

The regular meeting of the Board of Directors of North Central Community Action Program, Inc. was held on Monday, February 8, 2021 via Zoom as individual Board members and staff logged in from their remote locations. The meeting was called to order at 6:00 pm by President Jennifer Lemmer.

Pam took roll:

Present	Absent	Staff
Lemmer	Hebert (ex)	Diane
Breit	Kieper (ex)	Pam
Robinson		Tony
Panfil		
Rotter		
Nyen		
Ashbeck		
Fischer		
Sippel		
Yang		
Lorge		
West		
McGivern		
Blaser		
Valenstein		

Guests: Diane reported Laura Valenstein is here and has been appointed by the Wood County Board to replace Donna Rozar. Laura introduced herself.

Minutes: Jennifer Lemmer asked if there were any changes or questions. Jennifer Lemmer declared the December minutes as accepted.

Finance Committee: Jennifer Lemmer reported Mallory McGivern will be joining the finance committee in April. Wendy Fischer, Secretary/Treasurer, made the recommendation from the Committee to approve the year to date financial statements. Pam reviewed the financial statements. Pam discussed the Covid impacts on our financial statements in 2020. Some impacts include the IRS owing us for Cares Act wage reimbursements, beneficiary expenses exceeding our original budget by over \$600,000, and a large reduction in travel and training costs due to trainings and conferences being cancelled or held virtually.

Annual Audit Process Update: Pam reported the Preliminary audit process has been completed and there were no issues. The final agency audit is scheduled for the week of March 8th. We anticipate Wipfli completing our audit in time for the April Board meeting.

Customer Service Satisfaction Surveys 2020: Diane reported 1040 surveys were distributed and 367 surveys (35%) were returned. We served more people so more surveys were returned. 73% of the time people were very satisfied, 15% felt they were adequately helped, and 12% were not happy with the service at all. We received a higher percentage of surveys back, most likely due to those who have not received services from NCCAP in the past (but qualified and received services due to COVID19). Very few comments were given.

PROGRAM REPORTS:

Diane reported all the grants written and received from the four United Ways in our service area are for emergency rental assistance for those households in crisis. This has been an identified need for the last 30 years and still exists today. Low to moderate income households typically lack the savings to be able to come through a crisis and stay stably housed. The United Ways fund our largest program, eviction prevention. People come to NCCAP for this help. Judicare and the United Way 2-1-1 are our biggest referral partners. The following are the amounts awarded for 2021; Merrill Area United Way – \$20,000.00 a \$2,000.00 increase from previous years; Marshfield Area United Way -- 40,000.00; South Wood and Adams Counties – \$56,000, the same as in the last four years; and \$210,000.00 Marathon County, the same as in 2020.

Diane discussed with all of our other grants (PSH and EHH) we must follow the Coordinated Entry process to utilize the funding. Coordinated Entry is a process by which homeless assistance is allocated as effectively as possible and is easily accessible to all homeless persons. Coordinated Entry is a requirement of the U.S. Department of Housing and Urban Development (HUD) for all Continuum of Care (CoC) and Emergency Solutions Grant (ESG) Program recipient agencies. In the CoC Program Interim Rule, HUD defines coordinated entry, which is also referred to by HUD as a centralized or coordinated assessment system: as “A centralized or coordinated process designed to coordinate program participant intake assessment and the provision of referrals. A centralized or coordinated assessment system covers the geographic area [encompassed by the CoC], is easily accessed by individuals and families seeking housing or services, is well advertised, and includes a comprehensive and standardized assessment tool.” In addition to Coordinated Entry, the Housing First Model must also be followed with our PSH and EHH funding. The housing first model shows us that success will take much longer as we can only offer services to our clients, meaning NCCAP can’t mandate participation in counseling, drug treatment, or finding employment to stay housed. Diane discussed the problems with success levels when you can’t mandate rules.

Our Permanent Supportive Housing program started July 1, 2020 and has been in place for a year and a half. While four households are doing well and have income (one person working part-time, three others have social security income) the other six households struggle to maintain any income at all. All households are connected to health insurances and health services. Our Rapid Rehousing program, a component of the EHH funding is also slow to yield success. This program must also follow the Housing First model. This is due to the people who have been referred to our priority lists are more permanent supportive candidates, those that have chronic substance abuse issues. The majority of Households referred to our lists come from the Catholic Charities Warming Center. Catholic Charities is only open November thru April. The Salvation Army in Wausau has new Majors and several new staff so they will be referring more people as well. The people who utilize The Salvation Army have less tendencies towards chronic homelessness. Currently, no families are on the HMIS priority lists. There are a couple families on the Non HMIS list that are currently working to get housed. We have always had families waiting to be housed, especially when NCCAP’s transitional housing program was phased out in 2018 to accommodate the need for more permanent supportive housing. We knew the need for families was still great in our continua. NCCAP had the opportunity to apply for a Tenant Based Rental Assistance program to be able to assist the families. We received the grant in 2019 and another grant to run through June 2022. TBRA is a good choice to supplement Scattered Sites and Section 8 housing in our communities. Since there are no families waiting for housing that brings the North Central Continuum

of Care (Lincoln, Marathon and Wood Counties) to a functional zero. This shows us the housing programs in place for families (TBRA-Tenant Based Rental Assistance) in our area of service are working. Lenore Breit asked what percentage of chronic homeless are from chemical addictions. Diane explained we have 11 people in our Permanent Supportive Housing program and there are 15 people on the list for Marathon County. Diane reported eligible people can pick where they want to live and we've had a couple people from Green Bay. Sue Sippel explained we must use HUD's homeless definition. Diane said they must be homeless for 36 months. Diane explained TBRA helps with some of those individuals not on HUD's list. Currently we have 22 households enrolled in our TBRA program.

The CSBG – CV 2020 and 2021 applications are presented for your approval. Diane explained this contract was signed June 11, 2020 and was allowed to be used because the need for assistance was great. On January 27th this year, Wisconsin Department of Children and Families sent us the actual applications to complete and ask for board approval. This grant allows us to assist families and allows our agency to prevent issues relating to, preparing for, and responding to the COVID Pandemic. A motion was made by Steve Robinson to authorize and approve the 2020 CSBG Covid contract. Second was made by Norbert Ashbeck. Motion carried. A motion was made by Jake Nyen to approve the 2021 CSBG Covid contract. Second was made by Sue Sippel. Motion carried.

Executive Director Evaluation: Jennifer Lemmer asked Board Members to stay on the zoom call after the meeting so she could review the evaluation results they all received.

Weatherization Report: Tony reported 40 units were completed in January, 187 total since the beginning of this contract in September. Tony discussed the number of audits and reported our current deferral rate is 39%, the lowest average it has ever been. Jake Nyen asked if there was a specific target rate and Tony explained there isn't one but ideally it would be zero. Tony explained our normal deferral rate average is 49%. Steve Robinson suggested Tony explain the deferral process for newer Board members. Tony discussed the various reasons why units could be deferred.

Next Meeting Date: Our next meeting will be April 12, 2021 via Zoom Meeting.

Adjourn: Jennifer Lemmer declared the meeting adjourned at 6:46 pm.