



**Springfield Partners for Community Action
Board of Directors Meeting
Wednesday, October 27, 2021**

Meeting was convened via GoToMeeting at 5:02 p.m.

Present: S. Jeffery, A. Andino, M. King, S. Bethea, M. Gatewood, R. Jackson,
S. Jimenez, B. McClusky & J. Rhodes

Absent: S. Torres, R. Mills, D. Rodriguez

Excused: M. Perez, C. Santana, G. Sypteras, C. Torres

Staff: P. Bailey, P. Wilson, C. Corbett, C. Tomlinson, W. Fludd, S. Plummer, T. Desplaines,
M. Rosado, B. Yankson, S. Ramos, S. Pray & J. Schnabl

Guest: Ditzah Wooden-Wade (Assistant Manager, Community Service Program)

PRAYER: J. Rhodes

I. ACCEPTANCE OF MINUTES:

Minutes for 9/30/2021 were reviewed. A motion to accept the minutes was made by R. Jackson and seconded by Ana Andino. The motion carried.

II. SUB-COMMITTEES:

FINANCE COMMITTEE:

The Finance Committee met with members of SPCA management to discuss the September month-end financials and the CSBG Administration and Program Reports for the fourth quarter.

September Financial Statements and Key Performance Indicators

B. Yankson presented the September month-end financials, commenting on the following notable activity since August 31, 2021:

- \$124K increase to cash, \$120K decrease to accounts receivable, and \$163K decrease to accounts payable due to the month's Weatherization Program activity
- Month-to-date operating income of \$53K
- Year-to-date operating income of \$290K to end the agency's 2021 fiscal year

The Committee then discussed the Key Performance Indicators, which remain consistent with prior periods and well within acceptable limits. Current Ratio (1.58), Days in Payables (7 days), Days Cash Available (86 days), and Debt-to-Equity Ratio (1.15) all improved since the prior month. Cash balances above \$1 million continue to allow the organization to operate without liquidity concerns.

The Committee discussed the agency's 2021 fiscal year performance, including the importance of generating a nearly \$300K surplus. S. Jeffrey inquired regarding the status of federal funding. P. Bailey responded that funding should be consistent for the 2022 fiscal year. P. Bailey also recounted a recent meeting with the utility companies, which are expected to increase rates for the Weatherization Program and could potentially result in 60% additional work during the 2022 fiscal year.

The Committee noted there were no issues identified with the financial statements or concerns regarding the agency's operational performance for the periods presented.

CSBG Quarterly Report

B. Yankson presented the CSBG Administration and Program Reports for the fourth quarter ended September 30, 2021. The Committee discussed the reports and noted the following:

- Total quarterly Administration and Program expenditures of \$72,885 and \$66,961, respectively, are typical and appropriate for both Administration and Program budgets.
- Budget transfers
 - Administration transfers of \$5,216, \$32, and \$10 from fringe benefits to salaries, rent, and internet access, respectively.
 - Program transfers of \$1,876, \$604, \$311, \$149, and \$40 from salaries to other expenses, outside printing, leased equipment, rent, and internet access, respectively.
 - The Committee noted the transfers to be reasonable within the quarter's activity.
- Approximately \$95 thousand will be carried over into the next fiscal (20% of total budget allowed under CSBG rules).
- The amounts presented are consistent with the September month-end financial statements.

A motion to accept the September Finance Committee report and September Minutes as presented was made by J. Rhodes and seconded by S. Bethea. September CSBG Report as presented was made by R. Jackson and seconded by J. Rhodes. The motion carried.

EXECUTIVE COMMITTEE:

No Report

PLANNING COMMITTEE:

The End of The Year Program Report was presented by C. Corbett.

A motion to accept the End of The Year Program Report as presented was made by S. Bethea and seconded by J. Rhodes.

PERSONNEL COMMITTEE:

No Report

MEMBERSHIP COMMITTEE:

Slate of Officers and Results of District Elections will be presented at the next board meeting on December 9, 2021.

BY-LAWS COMMITTEE:

No Report

III. EXECUTIVE DIRECTOR REPORT:

P. Bailey presented the Executive Director's report. He began by welcoming SPCA new Executive Deputy Director J. Schnabl. Springfield Partners staff gave a brief overview of their departments:

W. Fludd (Director of Veteran Services & Transportation Department)

- **Veterans Department**, for FY21 they served a total of **140** veterans and provided **714** services. In addition, of the total served for FY21, **51** veterans reported improved financial well-being as a result of attending our financial literacy classes. **94** individuals as of the end of the year reported improved mental and behavioral health and well-being as a result of our program.
- **Transportation Department**, in FY21, they served a total of **79** individuals and provided **1,994** rides. They provided rides for Seniors, Persons with disabilities, and Veterans. They provide rides for grocery shopping, employment, medical appointments, banking, and community activities. In addition, during FY21 they became an approved vendor to provide transportation for MassHealth clients.
- **Community Closet**, during FY21, we coordinated our first *Community Give-Away* where we gave away donated items such as household appliances, small furniture, heaters, fans and clothing. We served a total of **84** individuals during the event.

C. Tomlinson (Director of Weatherization Department)

- **Weatherization**, in FY21, they weatherized **458** homes and installed new light bulbs in **1100** homes. Participants saved **\$623,200** on utility bills, an average of **\$400** per participant annually. Program spent **\$2.8 million** weatherizing homes, an average of **\$4,250** per home.

S. Ramos (Emergency Response Coordinator)

- In FY2021, we helped, **96** individuals with rent payments, **10** received help with mortgage payments, **151** received utility payments, **2** received home repairs (hot water heaters), **129** received food card, **1** received help with COVID-related funeral expenses. In collaboration with the *We Care* initiative, we also distributed **1990** care packages.

T. Desplaines (Director of New Beginnings Early Education & Care and Community Scholarship Program)

- **The Early Learning Center**, reopened after the COVID closure on July 6, 2020. In FY 2021, they provided services to **137** children. **80** infants/toddlers/preschoolers were in person, and met the school readiness goals. They opened a remote learning program which ran from October 2020-August 2021 and served **26** school aged children. They held 2 parent workshops (Literacy skills for children, and Financial Literacy), **9** parents attended. They continue to partner with the Springfield Public to provide services to children on IEPs through the CPPI grant. They continue to work with Literacy Lab for the AmeriCorps Literacy Program, they have a tutor on site teaching literacy skills to our oldest preschoolers.

- **Community Scholarship Program**, our Scholarship program is unique; they awarded scholarships based in part on the applicants' community service and volunteer efforts. In 2021, they awarded **13** scholarships of **\$1,000** each. They received private donations in the amount of \$2,000. They help qualified low-income students from Springfield attend colleges or trade schools. They had a small on-site event to distribute the scholarships and received news coverage on that event.

S. Plummer (Director of Community Services)

- **Emergency Fuel Assistance**, they offer financial assistance to residents struggling with economic hardship. In FY21, they gave one-time fuel assistance to **92** households heating with gas.
- **Financial Literacy & Credit Counseling**, in FY21 **123** individuals engaged with our agency and reported improved financial well-being. **125** participants in our programs improved their credit scores.
- **Eviction Clinic**, the program offers counseling and education to individuals at risk of being evicted from the home. In FY21, our counselor helped **116** families at risk avoid eviction. They helped **104** families maintain safe and affordable housing for 90 days.
- **HUD-Certified Housing Counseling**, they are **certified** as a Housing Counseling Agency by HUD, Mass Housing Counseling and the Citizens Housing and Planning Association (CHAPA). They provide comprehensive housing counseling throughout all Western Massachusetts and offer workshops for the first-time homebuyers throughout the year. The goal of the program is to help participants increase their savings and use savings to purchase a home. In FY21, they assisted **61** participants in meeting this goal.
- **Tax Payer Assistance (LITC & VITA)**, they have 3 taxpayer assistance programs. Low Income Taxpayer Clinic (LITC) Federal, LITC State & Volunteer Income Tax Assistance (VITA), in FY21, LITC Federal assisted **130** participants to resolve tax issues and receive tax credits. LITC State assisted **134** participants. VITA assisted **1,625** participants.
- **Telephone Reassurance**, in FY21 this program worked with **36** seniors to help them maintain an independent living situation. The funds for this program ended in June.

M. Rosado (Director of Human Resources)

- The Human Resources Department is responsible for supporting the organizations leadership and managing the employee life cycle. Some examples of these areas include:
 - Talent Management
 - Performance Management
 - Involvement in grievances and disciplinary action
 - Updating internal policies
 - Maintaining employee personnel and medical records
 - Compensation & Benefit management
 - Compliance and Risk Management

- Rewards

HR is currently working with leadership to strengthen and maximize the use of our current technology for more efficient operations and minimizing data loss.

They are also mid-way through the procurement process with three payroll/HR companies as they want to modify some of the current processes and practices within these departments to increase productivity and lessen error(s) through the use of technological platforms.

S. Pray (Marketing Coordinator)

- In FY21, we attended multiple community outreach events, hosted 2 Veterans Grab & Go Lunches, and coordinated our first Community Give Away event. In the last quarter of FY21, our Facebook reach, rose 146.5% and our Instagram reach, rose 651.7%. Our Social Media reach was the number of people who saw any content from our page or about our page, including posts, stories, ads and more.
- New signage project is in process.
- In the last quarter of FY21, Springfield Partners received 6 Media coverages with the press: (2) Veterans Grab & Go lunches, Vaccination Clinic, Scholarship award ceremony, (2) AGO Fuel Assistance program promotion.

A motion to accept the Executive Director's report as presented was made by J. Rhodes and seconded by S. Jimenez. The motion carried.

IV. UNFINISHED BUSINESS

S. Jeffery stated the board is waiting for the personnel matter results from SPCA lawyer K. Moore. The next board meeting will be December 9, 2021.

V. BOARD DEVELOPMENT

No Report

VI. ADJOURNMENT

Motion to adjourn made by J. Rhodes and seconded by S. Bethea. The motion carried.
Meeting adjourned at 6:30 p.m.