AND CSBG-D) Programs, Local Water Utility Assistance (LWUA), Water Affordability (WATER), Michigan Energy Assistance Program (MEAP), the Diaper Bank (DGENF and DTANF) Programs, the Department of Energy (DOE) Weatherization Program, Low Income Home Energy Assistance Program (LIHEAP) Weatherization Program and DOE'S Weatherization Bipartisan Infrastructure Law (WXBIL)Program.

Program Compliance Overview

A random sample of OCCAA's client files (for each MDHHS-BCAEO funded program that either provided Specific Assistance to individuals or households or required a determination of client eligibility) were reviewed for completeness, program adherence, appropriate documentation, correct client income eligibility determination, and when applicable, correct client asset eligibility. The Program Compliance Monitor acknowledges the efforts of the OCCAA's staff to assist households with their immediate needs.

Entrance Conference

The entrance conference was held 8/12/2025 at 11:00 am via Microsoft Teams. Attendees included BCAEO Program Compliance Monitor Mackenzie Rosenberg-Scholte and OCCAA Executive Director Jennifer Brozowski and Assessment and Eligibility Specialist Kerri Mammoser. The PCM provided an overview of the monitoring process and answered agency questions.

CSBG Tripartite Board Compliance

OCCAA's Board has held six (6) meetings this year. They have met their bylaw requirement of six (6) meetings per year. The Program Compliance Monitor observed board meeting minutes were uploaded to empowOR following the board's approval. There are nine (9) members currently serving on the Board in accordance with OCCAA's by-laws.

File Review

Program: **CSBG FY25**

Number of Files Reviewed: N/A

File Review	The agency did not use CSBG funds to provide direct service programs. Therefore, no files were reviewed.
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Program: **Water Programs FY25**

Number of Files Reviewed: **9**

Compliant	Fully Compliant - There were no findings, recommendations, or observations for any of the randomly selected water program files. All files were completed in accordance with the Community Services Policy Manual (CSPM) and fully compliant.
Citation: N/A	
Corrective Action:	
☐ Yes ☒ No	

Program: **MEAP FY25**

Number of Files Reviewed: **7**

Compliant	Fully Compliant - There were no findings, recommendations, or observations for any of the randomly selected MEAP files. All files were completed in accordance with the Community Services Policy Manual (CSPM) and fully compliant.
Citation: N/A	
Corrective Action:	
☐ Yes ☒ No	

Program: **Weatherization Assistance Programs PY24/FY25**

Number of Files Reviewed: **4**

Program & File Review for WXDEF	The agency has a WXDEF grant for FY25. However, Programmatic Monitoring File Reviews consists of reviewing client files for income eligibility. Income eligibility for WXDEF is established based on applications deemed eligible to receive WAP services per CSPM 1500 to include eligibility established under CSPM 601 and CSPM 701. Work completed using WXDEF funds will be reviewed by the BCAEO Technical Monitor.
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Non-Compliance Citation: 601 Corrective Action:	Recommendation 1 – Other Compliance Discoveries: Inconsistent File Dates It is recommended that OCCAA follow the process discussed and agreed upon with PCM for future intake applications.
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☐ Yes ☒ No	The PCM observed that client files contained application dates that were inconsistent with establishing a client's income eligibility.
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BCAEO staff met with OCCAA staff to provide training on document collection and establishing a client's income eligibility. OCCAA was receptive to PCM feedback and modified their process to correct the issue. No corrective action is required.

Household IDs: 889, 1038, 573, 1135

Non-Compliance Citation: 601 Corrective Action:	Recommendation 2 – Incorrect Income Computation It is recommended that program staff receive training on income requirements and regularly review program updates.
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☐ Yes ☒ No	When comparing multiple income snapshots for a client, the PCM discovered the client's weatherization file and income snapshot did not include all the required income. The client file and income snapshot were corrected at the request of the PCM. The client remained eligible for services. No corrective action is required.
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Household ID: 573

Exit Conference

Exit Conference was held on September 30, 2025, at 1:00 pm via Microsoft Teams. Attendees included BCAEO Program Compliance Monitor Mackenzie Rosenberg-Scholte, OCCAA Executive Director Jennifer Brozowski and Weatherization Manager Barb Koning. PCM presented the contents of the draft report. The agency did not have any questions. The meeting concluded after the presentation.

Monitoring Summary

OCCAA is doing a great job helping individuals and families in need. The Program Compliance Monitor appreciates OCCAA staff's patience throughout the monitoring process. Staff readily participated in training meetings with the PCM and asked thoughtful questions that demonstrated care for their clients. BCAEO would like to thank OCCAA's staff for your commitment to serving the community. You are all making a difference!

Conclusion

Based on this Program Compliance Review, OCCAA was generally in programmatic compliance with eligibility requirements, program performance, and board governance standards.

OCCAA Advisory Board Membership

The purpose of this document is to expand upon Article III – Membership of the OCCAA Advisory Board Bylaws and better define Section I. – Representation, Section II. – Term of Office, Section III. Vacancies, and Section IV. Neglect of Duties. Items detailed in this policy adhere to Organizational Standards and Information Memorandum 82, as required by all Community Action Agencies.

- I. Representation: Public Sector
 - a. These members include elected officials or a designated representative. Designated representative may include an employee of a government agency, whether it be city, county, state, or other local government. These individuals should include those with a passion for advocating for low-income community members.
 - b. Appointment of a public sector board applicant will apply through the Ottawa County portal and will be interviewed by the Board of Commissioners' Talent and Recruitment Committee.
 - c. The OCCAA Advisory Board and/or Program Director are encouraged to write a letter of recommendation advocating for a public sector applicant for candidates that fit the current needs of the Advisory Board.
- II. Representation: Private Sector
 - a. These members include those that would not otherwise be defined as public or consumer sector members and should include those with a passion for advocating for low-income community members.
 - b. Appointment of a private sector board applicant will apply through the Ottawa County portal and will be interviewed by the Board of Commissioners' Talent and Recruitment Committee.
 - c. The OCCAA Advisory Board and/or Program Director are encouraged to write a letter of recommendation advocating for a private sector applicant for candidates that fit the current needs of the Advisory Board.
- III. Representation: Consumer Sector
 - a. These members are nominated by one or more of the following methods:
 - i. Consumer sector members may be nominated by other Board members or other local agency staff.
 - ii. Consumer sector members may be current or past clients identified by agency staff as strong advocates for the agency's work.
 - iii. If there are no active nominations for a consumer sector member, OCCAA Program Director will contact the Ottawa Case Coordinators group to identify an interested and eligible community member.
 - iv. Consumer Sector members will meet with and conduct an informal interview with the OCCAA Program Director to discuss expectations and role on the Advisory Board
 - b. These members are selected by a democratic process as outlined below:
 - i. Program Director will provide all Advisory Board members a summary of the candidate's background and interests.
 - ii. Advisory Board members will cast a vote, either in person at a scheduled meeting or via email, in favor of or opposed to the candidate. Email votes will

take place in cases where waiting for a bi-monthly in-person meeting will violate the 90-day vacancy rule set out by the Organizational Standards.

- iii. The candidate that is selected, along with a letter of recommendation from the Program Director, will be sent to the Talent and Recruitment Committee for a vote.
- iv. If approved by the Talent and Recruitment Committee, the candidate will go to a vote by the full Board of Commissioners.

IV. Term of Office

- a. Staggered three-year terms refers to three years after the member is seated to the Advisory Board. Due to the difficulty in finding interested members, the length of the onboarding process, and the importance in avoiding vacancies of over 90 days, staggered terms would best fulfill the requirements by Community Action's Organizational Standards and Information Memorandum 82.

V. Neglect of Duties

- a. In reference to Bylaw Section IV Item 3c under the Neglect of Duties, conduct or behavior contrary to policies and operations refers to any behaviors that are offensive or demeaning to other Board members or clients of the agency's program. This may include racism, sexism, and/or other behaviors that would not align with the mission and values of OCCAA.

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ARTICLE I - NAME

This organization shall be called the Ottawa County Community Action Agency (CAA) Advisory Board.

ARTICLE II - PURPOSE AND FUNCTION

The Ottawa County Community Action Agency was established to operate a comprehensive community action program as outlined in the Michigan Economic and Social Opportunity Act of 1981 (PA 230) and its subsequent revisions and to reduce the effects of poverty in Ottawa County by promoting self-sufficiency and economic independence.

The purpose of the Advisory Board is to advise the OCCAA and the Ottawa County Board of Commissioners (the Governing Board) in the setting of basic goals, policies and procedures for its programs under the Act.

Section I. Responsibilities of the Governing Board:

The Governing Board is the Ottawa County Board of Commissioners and has the responsibility and authority to:

1. Oversee all program operation and planning.
2. Approve all contracts, annual program budget requests and operational policies of the CAA.
3. Establish policies for the operation of the CAA.

Section II. Specific Responsibilities of the Advisory Board:

The Advisory Board shall have the responsibility and authority to:

1. Advise the chief elected officials of the units of local government within the service area of the nature and extent of poverty within Ottawa County and recommend needed changes in federal, state, and local policies and programs.
2. Convene public meetings as necessary to provide individuals eligible for services and other community people the opportunity to comment upon public policies and programs to reduce poverty.
3. Act as the Policy Action Committee (PAC) for local Weatherization Programs.
4. Provide recommendations regarding the selection of the Program Director of the CAA.
5. Determine rules and procedures for the Advisory Board, subject to Ottawa County department and MDHHS-BCAEO policies.

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6. Select the officers and the Program Committee members, if any, of the Advisory Board.
7. Provide policy recommendations regarding personnel, organization, fiscal, and program activities.
8. Set goals, do long range planning, and monitor progress.
9. Provide recommendations regarding approval of all program proposals and budgets, including evaluation.
10. Exercise other responsibilities which the Governing Board chooses to delegate to the Advisory Board.

Section III. Specific Responsibilities of the Program Director:

The Program Director shall have the responsibility and authority to:

1. Prepare budgets for consideration by the Advisory Board and the Governing Board.
2. Implement and manage all programs and budgets that are approved by the Governing Board and which are funded.
3. Implement all policies as recommended by the Advisory Board and established by the Governing Board and/or State.
4. Appoint, supervise, and remove all personnel employed by the Ottawa County CAA subject to the personnel policies of Ottawa County.
5. Keep the Governing Board advised on a regular basis of the financial conditions, as well as the contractual and other legal obligations of the Ottawa County CAA.
6. Submit reports as requested by the Advisory Board and the Governing Board.
7. Report any other information which he/she feels should come to the attention of the Advisory Board and the Governing Board.
8. Perform related work required by the Advisory Board and the Governing Board.
9. Attend meetings of the Advisory Board.
10. Provide a structured Board orientation for each new Board member within 6 months of being seated.
11. The administrative responsibilities and authority established in Section 1 of this Article shall at all times be assigned to one individual. During the vacancy, disability, or leave

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of absence of the Program Director, the Governing Board may, at its discretion, appoint an Acting Director/Manager in consultation with the Advisory Board.

12. Program Director is to be hired and supervised by the Deputy County Administrator.

ARTICLE III – MEMBERSHIP

Section I. Representation:

1. The Community Action Agency Advisory Board shall consist of minimum of nine (9) individuals who live or work in Ottawa County that shall be appointed or removed as set forth in this article.
2. One-third of the members of the Advisory Board shall be elected public officials currently holding office, or their appropriate designated representatives. If the number of elected officials reasonably available and willing to serve is less than one-third of the membership of the Board, appointed public officials may represent the public sector. Public sector representatives will be appointed by the County Board of Commissioners.
3. One-third of the Board members shall represent the private sector, including the areas of business, industry, agriculture, labor, education, and religious and civic organizations located within the County. The private sector representatives shall be appointed by the County Board of Commissioners.
4. One-third of the Board members shall be representative of low-income, elderly, or disabled consumers or other individuals eligible for services residing in the County and shall be selected through a democratic process.
5. Nomination for consumer sector:
 - a) Nominations/selections within the community.
 - b) Nomination/selection of eligible low-income representatives by existing organizations designated by a board, whose membership is predominately composed of individuals eligible for services.
 - c) Nomination/selection of eligible low-income persons at a meeting or conference whose date, time, and place have been adequately publicized.
6. Election for consumer sector:
 - a) Nominations will be received and a list including the individual's backgrounds will be presented to the standing membership of the CAA Advisory Board.

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- b) Each Advisory Board member shall place one vote for each consumer sector vacancy on the board. The Governing Board will be informed of the individual(s) who received the most votes and has the final say in confirming the appointment.

Section II. Term of Office:

- 1. Members on the Board shall serve for staggered three-year terms.
- 2. The maximum number of terms is (four)
- 3. If appropriate, a waiver will be requested to extend a member's length of service on the Advisory Board.

Section III. Vacancies:

- 1. Vacancies on the Advisory Board shall occur when:
 - a) a member has been notified of his/her official removal by action of the Advisory Board or Governing Board.
 - b) a member notifies the Advisory Board of his/her resignation.
 - c) a member no longer meets the qualifications for membership (i.e., an elected official who leaves elective office).
- 2. Vacancies shall be filled, through the appropriate selection procedure, within 90 days after the Advisory Board or Governing Board has been notified of the vacancy.
- 3. Notice of public sector and private sector vacancy(ies) will immediately be forwarded to the Governing Board/County Administration office who will act according to established Ottawa County guidelines to fill the vacancy(ies).
- 4. Notice of consumer sector vacancy(ies) will be made to those service groups in Ottawa County which interact with the low-income and other representative populations. Referrals from these groups will be nominated for election to the Advisory Board.

Section IV. Neglect of Duties:

- 1. Public and private sector representatives may be removed from the Advisory Board only by the Governing Board based upon recommendation of the Advisory Board or nominating body.
- 2. Consumer sector representatives can be removed by democratic process of the Advisory Board.
- 3. Reasons for removal include the following:

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1. Absenteeism from three (3) consecutive meetings whereby such Advisory Board member shall be notified that unless cause for the absence is shown at the following meeting, he/she will be recommended for removal from Advisory Board membership. In the event that such member shows cause, a committee of the Board will then determine whether the member is still interested in and will be able to fulfill the responsibilities of Board membership.
2. Action or actions by such Advisory Board member which are outside the scope of his/her authority as defined by federal and local guidelines and which substantially interfere with the operations of the Ottawa County Community Action Agency.
 - c) Conduct or behavior by such Advisory Board member which is contrary to adopted Board policies and which substantially interferes with the operations of the Ottawa County Community Action Agency.
 - d) Substantial interference with program goals and objectives adopted and implemented by the Ottawa County Community Action Agency.
 - e) Divulgence of confidential information to non-Advisory Board members prior to action thereon by the Advisory Board.
4. Recommendation for removal of any member from the Advisory Board requires an affirmative vote of two-thirds (2/3) of the seated membership of the appropriate Board at any regular or special meeting.

Section V. Powers and Duties:

The Advisory Board shall have such powers and duties as shall from time to time be provided by law or be assigned by the Governing Board.

ARTICLE IV - OFFICERS

Section I. Advisory Board:

1. The officers of the Advisory Board shall consist of Chairperson and Vice-Chairperson or others as deemed necessary. Officers for these positions shall be elected by the Board members every two years in the fall of the year.
2. Chairperson. The Chairperson shall be elected by and from the membership of the Advisory Board. He/she shall appoint all sub-committees, subject to the approval of the Advisory Board unless otherwise provided by the Bylaws and should insure that activities of the Advisory Board are reported to the Governing Board.

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3. Vice-Chairperson. The Vice-Chairperson shall be elected by and from the membership of the Advisory Board. He/she shall perform such other duties as may from time to time be assigned.
4. Any elected officer may be removed from office for cause by the affirmative vote of two-thirds (2/3) of the whole Advisory Board, at any regular or special meeting. Cause for removal of any officer(s) shall be noted in the meeting Minutes.
5. Any vacancy in any office because of death, resignation, or otherwise, may be filled by the Advisory Board for the unexpired portion of the term. The notice of such meeting must state the intent to elect any officer or officers at said meeting.
6. Task committees will be formed as needed to conduct the Advisory Board's business.

ARTICLE V - MEETINGS

Section I. Regular Meetings:

1. The Board shall meet on a bi-monthly basis (generally the even months of the year). The Advisory Board shall be provided in writing notice of and the agenda for any meeting at least five (5) days in advance.
2. Each member of the Advisory Board shall, at every meeting of the Board, be entitled to one vote upon each subject properly submitted to vote. All proxy votes must be in writing to the Program Director. An email vote by Advisory Board members is allowable in extenuating circumstances on non-controversial matters when a quorum is not met at a regularly scheduled meeting.
3. A majority of those voting on any proposal at any Board meeting at which a quorum is present shall carry the vote, unless otherwise stated in these Bylaws.
4. A special meeting may be called by the Chairperson or any two (2) members thereof upon adequate written notice served to each member. Members may waive notice of any special meeting either before or after the holding thereof.
5. Written Minutes which include a record of votes on all motions shall be distributed to all Advisory Board members prior to the next meeting.
6. Any meeting of the Advisory Board may be adjourned from time to time as the Board may deem necessary.
7. Not less than 51% of non-vacant positions, of the minimum nine (9) seated Board members present, shall constitute a quorum for the transaction of the ordinary business of this Advisory Board.
8. Any citizen may comment upon Agenda items prior to the taking of a vote thereon.

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Citizens, after being recognized, shall identify themselves by name and address and shall ordinarily limit their presentation to four (4) minutes, unless the time is otherwise extended by the Chairperson or by note of the Advisory Board.

9. No employee of the Ottawa County Community Action Agency may serve on the Advisory Board, and no state employee may serve on the Advisory Board in a capacity which will require him/her to act as an agent for Ottawa County Community Action Agency in its dealings with any state department. Any member who has a direct financial interest in any matter being discussed or is an employee or Board member of an organization shall disclose such interest and refrain from voting on such matters.

ARTICLE VI - AMENDMENTS

These Bylaws may be amended by a two-thirds (2/3) vote of the membership present and voting at any duly scheduled meeting of the Advisory Board, or via email, and subsequently approved by the Governing Board.

ARTICLE VII - COMPENSATION

Reimbursement of actual expenses (mileage, etc.) to all members of the Advisory Board is permitted at the rates established by the Governing Board for the performance of duties and responsibilities in connection with Ottawa County Community Action Agency funded programs. An Advisory Board member may, at his/her option, waive such payments.