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**REGULAR MEETING OF THE
COMMUNITY ACTION BOARD**

DATE: Wednesday, July 8, 2020

TIME: 10:00 a.m.

LOCATION: <https://us02web.zoom.us/j/83519190550>

In response to the Governor's Executive Order N-29-20 relating to the COVID-19 Pandemic, the Sacramento Employment and Training Agency Community Action Board is conducting this meeting on Zoom at <https://us02web.zoom.us/j/83519190550>. This meeting will be closed captioned. Members of the public may join the meeting by clicking the link above or typing the meeting address above into their web browser, or listen to the meeting by dialing any of the following telephone numbers and entering in the Webinar ID: 835 1919 0550: +1 669 900 6833 or +1 253 215 8782 or +1 346 248 7799 or +1 929 205 6099 or +1 301 715 8592 or +1 312 626 6799. Members of the public are encouraged to participate in the meeting by submitting written comments in the Q&A section of the Zoom meeting or by email to: Nancy.Hogan@seta.net. Public comments will be accepted until the adjournment of the meeting, distributed to the CAB, and included in the record.

Closed captioning will be available. This document and other Board meeting information may be accessed through the Internet by accessing the SETA home page: www.seta.net.

REVISED AGENDA

Page Number

- I. Call to Order/Roll Call**
- II. Consent Item**
 - A. Approval of Minutes of the June 10, 2020 Regular Meeting 2-5
- III. Action/Discussion Item**
 - A. ***Approval of local plan for CARES Act CSBG Supplemental Funding***

IV. Information Items

- A. Community Services Block Grant Provider Presentations 6
 ❖ My Sister's House
 ❖ Saint John's Program for Real Change
- B. Customer Satisfaction Surveys 7-8
- C. Community Services Block Grant Fiscal Monitoring Reports 9-13
 ✓ St. John's Program for Real Change
 ✓ Volunteers of America

V. Reports to the Board

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- A. Chair
B. Executive Director
C. Program Manager
D. Members of the Board
E. Public

VI. Adjournment

DISTRIBUTION DATE: WEDNESDAY, JULY 1, 2020

REVISED AGENDA DISTRIBUTION DATE: THURSDAY, JULY 2, 2020

**COMMUNITY ACTION BOARD
MEETING ATTENDANCE
2020**

BOARD MEMBER	Represented Sector	1/8	2/12	3/11	4/15 *	5/20 *	6/10	7/8	8/12	9/9	10/14	11/11	12/9	# of meetings attended
Wajma (1/8) Arghandiwal	Low Income Sector	X	X	X	X	A	X							
Lisa Culp	Private Sector	RESIGNED 1/8/20												
LaShelle Dozier	Public Sector	X	A	X	X	X	X							
Dominique Espinosa (8/1)	Low Income Sector	A	A	A	X	X	X							
Anthony Garcia	Public Sector	X	X	A	X	A	A							
Kristin (9/18/19) Gibbons	Public Sector	X	A	X	A	X	X							
Alma Leiva (1/8)	Low Income Sector	A	X	A	X	X	REMOVED FROM PC 5/26							
Genevieve Levy	Private Sector	AP	X	AP	AP	X	X							
Jara Lindgren (7/1)	Low Income Sector													
Donald Migge	Private Sector	X	X	X	X	X	X							
Antoine Montgomery	Low Income Sector	X	X	X	A	RESIGNED 5/19								
Jon Rango (2/6)	Private Sector		X	X	X	X	X							
Rivkah Sass	Public Sector	X	A	A	X	A	X							
Sam Starks	Public Sector	X	X	X	A	X	A							
Fienishia Wash (5/19)	Low Income Sector					X	X							

*Special meeting
CAB

ITEM II-A - CONSENT

APPROVAL OF MINUTES OF THE JUNE 10, 2020 MEETING

BACKGROUND:

Attached are the minutes of the June 10, 2020 board meeting.

RECOMMENDATION:

Review, make any necessary corrections and approve the minutes.

PRESENTER: Julie Davis-Jaffe

REGULAR MEETING OF THE COMMUNITY ACTION BOARD

Minutes/Synopsis

(The minutes reflect the actual progression of the meeting.)

Electronic meeting

Wednesday, June 10, 2020
10:00 a.m.

I. **Call to Order/Roll Call**

Ms. Espinosa called the meeting to order at 10:07 a.m. The roll was called and a quorum was established.

Members Present:

Jon Rango, Boys and Girls Club of Greater Sacramento
Rivkah Sass, Sacramento Public Library Authority
Genevieve Levy, Sacramento Food Bank and Family Services
LaShelle Dozier, Sacramento Housing & Redevelopment Agency
Fienishia Wash, Head Start Policy Council
Wajma Arghandiwal, Mutual Assistance Network
Dominique Espinosa, Mutual Housing California
Kristin Gibbons, County Department of Human Assistance
Donald Migge, California Community Credit Union (joined the meeting at 10:09 a.m.)

Members Absent:

Anthony Garcia, Chair, Child Action, Inc.
Sam Starks, SMUD

I. **Consent Item**

A. Approval of Minutes of the May 20, 2020 Special Meeting

The minutes were reviewed; no questions or corrections.

Moved/Espinosa, second/Sass, to approve the May 20 minutes as distributed.

Roll call vote:

Aye: 8 (Arghandiwal, Dozier, Espinosa, Gibbons, Levy, Rango, Sass, Wash)

Nay: 0

Abstentions: 0

Absent: 3 (Garcia, Migge, Starks)

III. **Discussion Item**

A. Discussion of CSBG Coronavirus Aid, Relief, and Economic Security (CARES) Act Funding for 2020-2022

Ms. Levy provided an overview of the issues around lack of getting food, especially for seniors. Ms. Levy stated that although they are experiencing a

huge increase in requests, they are able to keep up with the demand. Sacramento Food Bank has been able to get some additional diaper and baby supplies support out to the community as well. One of the gaps she noticed is the ability for home delivery for food, especially if someone is having a physical disability or a very high-risk person with a high risk due to medical complications.

Mr. Rango stated that a lot of resources are strained due to such a huge need. In terms of suggestions around where funding could go, perhaps building capacity for organizations currently doing food distribution to allow for distribution to high risk/high need individuals.

Suggestions for additional funding:

- Focus on food access including undocumented, people with disabilities and over 65 years of age
- Building capacity for agencies able to do the food distribution
- Rental needs
- Legal services
- Education and learning activities for youth to have internet access and enrichment programs that engage youth
- Mental health services

This discussion helps staff to get direction where the board wants to go. Staff will now draft an RFP based on the community action plan hitting on the key points of what is needed in the community. The board will be approving a community action plan and an RFP.

Ms. Dozier asked when the money has to be spent; staff replied that there is no actual start date for the funding but it must be spent by 2022. Ms. Davis-Jaffe stated that staff has yet to receive input from the government regarding the funding guidelines.

IV. Information Item

A. Community Services Block Grant Provider Presentations:

❖ Next Move/Francis House Center

Ms. Doungchai Burris, Francis House Center Program Manager, provided an overview of their CSBG program. The motel voucher program is probably their most popular program and the one that they get asked about the most. They provide motel stays with the CSBG funding but also food. Ms. Burris reviewed their cleaning protocol to ensure their customers are not exposed. They are the only program where people can actually walk up in person and receive services right away. All of our other programs are referral only because they're either shelters or permanent supportive housing programs.

Ms. Moore provided details on DHA funding for eviction avoidance, provided through Francis House Center.

Ms. Davis-Jaffe reported that the agency will receive an additional \$36,780 for 60 families to provide motel vouchers and food.

❖ Ms. Gina Wandell, Elk Grove Adult and Community Education

Ms. Wandell stated that their program provides two academic programs, Always Learning and Workforce Development Programs. They operate an adult and dislocated worker program that serves over 1,000 adults and the youth program has 47 participants. Their CSBG program began in January. They have both Safety- Net and Family Self-Sufficiency funds to assist their clients. The Family Self-Sufficiency program is a lot more intensive due to the case management aspect.

Ms. Wandell stated that they work closely with other CSBG partners to see if families need an additional week in a motel. They also provide Walmart gift cards.

Ms. Wandell introduced Liz, their family advocate, who works directly with customers. Liz provided a brief overview of some of their customers and the services provided.

Ms. Moore gave a 'shout out' to Elk Grove for coming up with innovative ideas.

Ms. Burris stated that they would love to partner with Elk Grove.

V. Reports to the Board

- A. Chair: No report.
- B. Executive Director: Ms. Kossick stated that staff is working to open up two Head Start sites by the end of the month. Under the new regulations, sites can only have 10 children at a time; four-year old children will be the priority right now. Staff is still unsure how things will unfold. Staff is hoping to resume partial services by June 22 and will roll out more sites as the summer goes on.
- C. Program Manager: Ms. Davis-Jaffe thanked the Board for the great input. The Governing Board approved the funding recommendations at their last meeting and contract proceedings are in the works.
- D. Members of the Board: No reports.
- E. Public: Mr. Roy Kim stated that at the last Governing Board meeting, the Board took action to fund 10 subcontracted Sacramento Works Job Centers which is an increase of two. Since the two additional centers were funded, it was necessary to reduce the scholarship awards. The agency is hoping to receive additional funds over the coming year. Mr. Kim stated that the two new job centers are Pro Youth and Families (Fruitridge collaborative) and Lao Family in the Arden Arcade neighborhood.

VI. Adjournment: The meeting was adjourned at 11:01 a.m.

ITEM IV-A - INFORMATION

COMMUNITY SERVICES BLOCK GRANT PROVIDER PRESENTATIONS

BACKGROUND:

My Sister's House and ***Saint John's Program for Real Change***, will provide presentations of their programs and services.

PRESENTER: Julie Davis-Jaffe

ITEM IV-B – INFORMATION
CUSTOMER SATISFACTION SURVEYS

BACKGROUND:

Over the past several years, surveys were developed on Survey Monkey for each individual agency. Each quarter, SETA staff emailed customers from that three-month period and asked them to complete the online survey. Few surveys were being completed through this method. This was likely in part because the customers' direct connection was with the agencies providing the services and not with SETA.

In March, 2020, the format for customer survey distribution was revised and finalized from an exclusively online format, to include paper copies which could be distributed to customers immediately following the service provision. Each agency was sent a version which could be printed and given to customers. The surveys continued to be available on Survey Monkey. The delegate agencies responded positively to the addition of this method of survey distribution. However, when COVID-19 limited in-person access to customers in mid-March, the new process was just starting to take hold. SETA staff has asked the delegate agencies to present the survey to all customers, and follow-up contact was made in early June to check on the status of responses. Of the 58 surveys completed, 34 were a result of the paper format. The number of completed surveys was less than staff had hoped, but with COVID-19 preventing as much in-person access as in the past, it is perhaps more than staff might have expected. Once these extraordinary times have ended, it is hoped that response to the expanded access to survey formats will improve the response rate.

The Customer Satisfaction Survey overview is attached for your review.

Staff will be available to answer any questions.

PRESENTER: Julie Davis-Jaffe

2020 CSBG Satisfaction Survey

Survey Questions

1. It was easy to connect with an agency worker to discuss my situation.
2. I was treated with respect during my contacts with the agency.
3. I was informed of other services that could also assist me.
4. **(Safety-net only)** I received emergency assistance within three (3) working days of my initial request.
(FSS/YSS only) My case manager was engaged and seemed to understand my situation.
5. On a scale of 1 through 10 ("1" being the least and "10" being the highest), how satisfied were you with the services you received?

CSBG Delegate Agency	Program	Q 1-4; Average "Yes" responses (out of total responses 4/4)	Q 5; Average score (out of 10 Possible)
Elk Grove Adult and Community Education	FSS		
	SN	100% Yes	10
Elk Grove Food Bank	SN		
Folsom Cordova Community Partnership	FSS	100% Yes	9.7
	SN		
International Rescue Committee	FSS	100% Yes	9.8
	SN		
La Familia Counseling Center	YSS	100% Yes	10
Lao Family Community Development	FSS	95% Yes	9.9
My Sister's House	SN	98% Yes	9.9
Next Move Francis House	SN	100% Yes	9
Rose Family Creative Empowerment Center	YSS SP		
ST. John's Program for Real Change	FSS		
	YSS	100% Yes	10
The Salvation Army	SN		
South County Services	SN		
Volunteers of America	SN		
Waking the Village	YSS	90% Yes	9.4
Wind Youth Services	FSS	100% Yes	9.8
	SN	100% Yes	10
Women's Empowerment	FSS		

Analysis:

For Questions 1-4, responders were given a Yes or No option. On questions 1 through 4, 98.3% of program participants responded that yes, they were able to connect with an agency contact to discuss their situation, were treated with respect, were informed of additional or other services, received emergency assistance within three (3) working days, and received full engagement from their assigned case manager. Question 5 was based on a scale of 1 through 10, with 1 being low and 10 being high. Respondents rated agencies 9.7 out of 10, indicating a high level of satisfaction with the CSBG services they received. A total of 58 surveys were received for this report; blank spaces next to the agency name and program type indicate that no surveys were received for the given agency. Due to the brief nature of the exchange, food banks were not included in this survey.

ITEM IV-C - INFORMATION

COMMUNITY SERVICES BLOCK GRANT FISCAL MONITORING REPORTS

BACKGROUND:

Attached for your information are copies of the latest CSBG fiscal monitoring reports.

Staff will be available to answer questions.

PRESENTER: Julie Davis-Jaffe

MEMORANDUM

TO: Mr. Marc Cawdrey DATE: June 26, 2020

FROM: David Benjamin Clark, SETA Fiscal Monitor

RE: Fiscal Monitoring of St. John's Program for Real Change

<u>PROGRAM</u>	<u>ACTIVITY</u>	<u>FUNDING</u>	<u>CONTRACT PERIOD</u>	<u>PERIOD COVERED</u>
CSBG	FSS	\$25,420	1/1/19 - 12/31/19	1/1/19 - 12/31/19
CSBG	YSS	\$40,000	1/1/19 - 12/31/19	1/1/19 - 12/31/19

Monitoring Purpose: Initial Follow-Up Special Final X

Date of review: February 24, 2020 Follow Up Date: 2/25, 3/9, 6/1, 6/5, 2020

	AREAS EXAMINED	SATISFACTORY		COMMENTS/ RECOMMENDATIONS	
		YES	NO	YES	NO
1	Accounting Systems/Records	X			
2	Internal Control	X			
3	Bank Reconciliation	X			
4	Disbursement Control	N/A			
5	Staff Payroll/Files	X			
6	Fringe Benefits	X			
7	Tuition Payments	N/A			
8	OJT Contracts/Files/Payment	N/A			
9	Indirect Cost Allocation	N/A			
10	Adherence to Contract/Budget	X			
11	In-Kind Contribution	N/A			
12	Equipment Records	N/A			

Memorandum
Fiscal Monitoring Findings
Page 2

Program Operator: St. John's Program for Real Change

Findings and General Observations:

The total costs as reported to the SETA CSBG programs have been traced to the subgrantee's fiscal records. The recorded expenditures were verified and appear to be in order and there are no adjustments required.

Recommendations for Corrective Action:

1) None

cc: Kathy Kossick
Governing Board

MEMORANDUM

TO: Mr. Leo McFarland **DATE: June 26, 2020**
FROM: David B. Clark, SETA Fiscal Monitor
RE: Fiscal Monitoring of Volunteers of America

<u>PROGRAM</u>	<u>ACTIVITY</u>	<u>FUNDING</u>	<u>CONTRACT PERIOD</u>	<u>PERIOD COVERED</u>
CSBG	Safety Net	\$ 22,000	1/1/19 - 12/31/19	1/1/19 - 12/31/19

Monitoring Purpose: Initial ___ Follow-Up ___ Special ___ Final X

Date of review: April 2020 - Desk review

	AREAS EXAMINED	SATISFACTORY		COMMENTS/ RECOMMENDATIONS	
		YES	NO	YES	NO
1	Accounting Systems/Records	X			
2	Internal Control	X			
3	Bank Reconciliation	X			
4	Disbursement Control	X			
5	Staff Payroll/Files	N/A			
6	Fringe Benefits	N/A			
7	Direct Participant Cost	X			
8	OJT Contracts/Files/Payment	N/A			
9	Indirect Cost Allocation	N/A			
10	Adherence to Contract/Budget	X			
11	In-Kind Contribution	N/A			
12	Equipment Records	N/A			

Memorandum
Fiscal Monitoring Findings
Page 2

Program Operator: Volunteers of America

Findings and General Observations:

The total costs as reported to the SETA CSBG programs have been traced to the subgrantee's fiscal records. The recorded expenditures were verified and appear to be in order and there are no adjustments required.

Recommendations for Corrective Action:

There are no findings for corrective action in this fiscal desk review.

cc: Kathy Kossick
Governing Board

ITEM V - REPORTS TO THE BOARD

A. CHAIR'S REPORT

The Chair of the SETA Community Action Board on a regular basis receives numerous items of information concerning legislation, current programs and agency activities.

The important information from the material received and meetings attended will be shared with the entire Board and the method proposed by the Chair is to give a verbal report at each regular meeting. It will also allow time for the Board to provide input on items that may require future action.

B. EXECUTIVE DIRECTOR'S REPORT

This item is set aside to allow the Executive Director of the Community Action Program to report to the Board on any items of important information or to deal with special requests which need to be addressed but, because of time constraints, were not included in the formal SETA Community Action Board packet.

The Executive Director's Report also allows the opportunity for the Executive Director to apprise the Board of upcoming events, significant agency activities, or conferences.

C. PROGRAM MANAGER

This item provides an opportunity for Ms. Julie Davis-Jaffe, the CSBG program manager, to provide an oral report on issues not included in the agenda packet.

D. MEMBERS OF THE BOARD

This item provides the opportunity for SETA Community Action Board members to raise any items for consideration not covered under the formal agenda. It also provides the opportunity for Board members to request staff to research or follow up on specific requests or to ask that certain items be placed on the next agenda.

E. PUBLIC PARTICIPATION

Participation of the general public at SETA Community Action Board meetings is encouraged. Members of the audience are asked to address their requests to the Chair, if they wish to speak.