



## **BCCAP Board of Directors Meeting Minutes**

**4.12.2021**

**Location: WebEx Meeting**

### **Welcome & Call to Order**

Madam Chair, Doris Minor Terrell welcomed board members and guest to the meeting of the Board of Directors

### **Introduction/Roll Call**

Angela Whitaker, BCCAP Director greeted board members and guest along with an official roll-call.

#### **Board Members Present**

- Councilwoman  
Sharon Green Middleton
- Councilman  
Robert Stokes, Sr.
- Chairwoman Doris Minor  
Terrell
- Scott Gottbreht, PhD
- Francesca Jean Baptiste

#### **Board Members Absent**

- LaRhonda Medley
- Manami Brown, MEd
- Theodore (Theo) Jackson

\*BCCAP Consultant Present:  
CNA Consultant, Julie Jakopic

### **Voting on Previous Minutes**

Members of the Board could not locate the meeting minutes from the January meeting and tabled the vote on accepting the minutes

### **Presentation Share**

Angela Whitaker, BCCAP Director shared the Community Action Partnership Board Meeting Power Point beginning with CAP center overview

### **BCCAP Staff Updates**

Leadership Updates shared by Angela Whitaker, BCCAP Director

- Effective March 4, Belinda Conaway resigned her position on the Board of Directors
- Kimberly Whitaker resigned as CAP Manager and has taken on a new role in the agency focused on implementation of the Eviction Prevention Program. Kimberly started her new position as Eviction Prevention Support Specialist on April 5

Next Steps:

- Board Vacancy:
  - Schedule Executive Committee Meeting to recommend a replacement
  - Present new candidate for election at July 14, 2021 Board Meeting
- CAP Manager:
  - Position posted until 6/19

### **Programmatic Updates: Eviction Prevention Program**

Director Whitaker shared all current funding source updates from the Coronavirus Relief Fund 1, ERAP, CDBG-CV2, Homeless Solutions Program, CDBG-CV1, ESG-United Way Relocation Contract, CSBG as well as the Affordable Housing Trust Fund.

Additional funding sources

- **American Rescue Plan Act**
  - Baltimore City will receive a direct allocation from US Treasury ~amount pending (approx. \$15M-\$20M)
- **State's Emergency Rental Assistance Program Competitive Proposal**
  - Baltimore City Maximum Award: \$40.5M (10% admin ~ \$4M)
  - Proposed direct allocation (\$16M) to United Way for landlord bundle strategy

Question: Scott Gottbreht

- May you share more information about the CDBG Grants?

Director Whitaker's response:

- CDBG funds are awarded through the state. Based on feedback from partners and landlords, some concessions have been made about the grant agreements. Additional guidance will be provided.

Questions: Councilman Stokes

- Is \$17M for emergency rental assistance?
- Asked - why funding has not been spent yet?

Director Whitaker's response:

- ERAP funding is relatively new. Was awarded in late December that came through the previous federal stimulus.
- Was approved by the Board of Estimates last week.
- Back rent is being paid, through the Coronavirus Relief Fund 1
- Now the ERAP funds will be utilized next.
- Also adding the following content:
  - The need for rental assistance is great. The federal government continues to provide additional funding sources including the American Rescue Plan Act. The City expects to receive between \$15-20 million through the Act.
  - The City is proposing to directly allocate \$16M to the United Way to continue the landlord bundle strategy.
  - All funding that we are receiving are directly related to the coronavirus and those experiencing a financial impact from the pandemic.

## Eviction Prevention Backlog Updates

- Currently have 2,941 applications being processed for back rent in Phase 2 of the Eviction Prevention and an addition 1,826 applications that are being prepared for processing in Phase 3 of the program which includes expanded supports for families, beginning April 15. BCCAP is on track to complete processing all Phase 2 applications in 4-6 weeks. The eviction moratorium has been extended until June 30.
- BCCAP is aggressively working to clear the backlog by leveraging mandatory overtime. BCCAP is utilizing technology for mass communication (via text message) to request outstanding information from landlords and tenants. BCCAP has also expanded capacity, hiring a temporary workforce to meet the increased demand. BCCAP is exploring sub-granting funds to case management partners.
- Currently, BCCAP is upgrading processing software to streamline application review/approval process.

## Question: Chairwoman Doris Terrell

- Does BCCAP feel that the challenges have been identified and have made the appropriate strategies to address them?

## Director Whitaker's response:

- Working to aggressively process applications that have been in the queue since November and December. We are in a good place to clear the backlog in 4-6 weeks.

Chairwoman Doris Terrell acknowledged the great work done while being mindful of the challenges that exist.

## **FY19 Audit Findings**

### Material Weakness

- Material Weakness over Activities Allowed or Unallowed and Allowable Cost/Cost Principle (Payroll)
- Repeat Finding: No
- The City did not have proper controls in place to ensure that payroll activities charges were based on actual work performed on the grant.
- Material Weakness over Client Eligibility
- Repeat Finding: No

### Corrective Action

- March 2020 Response: Implementation of Timekeeping Standard Operating Procedure (SOP) to provide guidance and steps to accurately enter time into the ADP (E-Time) application, and reconcile with signed timesheets, sign in/out ledger and leave slips
- Updated Response: The program previously used a manual process and has since transitioned to an electronic process using Work Day Payroll Management system; staff enter hours worked along with leave requests. Site Managers continue to reconcile accuracy using sign in/out ledgers

- Develop and communicate a Standard Operations Procedure (SOP) for documenting eligibility, data entry, and reporting for all BCCAP employees including managers.
- Systems Engineering Manager will ensure case management database is fully operational and resolve system issues as they occur.
- Human Services Workers will document client's entitlement based upon the current Health and Human Services poverty guidelines when assessing income eligibility and number persons in the household. This will be through the electronic database and paper file.
- Run monthly reports ensuring eligibility criteria is met and client data is entered into the database

Councilman: Stokes Question

- Is BCCAP providing the right level of training on completing the time-keeping now within Workday?

Director Whitaker's response:

- Yes, training has been provided and recorded and is made available. Regularly provide updates that may come from HR.

Question: Chairwoman Doris Terrell

- Are all staff fully trained on utilizing Workday?

Director Whitaker's response:

- Yes.

### **Financial Report**

- MEAP (Maryland Energy Assistance Program) has to be expended by the end of the fiscal year.
- Last year, the allocation was \$2 million.
- This year the budgeted amount is \$4 million due to the uncertainty of the pandemic.
- Total Eviction Prevention Funding Source \$38,467,186
- Budget Report for BCCAP February 2021 bank balances presented

Comment/Question: Director Tisha Edwards

- We do not want to be in a position to have to return unspent funds.
- What needs to happen to make sure we utilize all available funds?

CAP Manager Paula Reynolds response:

- Still working through the backlog so additional funding will be spent down.

Question: CNA Consultant Julie Jakopic

- Does any part of the \$4 million award have a longer period to spend down since it came from COVID relief?

Paula and Yolanda will get clarification and provide answers during next board meeting.

## **Strategic Planning Goals in Context**

Back in 1993, there was the Government Performance and Results Act. Started thinking about outcomes. Up until that point, mostly only looked at how many services were provided. A task force as created to look at all the different types of services that were being provided.

Outcomes depend on what services are provided to individuals.

6 types of goals

- Family
  - Low-income individuals become more self-sufficient.
  - Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive systems.
- Community
  - The conditions in which low-income people live are improved.
  - Low-income people own a stake in their community.
- Agency
  - Partnerships among supporters and providers of services to low-income people are achieved.
  - Agencies increase their capacity to achieve results.
- Organizational Standards
  - Came about with 2 ideas in mind.
    - Asking agencies to change and keeping them accountable.
    - Standards also exist for the government
    - The Standards were developed to ensure agencies were utilizing best practices and meeting the needs of the customers that they serve.
  - Submit a community action plan annually to the state.
    - Measured against that plan.
- Draft Goals for Review
  1. Increase access to safe, affordable housing
  2. Expand financial education including entrepreneurial opportunities and education
  3. Leverage programs to connect customers to the other programs and services for which they are eligible
  4. Staff training
  5. Intensive case management development
  6. Create ways to reach residents not currently engaged through a trusted partner
  7. Identify and build trusted partnerships
    - a. Utilize list of community associations and share information on our programs so they can help spread the word and bring in eligible residents.
- Get better with outreach and bundling services.
  - Streamlining application process so that once information is provided for 1 program application, that it can be uploaded to the other program applications that a customer is eligible for.

### **Next Meeting Date & Recaps**

- Returned back to the meeting minutes
- Councilwoman Middleton made the motion to accept the January meeting minutes
- Councilman Stokes seconded the motion to accept the January meeting minutes
- Chairwoman Doris Terrell moved that the meeting be adjourned. All Board members present agreed.

Meeting was adjourned at 6:05pm

Submitted by Jamie Johnson