**AGENDA: OTTAWA COUNTY COMMUNITY ACTION AGENCY**

**Advisory Board Meeting: Wednesday, April 15, 2026 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. County Audit available at https://miottawa.org/fiscal-services/audits/ (OS 8.03)

**III. Consent Items**

A. Approval of minutes from February 18, 2026 meeting (pages 3-4)

**IV. Reports**

A. Finance (OS 8.7)

1. Fiscal Report; Update on fiscal status (page 5)

B. Program Oversight and Development (OS 5.9)

1. Program reports (pages 6-8)

C. Advisory Board

1. Britney approved for 2nd term!

**V. Old Business**

A. W4W – final number

B. Bylaw revisions (pages 9-15)

**VI. New Business**

A. Annual Report including Strategic Plan progress (page 16-30) (OS 6.5)

B. Customer Satisfaction data (pages 31-40)

**VII. Discussion**

A. FY27 Budget information

1. **CSBG https://www.whitehouse.gov/wp-content/uploads/2026/04/cuts-to-woke-programs-fact-sheet.pdf**

2. **Full budget recommendations https://www.whitehouse.gov/wp-content/uploads/2026/04/budget_fy2027.pdf**

**Pages 22, 26, 27 (IIJA or BIL, LIHEAP, CSBG)**

**VIII. Public Comment**

**IX. Adjourn**

**Next Meeting: Wednesday, June 17, 2026 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:** February 18, 2026

**TIME:** 10:00 am

**LOCATION:** 12251 James Street, Holland

**PRESENT:** Alison El-Cassabgui, Molly Brouwer, Gabby Dunai, Esther Fifelski, Danielle Weeks

**STAFF:** Jennifer Brozowski, Kerri Mammoser

**QUORUM:** Yes

Call to Order

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

Announcements

A. Welcome to Gabby and Nate! Gabby is filling a vacant Consumers sector seat and Nate is filling a vacant Private sector seat.
B. A motion was made to amend the agenda to revise the date of the meeting minutes to December 19 and to advance Brittney Brown to the Talent and Recruitment committee.

Consent Items

A. Meeting minutes from December 19, 2025, were approved.
B. Approval to advance Brittney Brown to the Talent and Recruitment committee of the Board of Commissioners to be approved for an additional term on the OCCAA Advisory Board.

Reports

A. Finance (OS 8.7)
    a. The financial report was included in the board packet. Emma was not available for the meeting.
    b. Consumers Energy has approved a grant for OCCAA in the amount of $246,000. The grant has gone through the Finance committee and will go to the full Board

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of Commissioners on Thursday, February 26. Once approved, spending will begin on March 2, 2026.

c. The Water Affordability Grant continues through September 30, 2027. The funds will hopefully be spent out by the end of the grant period.
d. The LIHEAP grant was on a continuing resolution at the federal level. That has since been resolved so OCCAA can begin spending those funds.

B. Program Oversight and Development Reports (OS 5.9)
   a. Reports were provided in the board packet.
   b. The Consumers Energy grant is available only to Consumers customers. OCCAA has an agency cap of $600 for utility assistance. The funds can also be used for electrical repairs that are preventing a household from having electrical service. The cap for this is $2,000.

C. Advisory Board
   a. Brittney Brown has expressed an interest in additional term on the OCCAA board as a Consumer sector member. Her current term ends February 28, 2026.

Old Business

A. The 2026 Walk for Warmth is Friday, February 20, at 5:30 pm at EV Construction in Holland. Volunteers are still needed on the day of the event. The silent auctions will be going live online today, February 18, on the Give Butter website. Bidding will remain open until 6:45 pm on the day of the event. Donations can also be made through that site.

New Business

A. OCCAA has received a 5-star rating from the Bureau this year. The report is included in the packet.
B. Jen handed out a board matrix during the meeting. It is to gather information on what skills or areas of expertise that each board member may have. It will help identify any gaps that may exist and can be used for future board member selection.

Discussion

A. The OCCAA advisory board bylaws and membership policy were included in the packet. The board member policy and bylaws do not align. The policy and the bylaws need to be reviewed. Feedback from board members will be most helpful for this. Jen has met with corporate counsel regarding the potential changes to the bylaws regarding the board member selection process.

Public Comment - None

Adjournment at 11:01 am

Next meeting is scheduled April 15, 2026, at 10:00 am at 12251 James Street in the main conference room.

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## 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 - FY25 Carryover | Oct 2024 - Sep 2026 | 318,691.31 | $ 226,955.39 | 71% | 91,735.92 | 628,160.78 | 274,229.97 |
| Community Services Block Grant FY26 | Oct 2025 - Sep 2027 | 377,197.00 | - | 0% | 377,197.00 | | |
| General Fund Contribution | Oct 2025 - Sep 2026 | 281,323.11 | - | 0% | 281,323.11 | | |
| Total | | 977,211.42 | 226,955.39 | 71% | 750,256.03 | 628,160.78 | 274,229.97 |

## Utility Assistance Grants

| Grant | Grant timeframe | FY26 Budget | Spent YTD | Percentage spent | Balance | FY25 Budget | Spent YTD |
|---|---|---|---|---|---|---|---|
| Michigan Energy Assistance Program | Oct 2025 - Sep 2026 | 83,197.00 | 37,874.51 | 46% | 45,322.49 | 65,000.00 | 28,838.54 |
| Water Affordability Grant | Oct 2024 - Sep 2027 | 101,200.00 | 20,099.91 | 20% | 81,100.09 | 100,000.00 | 26,752.53 |
| Consumers Energy | Jan 2026 - Dec 2026 | 246,000.00 | 4,146.21 | 2% | 241,853.79 | | |
| Walk for Warmth Program | | | 4,847.38 | | | | 6,639.78 |
| Total | | 430,397.00 | 66,968.01 | 16% | 368,276.37 | 165,000.00 | 62,230.85 |

## 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 | 100,288.00 | 21,949.30 | 22% | 78,338.70 | 100,000.00 | 27,219.19 |
| Total | | 100,288.00 | 21,949.30 | 22% | 78,338.70 | 100,000.00 | 27,219.19 |

## 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 | 134,220.16 | 26% | 386,059.84 | 484,223.04 | 266,163.97 |
| Low Income Home Energy Assistance Program | Oct 2025 - Sep 2026 | 544,315.00 | 106,464.21 | 20% | 437,850.79 | 381,426.00 | 87,028.10 |
| Bipartisan Infrastructure Law Grant | Oct 2025 - Sep 2026 | 696,687.00 | 104,242.69 | 15% | 592,444.31 | 670,487.00 | 106,543.60 |
| Deferral Reduction | Jan 2024 - Sept 2026 | 163,283.15 | 45,518.03 | 28% | 117,765.12 | 347,319.84 | 114,808.38 |
| Deferral Supplemental | Oct 2025 - Sept 2029 | 275,289.00 | 8,527.64 | 3% | 266,761.36 | | |
| Total | | 2,199,854.15 | 398,972.73 | 18% | 1,800,881.42 | 1,883,455.88 | 574,544.05 |

## 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 | 21,926.90 | 52% | 19,963.62 | 50,000.00 | 12,195.08 |
| Community Development Block Grant | July 2025 - June 2026 | 54,219.00 | 284.40 | - | 53,934.60 | - | 90.00 |
| Total | | 96,109.52 | 22,211.30 | 52% | 73,898.22 | 50,000.00 | 12,285.08 |

## 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 | 154,628.45 | 55% | 124,316.55 | 287,358.00 | 142,098.83 |
| Total | | 278,945.00 | 154,628.45 | 55% | 124,316.55 | 287,358.00 | 142,098.83 |

## OCCAA Utility Assistance Statistics (FY 2025-2026)

**March 2026**

| Grant | | Oct | Nov | Dec | Jan | Feb | March | April | May | June | July | Aug | Sept | YTD/Total |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Walk for Warmth | Expenses | $0 | $0 | $0 | $0 | $0 | $586 | | | | | | | **$586** |
| | Households | 0 | 0 | 0 | 0 | 0 | 3 | | | | | | | **3** |
| | Avg Payment | **$0** | **$0** | **$0** | **$0** | **$0** | **$195** | **$0** | **$0** | **$0** | **$0** | **$0** | **$0** | **$195** |
| | | | | | | | | | | | | | | |
| Water Affordability Grant | Expenses | $574 | $3,029 | $423 | $625 | $1,345 | $1,796 | | | | | | | **$7,791** |
| | Households | 3 | 5 | 3 | 3 | 6 | 8 | | | | | | | **28** |
| | Avg Payment | **$191** | **$606** | **$141** | **$208** | **$224** | **$225** | **$0** | **$0** | **$0** | **$0** | **$0** | **$0** | **$278** |
| MI Energy Assist Prog ($50,000) | Expenses | $219 | $1,759 | $2,780 | $2,404 | $1,994 | $3,912 | | | | | | | **$13,068** |
| | Households | 1 | 6 | 11 | 8 | 8 | 9 | | | | | | | **43** |
| | Avg Payment | **$219** | **$293** | **$253** | **$300** | **$249** | **$435** | **$0** | **$0** | **$0** | **$0** | **$0** | **$0** | **$304** |
| MEAP - APP responsibility (part of $50,000) | Expended | 1,435 | 2,474 | 3,463 | 2,189 | 4,962 | 2,900 | | | | | | | **17,423** |
| | Payments | 14 | 14 | 18 | 19 | 22 | 23 | | | | | | | **110** |
| | Avg Payment | **$102** | **$177** | **$192** | **$115** | **$226** | **$126** | **$0** | **$0** | **$0** | **$0** | **$0** | **$0** | **$158** |
| ZBPW ($5,000+) | Expenses | $0 | $0 | $0 | $0 | $219 | $1,271 | | | | | | | **$1,490** |
| | Households | 0 | 0 | 0 | 0 | 1 | 2 | | | | | | | **3** |
| | Avg Payment | **$0** | **$0** | **$0** | **$0** | **$219** | **$636** | **$0** | **$0** | **$0** | **$0** | **$0** | **$0** | **$497** |
| Denials | | 1 | 3 | 4 | 1 | 6 | 22 | | | | | | | **37** |
| **FY 2025/6 Monthly Totals** | **Expenses** | **$2,228** | **$7,262** | **$6,665** | **$5,217** | **$8,520** | **$10,465** | **$0** | **$0** | **$0** | **$0** | **$0** | **$0** | **$40,358** |
| | **Households** | **18** | **25** | **32** | **30** | **37** | **45** | **0** | **0** | **0** | **0** | **0** | **0** | **187** |
| | **Avg Payment** | **$124** | **$290** | **$208** | **$174** | **$230** | **$233** | **$0** | **$0** | **$0** | **$0** | **$0** | **$0** | **$216** |
| **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 — March 2026

**Home Energy 101 and 201**

| | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | June | July | Aug. | Sept. | YTD |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| HE101 and 201 | 4 | 4 | 7 | 0 | 2 | 1 | | | | | | | **18** |

**HQS Inspections**

| | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | June | July | Aug. | Sept. | YTD |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| HQS Inspections | 10 | 9 | 10 | 8 | 11 | 5 | | | | | | | **53** |

**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 | 1 | 0 | 1 | 0 | | | | | | | **5** | **7** |
| BIL Oct-Sept Goal: 68 | 0 | 2 | 0 | 0 | 4 | 0 | | | | | | | **6** | **11** |
| Wx Sup Goal: | 1 | 0 | 0 | 0 | 0 | 0 | | | | | | | **1** | **3** |
| Wx Def Goal: | 0 | 4 | 1 | 0 | 2 | 0 | | | | | | | **7** | **6** |
| LIHEAP Oct-Sept Goal: 10 | 0 | 0 | 1 | 0 | 3 | 0 | | | | | | | **4** | **10** |
| Combined | 3 | 7 | 3 | 0 | 10 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | **23** | **37** |

**The Emergency Food Assistance Program (TEFAP)**

| | Households Served | | Total Slots | Pounds Received | Value |
|---|---|---|---|---|---|
| | Mass Dist | Pantry | | | |
| (Second Quarter) Jan - March 2026 | 534 | | 2,330 | 51,136 | $2,809.35 |
| (Third Quarter) April - June 2026 | | | 2,330 | | |
| (Fourth Quarter) July - Sept 2026 | | | 2,330 | | |
| (First Quarter) Oct - Dec 2026 | | | 2,330 | | |
| Calendar Year (2026) To Date Totals | 534 | 0 | | 51,136 | $2,809.35 |
| Totals from Fiscal Year 2025 | 2,196 | 18,381 | | 266,767 | $17,651.25 |

# BYLAWS
# Ottawa County Community Action Agency Advisory Board

## ARTICLE I - NAME

This organization Shall be called the Ottawa County Community Action Agency ("OCCAA") Advisory Board Bylaws.

## ARTICLE II - PURPOSE AND GENERAL DELEGATION OF AUTHORITY

The OCCAA was established to operate a comprehensive community action program as outlined in the Michigan Economic and Social Opportunity Act of 1981 as amended, being §400.1101 et. seq. ("Act"), with a mission to reduce the effects of financial hardships by promoting self-sufficiency and empowering individuals and families to achieve economic independence.

The purpose of the Advisory Board is to advise the OCCAA and the Ottawa County Board of Commissioners ("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 programming, operations and planning;
2. Approve all contracts, annual program budget requests and operational policies of OCCAA;
3. Establish policies for the operation of the OCCAA; and
4. Appoint the Advisory Board members after nomination by the Advisory Board.

Section Il. Specific Responsibilities of the Advisory Board:

The Advisory Board has the responsibility to:

1. Advise the Governing Board and the chief elected officials of the units of local government within Ottawa County 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 OCCAA;

5. Determine its rules and procedures, consistent with MDHHS-BCAEO policies; and

6. Recruit, interview and appoint Advisory Board members, subject to subsequent consent of the Governing Board;

Section II. Program Director:

The Program Director shall have the responsibility 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.

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 OCCAA 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 OCCAA.

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. Provide such other OCCAA related duties as assigned by the Advisory Board, Governing Board or Deputy County Administrator.

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

## ARTICLE 111 – MEMBERSHIP

Section I. Representation:

1. The OCCAA 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 serve as the public sector.

3. One-third of the Board members shall be from the private sector, including but not limited to, the areas of construction, business, industry, agriculture, labor, education and from religious and civic organizations located within the County.

4. One-third of the Board members shall be 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. All members shall represent the entire Ottawa County community, and their fiduciary duty is to the OCCAA program within the County.

6. Because of the nature of OCCAA and personal confidentiality of some of the necessary qualifications, the Advisory Board shall recruit, screen and appoint members, subject to the consent of that selection by the Governing Board.

7. No employee of the OCCAA 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 OCCAA.

8. Any member must promptly disclose any financial interest that he or she may have in a contract that is proposed for OCCAA approval and may not vote on such contract.

Section II Term of Office:

1. Members shall serve three-year terms after initial staggering.

2. The maximum number of terms is four, subject to a waiver given by the Governing Board after recommendation of the Advisory Board.

Section III Vacancies:

1. Vacancies on the Advisory Board occur when:

   A. A member resigns.

   B. A member loses his or her qualification (i.e., as examples only, leaves public office or leaves county residency).

   C. A member is removed by the Governing Board.

2. Vacancies shall be filled within ninety (90) days using the same process for appointment.

3. Only the Governing Board at its will may remove a member during his or her term. Example reasons include:

   A. 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 Advisory Board will then determine whether the member is still interested in and will be able to fulfill the responsibilities of Board membership.

   B. 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 OCCAA.

   C. Conduct or behavior by such Advisory Board member which is contrary to adopted Advisory Board policies, and which substantially interferes with the operations of the OCCAA.

D. Substantial interference with program goals and objectives adopted and implemented by the OCCAA.

E. Divulgence of confidential information to third parties prior to action thereon by the Advisory Board.

F. The Governing Board need not articulate a reason for its removal and its exercise of discretion is nonreviewable.

## ARTICLE V – MEETINGS

Section I. Meetings:

l. The Advisory 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 be entitled to one vote upon each subject properly submitted to vote. All proxy votes must be in writing to the 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 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 Chairperson may deem necessary.

7. Not less than 51% of non-vacant positions. of The minimum nine (9) seated members present, shall constitute a quorum for the transaction of the ordinary business of the Advisory Board.

# BYLAWS
## Ottawa County Community Action Agency Advisory Board

Section II Conduct of and at meetings:

1. Meetings shall be open and follow the requirements of Michigan's Open Meetings Act for public comment, posting and minutes as well as other requirements.

2. Roberts Rules of Order, unless they are inconsistent with these Bylaws, shall control.

3. Public Commentators must state their name and the location within a city, township or village.

4. All discussion of members and members of public shall be respectful and directed to the Chairperson. Character attacks or outbursts that affect the order of the meeting will not be tolerated and can result in removal from the meeting.

### ARTICLE IV - OFFICERS

Section I. Advisory Board:

l. 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 or she shall call and run the agenda of all regular or special meetings. He or she shall appoint all sub-committees, subject to the approval of the Advisory Board, unless otherwise provided by the Bylaws and shall ensure that activities of the Advisory Board are reported to the Governing Board.

3. Vice-Chairperson. The Vice Chairperson shall perform the duties of the Chairperson when he or she is unavailable and shall also perform such other duties as determined by the Chairperson.

### 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.

# BYLAWS
# Ottawa County Community Action Agency Advisory Board

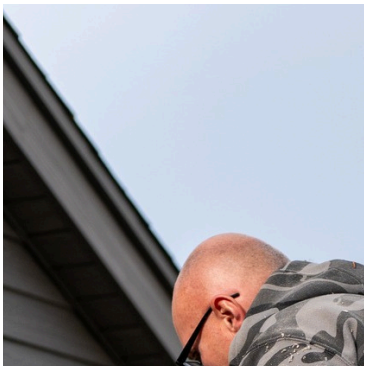
## ARTICLE VII - COMPENSATION

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 OCCAA. An Advisory Board member may, at his/her option, decline such payments.

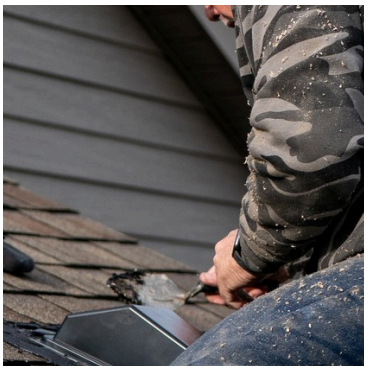
OCCAA
Ottawa County Community Action Agency

# 2025 Annual Report

Building stronger communities, one action at a time.









info.occaa@miottawa.org
616-393-4433
miottawa.org/CAA



# Director's Note



This past year, OCCAA continued to respond to the persistent and evolving needs of our community, where many households still face challenges in meeting basic needs. We expanded our reach and strengthened how services are delivered, supporting more individuals and families while improving access, coordination, and overall program effectiveness. Enhancements to housing and energy services as well as the growth in community partnerships allowed us to better meet people where they are, while maintaining a consistent focus on stability and long-term well-being. At the same time, the ongoing level of need in Ottawa County underscores the importance of this work and the role we play as a connector and resource in the community. These efforts reflect the collective dedication of our staff, volunteers, and community partners, whose collaboration continues to drive meaningful progress. Together, we are building stronger, more resilient communities across Ottawa County.

**Jennifer Brozowski**

OCCAA Program Director



# Why We Serve

## United Way Ottawa County ALICE* Data

**Total number of households in the county: 114,316**

**29,722** (26%) - ALICE households

**12,574** (11%) - Below Poverty Line

OCCAA Income Eligibility Guidelines - 2025

| HH Size | **100% FPL** | **150% (MEAP)** | **200% (Wx, HBPW, Water)** |
|---|---|---|---|
| 1 | $15,650 | $23,475 | $31,300 |
| 2 | $21,150 | $31,725 | $42,300 |
| 3 | $26,650 | $39,975 | $53,300 |
| 4 | $32,150 | $48,225 | $64,300 |
| Each Additional | $5,500 | $8,250 | $11,000 |

**1 in 3**

Ottawa County households struggle to cover basic needs. That's why OCCAA exists.




*ALICE (Asset Limited, Income Constrained, Employed) refers to individuals and families who earn above the Federal Poverty Level but still cannot afford basic necessities such as food, utilities, and transportation.

# Who We Served

*This demographic breakdown represents a partial snapshot; some individuals may appear in multiple categories or not at all.

| Household Income Poverty Level | **Percentage of Served Households** |
|---|---|
| Below 100% | **34%** |
| 100-200% | 33% |
| Above 200% | 11% |
| Not Reported due to program | 22% |

**584** Adults 60+



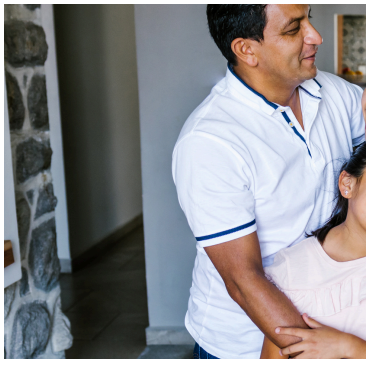


**439** Children

**28** Veterans & Active Military



Total Number of Individuals
**1,495**





**In FY2025, OCCAA supported individuals and families across all stages of life.**

Total Number of Households
**823**

# Commodity Supplemental Food Program (CSFP)

**3,625** Total boxes distributed to **445** individuals

Each box is about **25 lbs** of shelf stable food

| | Program Improvements | Impact |
|---|---|---|
| Jan. 2022 | Started contract with Feeding America West Michigan (FAWM) to utilize two trucks and drivers to get food from our warehouse to distribution locations. | Reduced liability, staff time, and increased efficiency |
| Sep. 2022 | Program participants completed a survey about the benefits and barriers of the program. | Collected participant feedback to inform program improvements. |
| Nov. 2022 | Started contract with DoorDash to deliver food boxes directly to homes of 90% of participants. | Increased avg. monthly participation by 35% and removed top 3 barriers for participants |
| Apr. 2023 | Implemented the use of Teletask for distribution reminders. | Simplified communication process and provided ability to send text reminders. |
| Oct. 2023 | Started contract with FAWM to oversee food ordering, storing, and packing boxes for distributions. | Increased efficiency by eliminating warehouse operations and reducing staffing demands |





# The Emergency Food Assistance Program (TEFAP)

TEFAP is a USDA food program that supplies nutritious food to our five partner pantries each quarter. The food is:

- Packed into senior food boxes
- Distributed to community members
- Used to stock pantry shelves for emergencies

**Partner Pantries**
**Average number of Households served each Month**

Coopersville Cares - 354

Harvest Stand Ministries - 320

Jehovah Jireh Ministries - 208

Love In Action - 526

Salvation Army Holland - 104



**250,481** lbs of food distributed
(about the same weight as **17,000** full grocery bags)



12 Apartment Community Partners
Food boxes delivered directly to senior and low-income residents each quarter.



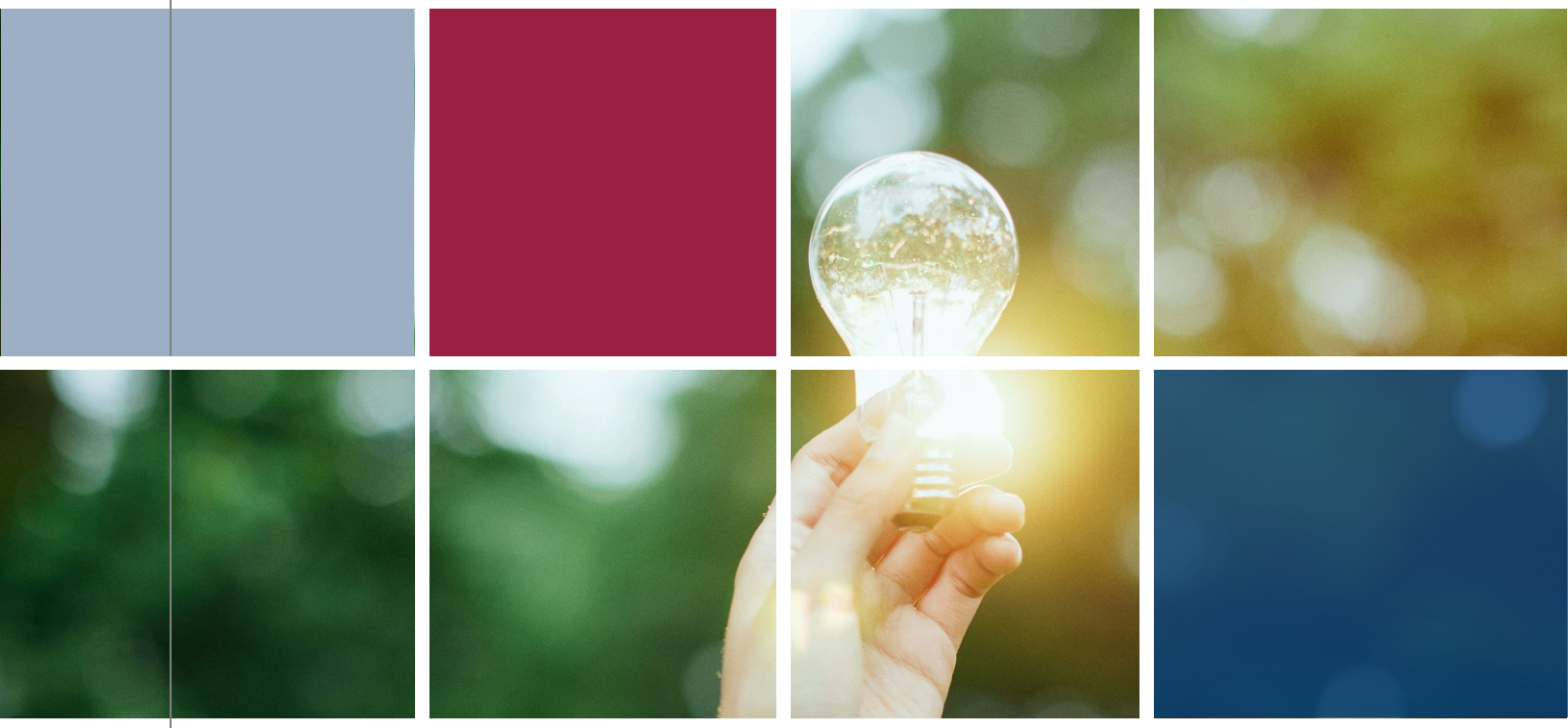


# Utility Assistance

OCCAA made **438** utility bill payments, totaling **$88,110** with an average payment of **$201**

Our Utility Assistance Programs provide one-time emergency support to help families stay stable during unexpected crises — preventing utility shut-offs when they're needed most.

Assisted customers across **21** utility providers with natural gas, electricity, water, and propane services.



"I appreciate the helpfulness and staff treated me with respect and dignity. I appreciate all the help I got from OCCAA given I am in a financial crisis right now."
~ Utility Assistance Client, Sept. 2025

# Walk For Warmth

Walk for Warmth is our annual fundraiser supporting local utility assistance, helping neighbors stay warm, safe, and secure during times of financial hardship.



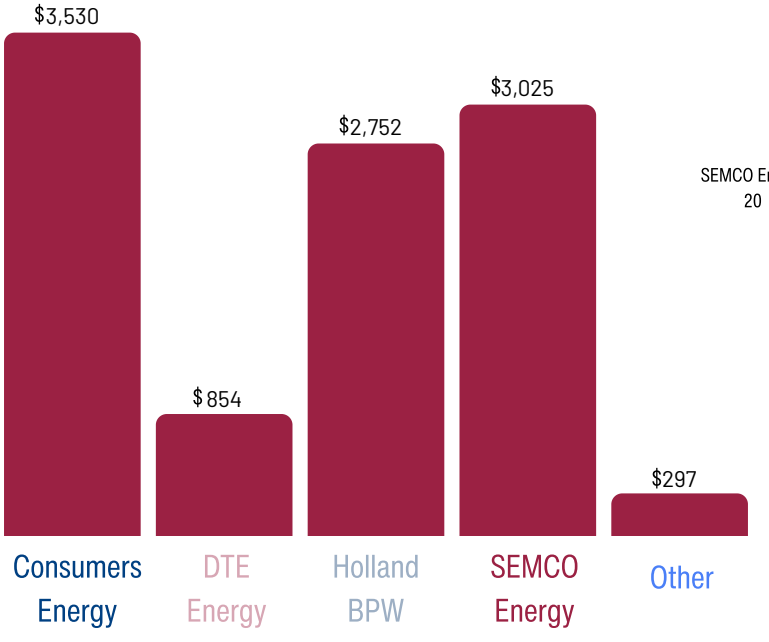




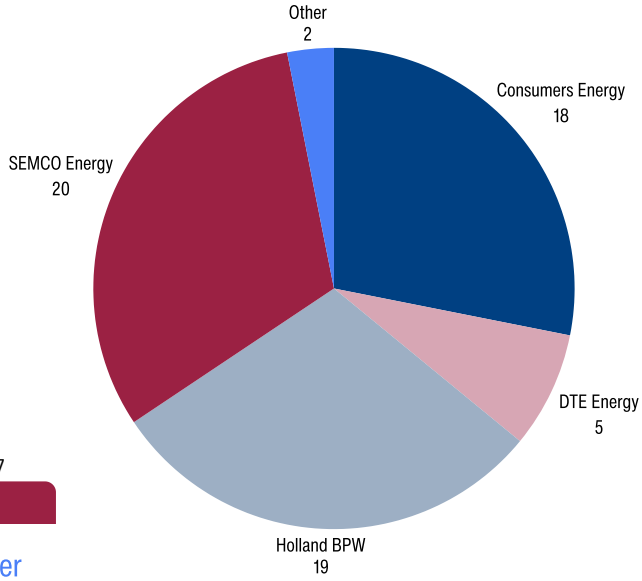


## March 7, 2025 Raised **$12,765**

Walk for Warmth Dollars Spent per Utility Company




Number of Clients Served



# Walk For Warmth

February 20, 2026

Gold Sponsor

SEMCOENERGY GAS COMPANY

Silver Sponsor

MOLINA® HEALTHCARE

Silver Sponsor

BOB #85

Zeeland Robotics

Bronze Sponsor

United Women in Faith

First United Methodist Church of Holland



**$16,562**

As of March 17, 2026



**Donate at:**

**givebutter.com/occaaw4w2026**





# Weatherization

**The Weatherization Program (Wx) improves home efficiency to lower utility costs and increase comfort year-round.**

## WX OVERVIEW

**48** Homes Weatherized

Avg. **$9,295** per home

Most common measures: Insulation, Weatherstripping, Air Sealing, Furnace Tune-up, Caulking, Programmable Thermostats

"OUR HOME WAS WARMER, OUR BILLS WERE LOWER."

After my family received weatherization services, we felt the difference immediately. That experience inspired me to serve on the board so more families can receive the same support.

— OCCAA Advisory Board Member







**Mobile Home Skirting Replaced**







**Installed ASHRAE Compliant Fan**







**Air Sealed Around Furnace Flue**

# Home Sustainability Programs



## Households Served

| Program | FY 2025 | FY 2024 |
|---|---|---|
| SEMCO Full Pay | 18 | 7 |
| Water Repair | 9 | 3 |
| HQS Inspections | 112 | 97 |
| HE 101 Audits | 43 | 36 |

**SEMCO Full Pay** – Furnace and water heater replacements for eligible SEMCO customers when systems are no longer functioning.

**Water Repair Program** – Essential plumbing repairs to ensure homes have safe, working water and basic sanitation fixtures.

**Housing Quality Standards (HQS) Inspections** – Safety inspections to ensure homes meet required Housing Quality Standards for Housing Choice Voucher participants.

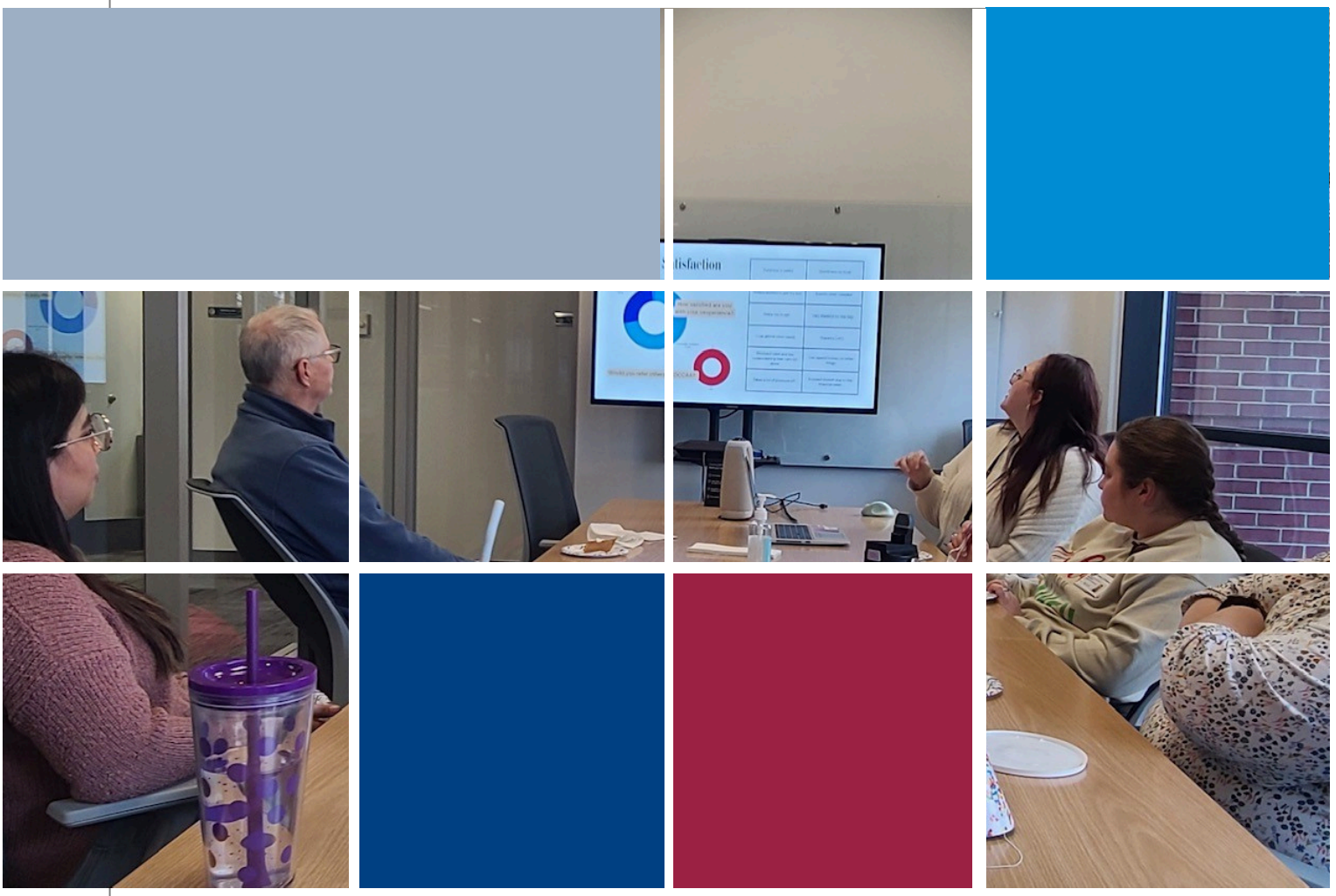
**Home Energy 101 (HE 101) Audits** – Home energy assessments for Holland BPW customers with tools and tips to reduce energy use and lower bills.

Participation in our Home Sustainability Programs rose by **27%**, helping more households improve efficiency and stability.



# Strategic Plan (2022-2027)

| Goals | Actions Taken |
|---|---|
| Create a brand that clearly conveys who OCCAA is and what services it provides. | • Revisions of marketing materials<br>• Increased community outreach<br>• Using acronym<br>• New logo |
| Utilize impactful data to measure success and inform programs and solutions. | • CSFP survey Sep. 2022<br>• Intern Project Fall 2023<br>• New Data System Fall 2023<br>• CHNA involvement |
| Develop strategic partnerships with other organizations. | • LNA for training and networking<br>• Local Churches<br>• Home Energy 101 Partners |
| Increase board, volunteer, and client participation. | • Created volunteer survey<br>• Updated advisory board expectations<br>• More community outreach |
| Obtain sustainable and flexible funding streams. | • New fundraising platform<br>• Applying for new grants<br>• Creating sponsorship program |



# Outreach Efforts




Attended 7 Community Outreach Events

- GRCC Health and Wellness Fair
- Community Connections - Grand Haven
- Holland Home Energy Expo
- CMH - Community Health Fair
- OAISD Open House
- Veteran's Stand Down and Resource Fair
- WM Uniform Employee Wellness Fair

Contacted over 200 landlords in the county about our Weatherization Program

Connecting with Mobile home parks:

- 2 on-site events
- Provided information to park residents and/or staff







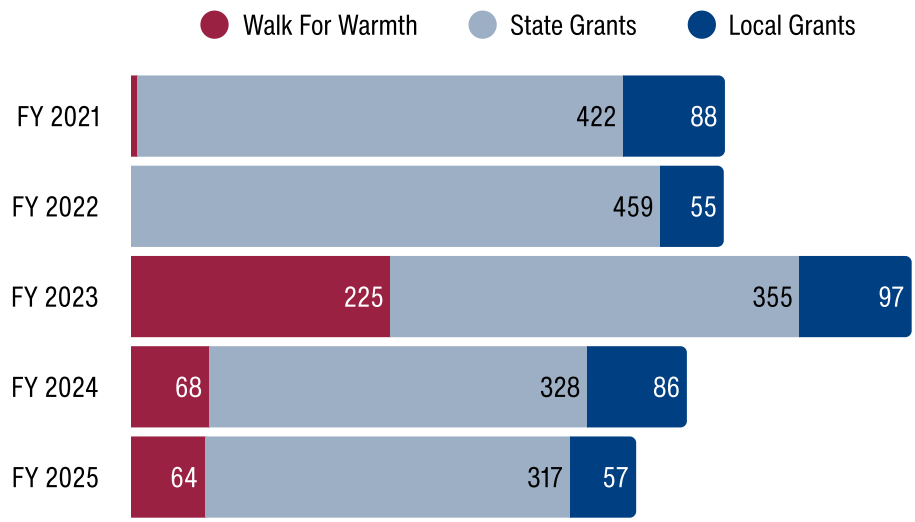
Shared program information with 150+ churches in the county

Expanded outreach to school districts, adding OCCAA resources to family support lists.

Monthly visits at West Michigan Works!

# 5-year Program Overview

## Number of Utility Payments by Funding Source

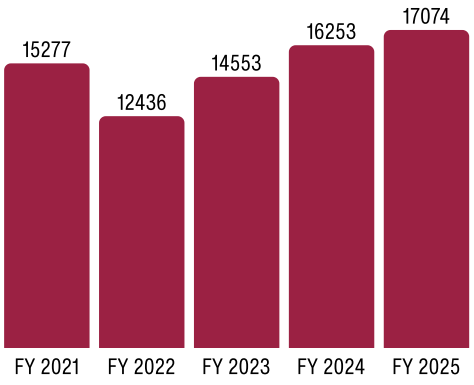




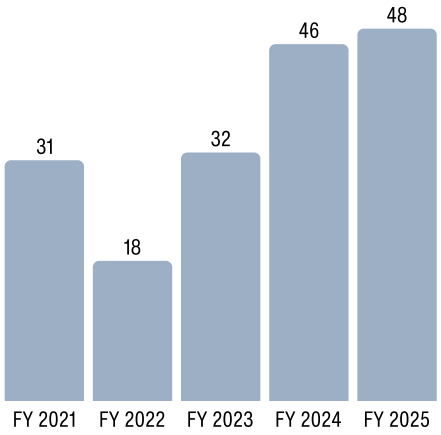




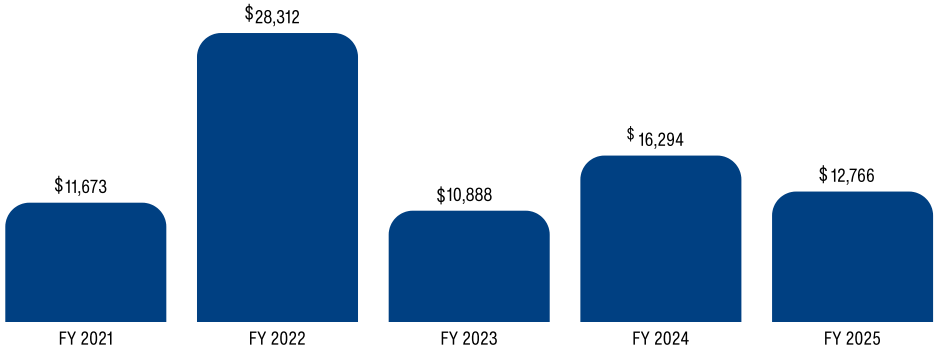
## Number of Client Pantry Visits - TEFAP




## Number of Homes Weatherized




## Dollars Raised through Walk For Warmth

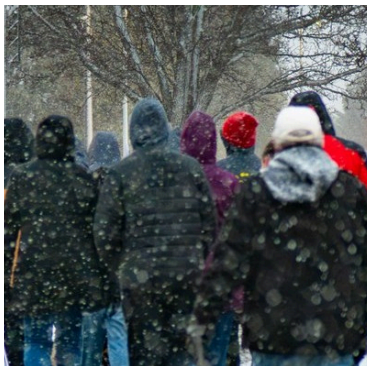


# Thank You

To our Advisory Board, volunteers, partners, and the clients who place their trust in us — thank you. Your dedication and collaboration make our work possible and strengthen Ottawa County every day. Together, we are building stronger communities, one action at a time.









+616-393-4433

info.occaa@miottawa.org

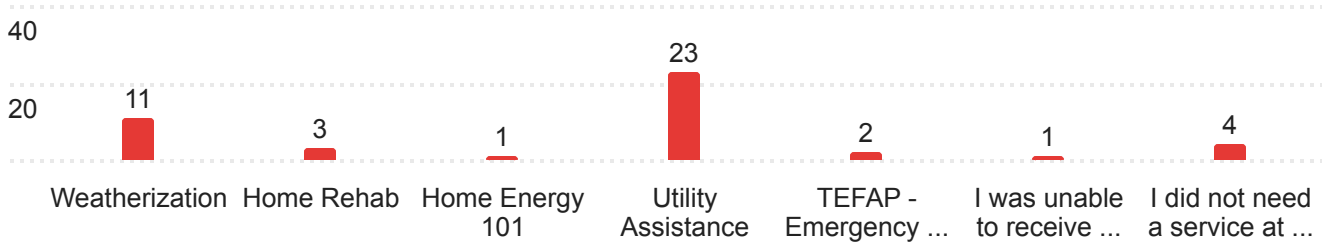
12251 James St. Ste. 300, Holland, MI 49424

miottawa.org/CAA

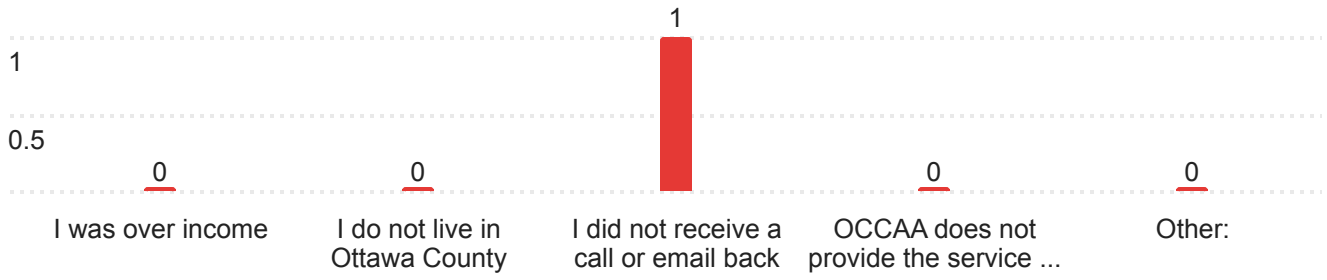
OCCAA
Ottawa County Community Action Agency

All OCCAA data is from Fiscal Year 2025: October 1, 2024 - September 30, 2025

## Q1 - What program(s) were you involved in at Ottawa County Community Action Agency (OCCAA)? Select all that apply.




## Q8 - Why were you unable to receive a service from OCCAA? Select all that apply. - Selected Choice




## Q10 - What resources do you need that are not currently being provided in Ottawa County? Select all that apply. - Selected Choice

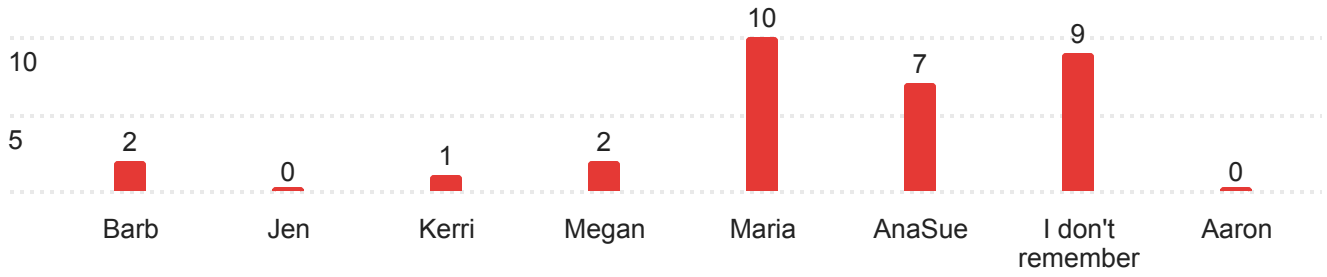



## Q11 - Please describe in detail the specific service(s) you are looking for based on your previous response.

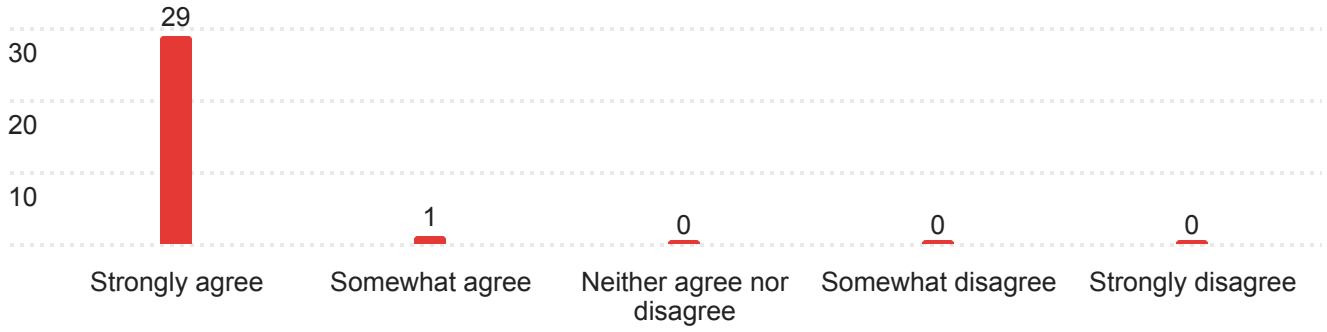
| Please describe in detail the specific service(s) you are looking for based on your previous response. |
| --- |
| Sometime I’m required to work on Saturday and I DONT have a ride to and from work |
| Electricity and gas |

| |
|---|
| Electrical and plumbing |
| Family custody court resources upcoming evidentiary hearing with vexatious father 6th court case in 6 months draining while disabled |
| Furnace |
| Monetary assistance with utility bills |
| Ayuda financiera para cubrir mis gastos de agua electricidad gas y arriendo. |
| Assistance with paying my car insurance. |
| Name of a food pantry |
| I have to learn to budget my money i have to many credit cards and loans i have been trying to pay off. No one has helped me yet |
| Utility assistance |
| Maria |

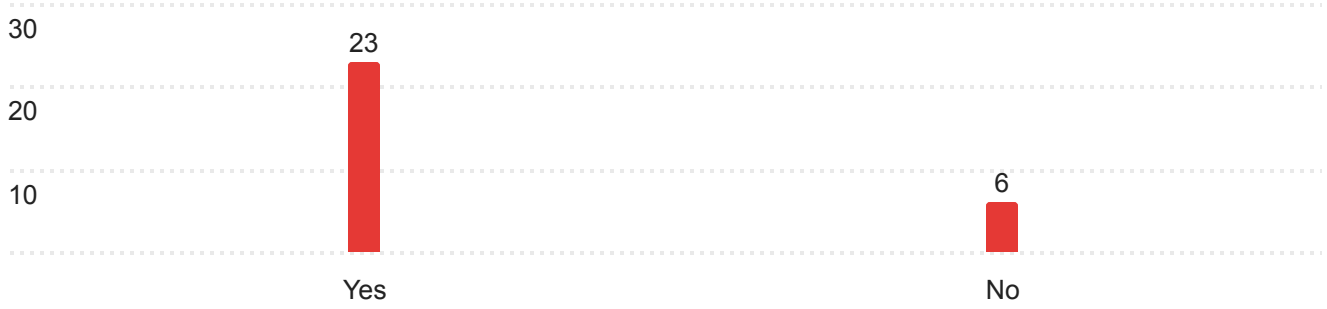
## Q2 - What is the name of the person(s) who helped you? Select all that apply.




## Q3 - I was treated with respect and dignity:



## Q4 - I was informed of other services offered by OCCAA:




## Q5 - I was informed of other agencies in the area that may be able to provide a service I need:




## Q6 - How satisfied were you with your overall experience with OCCAA?



## Q7 - I would refer others to OCCAA?




## Q12 - Please share any additional comments, suggestions, or experiences you'd like OCCAA to know about.

Please share any additional comments, suggestions, or experiences you'd like OCCAA to know about.

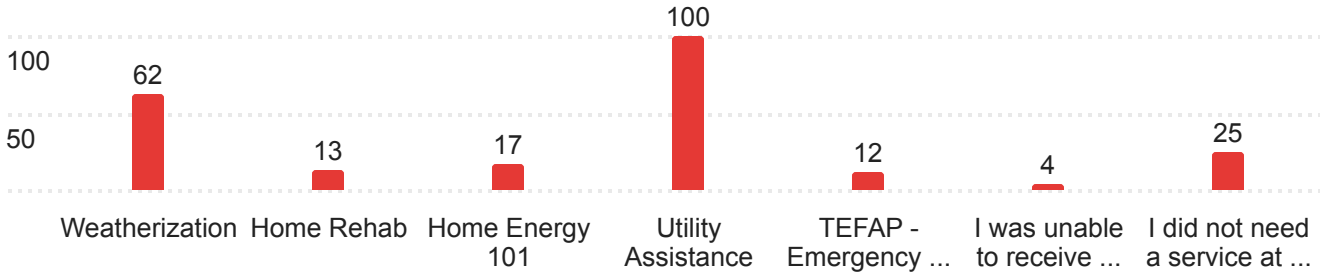
| |
|---|
| None |
| I am thankful for the compassionate and outstanding help Anasue has provided. It was above and beyond. |
| My name is Ms. [redacted]. I came to Holland during the COVID outbreak 2021. Your organization was the first I reached out to, and was helped in a timely manner. The respect was number one, making you feel loved and appreciated as soon as you walk in. So many resources and cooking classes that are free to the community. Thank you for all your help. Special thanks for Tabitha in homebuyers, and the coordinator over tax returns. Your help and assistance is greatly appreciated. |
| Awesome |
| I have a DHHS worker that comes to my house. Rachel. Sh is coming tomorrow. I did get turned down from DHHS and they sent my information over to Community Actioon house. |
| Keep up the great work |
| A great limited resource with in ottawa county!!! |
| I was feeling hopeless about the situation with my home repairs. |
| Thankful for the help |
| [redacted] has been extremely slow responding to my application. She does not seem very familiar with the services CAA offers or the normal processes needed to deal with clients |
| Si llegarían a tener una ayuda para mi, espero su comunicación gracias |
| I appreciate the helpfulness and she treated me with respect and dignity. I appreciate all the help I got from OCCAA given I am in a financial crisis right now. |

None i haven't had anything done yet.

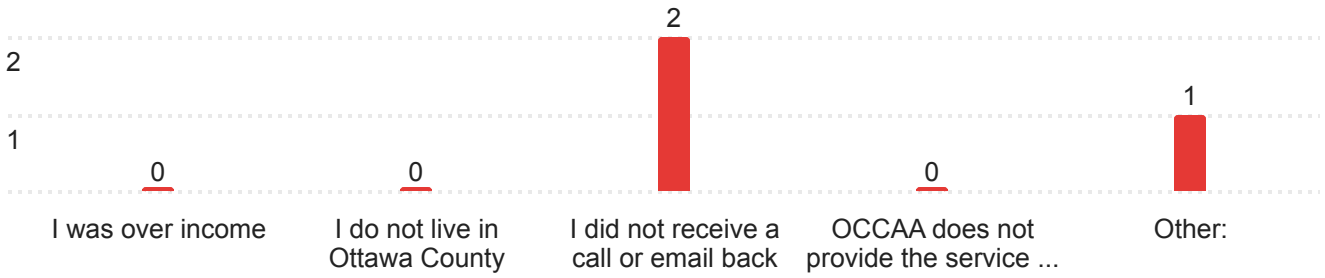
Thank you for helping when we are in need.

She was very professional and kind and sincere to my hardship

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| Electricity and gas |

Electrical and plumbing

Family custody court resources upcoming evidentiary hearing with vexatious father 6th court case in 6 months draining while disabled

Furnace

Monetary assistance with utility bills

Ayuda financiera para cubrir mis gastos de agua electricidad gas y arriendo.

Assistance with paying my car insurance.

Name of a food pantry

I have to learn to budget my money i have to many credit cards and loans i have been trying to pay off. No one has helped me yet

Utility assistance

Maria

Ayuda apagar My renta del piso de mi traila

test

Help with utilty

Eviction! I signed up with good Samaritan and I returned the proper documents that were requested and I went to court without a answer from them and I called them to see what was going on with my application and they said that I wAs not eligible for assistance because my case was too far into the process of which I cannot understand how or why they would not due to my application already being with them way earlier than the court date! Please help

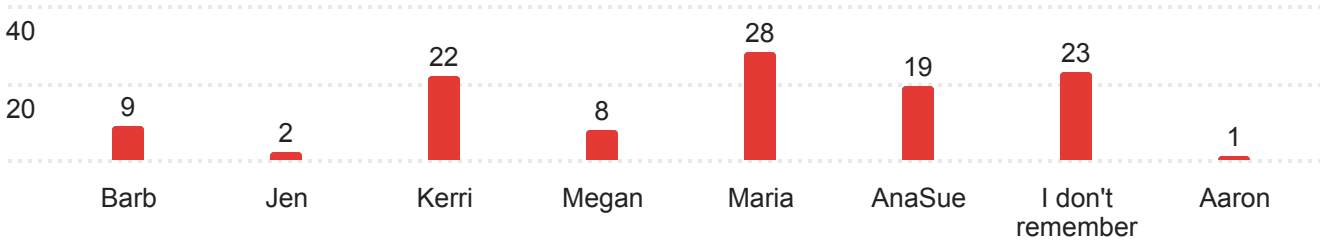
Home repair

My furnace went out,the cold is too close for comfort and I thank you a million for your speedy a oh most definitely nerdy help! God Bless!

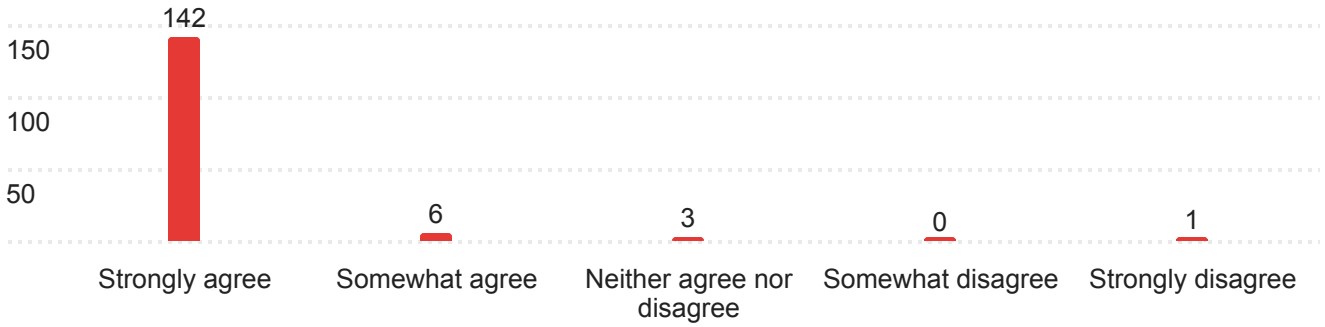
Transportation help, food where you don’t have to pay for a membership to receive help, emergency medical help and weathering my place help

Someone who loves kids, still has a little bit of a kid in themself. A person with a lot of integritty caring,

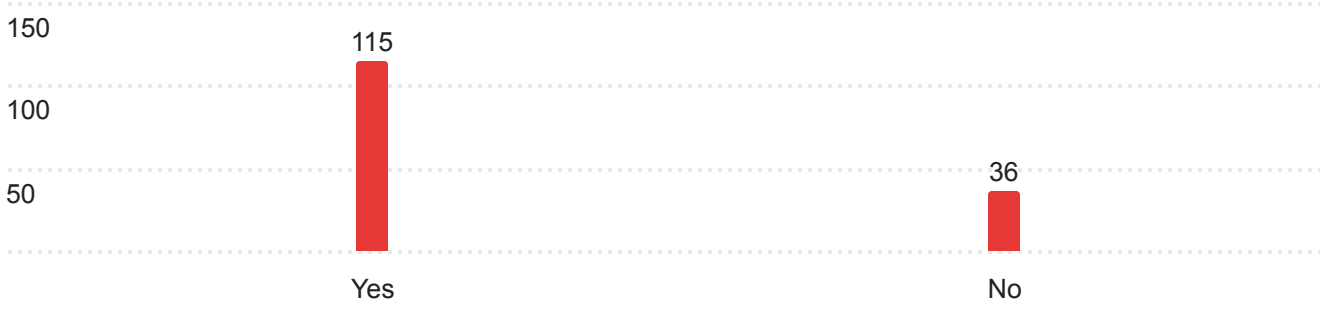
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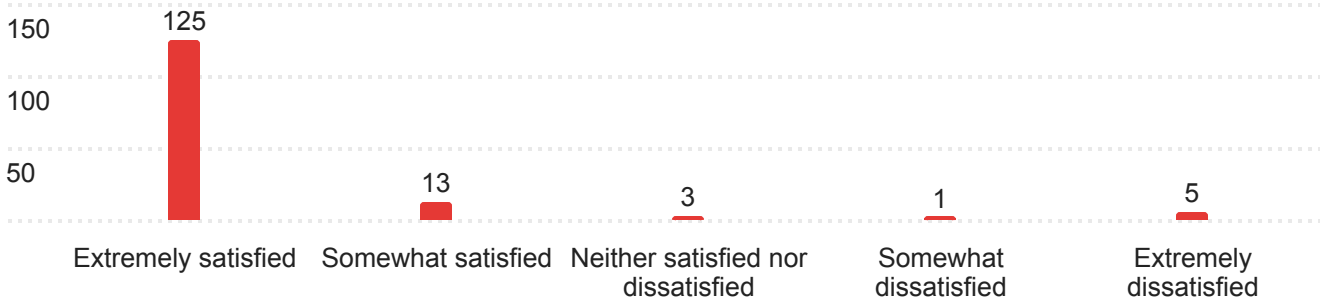

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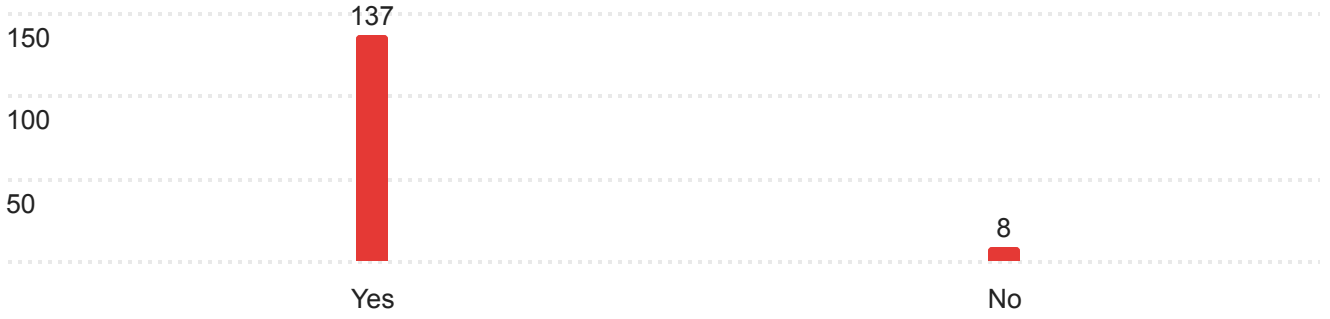
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None

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Keep up the great work

A great limited resource with in ottawa county!!!

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None i haven't had anything done yet.

Thank you for helping when we are in need.

She was very professional and kind and sincere to my hardship

Ninguno

test

Thank you for answering my questions and making sure that I got the help I needed!

Helpful and kind staff

This was an amazing opportunity to improve the conditions of our transitional housing, and had a huge impact on the people currently living there, as well on our ability to provide that housing in the future.