

**METROPOLITAN ACTION COMMISSION
BOARD OF COMMISSIONERS RETREAT/MEETING MINUTES
800 2nd Avenue, North, Nashville, TN 37201
October 26, 2017 / 9:00 am – 4:00 pm
October 27, 2017 / 9:00 am – 12:00 noon**

The Promise: The Metropolitan Action Commission changes people's lives, embodies the spirit of hope, improves communities, and makes Nashville and Davidson County a better place to live. We care about the entire community and are dedicated to helping people help themselves and each other.

Present 10/26/17: Kasey Anderson, Benita Davis, Karen Doty, Jim Harbison, Flo Kidd, Joseph Mitchell, Laura Moore, Kathleen Murphy, LaVoneia Steele, and Gwen Watson

Absent 10/26/17: Osman Gabure, Renee Pratt, Russ Pulley, Zulfat Suara, and Lisa Wiltshire

Staff/Others: Marvin Cox, Karen Crook, Cynthia Croom, Phara Fondren, Cassandra Johnson, Lisa McCrady, Rickie McQueen, and Robert Wright.

Dr. Steele called the meeting to order on October 26, 2017, at 9:00 a.m., introduced new board member Councilmember Kathleen Murphy, and acknowledged §2.68.030 Metropolitan Code of Laws.

Motion: Approve September 28, 2017, meeting minutes

Made by: Jim Harbison **Second:** Karen Doty **Passed unanimously.**

Dr. Croom opened the retreat by showing two short videos created by Stephanie Mosley, Communications Specialist. These videos and others will be a newly instituted tool used on social media including our own webpage in order to provide information about the agency and its programs.

Dr. Croom directed the board's attention to their Retreat binders and the following contents:

- 1. Strategic Plan Update**
 - A. Board members reviewed and discussed the updates to the strategic plan
- 2. Human Services Value Curve**
 - A. Dr. Croom stated that as the agency becomes more outcomes focused, we should be moving along a value curve
 - B. Board members and staff broke off into four small groups with each group assigned a specific Value Curve Model. Groups were to discuss and identify what agency's strengths and weaknesses in respect to the group's assigned model.
- 3. Affordable Housing Survey**
 - A. The current trend is that fewer LIHEAP customers are returning for services. The agency developed an Affordable Housing Survey that was sent to 4,555 former LIHEAP customers who had not returned in the last three years to possibly learn among other things, if the lack of affordable housing was a factor for them not returning for LIHEAP services.
- 4. Stay Survey**
 - A. Since the survey, to improve staff satisfaction, staff was given the option to adjust their start time by a quarter hour. Management continues to look at ways to provide more employee recognition.
- 5. Head Start Correlational Report**
 - A. The entire report was meticulously reviewed. Of note: In all cases, children have made gains throughout the year.
- 6. MAC4Jobs**
 - A. The CDA has been helpful to MAC as the agency has hired most of the graduates for a teacher assistant position. The CompTIA program is experiencing difficulty in getting graduates employed as many of the entry level jobs are non-traditional hours, which do not work for many of our families.

Day #1 of meeting adjourned.

Day #2 of meeting convened

Present 10/27/17: Kasey Anderson, Karen Doty, Jim Harbison, Flo Kidd, Joseph Mitchell, Laura Moore, LaVoneia Steele, and Gwen Watson

Absent 10/27/17: Benita Davis, Osman Gabure, Kathleen Murphy, Renee Pratt, Russ Pulley, Zulfat Suara, and Lisa Wiltshire

Staff/Others: Marvin Cox, Karen Crook, Cynthia Croom, Phara Fondren, Cassandra Johnson, Lisa McCrady, Rickie McQueen, and Robert Wright.

Dr. Steele called the meeting to order on October 27, 2017, at 9:08 a.m.

1. Head Start and Early Head Start Program Information Reports

A. Board members reviewed both the HS and EHS PIRs

Motion: Approve 2017 Head Start and 2017 Early Head Start Program Information Report

Made by: Kasey Anderson **Second:** Jim Harbison **Passed unanimously.**

Motion: Approve Luma Abdul-Shaheed and Farrance Williamson as Community Representatives to the Head Start/Early Head Start Policy Council.

Made by: Kasey Anderson **Second:** Karen Doty **Passed unanimously.**

2. Head Start / Early Head Start Internal Monitoring System (IMS)

A. Board members were given a demonstration of the various types of information captured by the IMS.

3. Strategic Plan – Updated

A. Board members thoroughly reviewed the updates to the strategic plan and approve the direction of the agency's work.

OTHER BUSINESS – none

Meeting adjourned.

Minutes submitted by:

Zulfat Suara, Board Secretary