



Sacramento
Employment and
Training
Agency

GOVERNING BOARD

ERIC GUERRA
Councilmember
City of Sacramento

PATRICK KENNEDY
Board of Supervisors
County of Sacramento

DON NOTTOLI
Board of Supervisors
County of Sacramento

SOPHIA SCHERMAN
Public Representative

MAI VANG
Councilmember
City of Sacramento

KATHY KOSSICK
Executive Director

925 Del Paso Blvd., Suite 100
Sacramento, CA 95815

Main Office
(916) 263-3800

Head Start
(916) 263-3804

Website: <http://www.seta.net>

**REGULAR MEETING OF THE
COMMUNITY ACTION BOARD**

DATE: Wednesday, March 10, 2021

TIME: 10:00 a.m.

LOCATION:

<https://us02web.zoom.us/j/89964440399?pwd=ZFo2M2MxbG9WMnF1TXZqeER6YWpNUT09>

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/89964440399?pwd=ZFo2M2MxbG9WMnF1TXZqeER6YWpNUT09>. 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 Meeting ID: 899 6444.0399; Passcode: 016112; One tap mobile: +16699006833,,899644403991# US (San Jose). Find your local number: <https://us02web.zoom.us/j/89964440399?pwd=ZFo2M2MxbG9WMnF1TXZqeER6YWpNUT09>. 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. Any member of the public who wishes to speak directly to the board regarding any item on the agenda may contact Nancy Hogan at (916) 263-3827, or Nancy.Hogan@seta.net. Please include in your request which item you would like to participate on. Additionally, during the meeting any questions or comments may be submitted via the Q&A or chat features on Zoom. 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.

AGENDA

PAGE NUMBER

- I. **Call to Order/Roll Call**
- II. **Consent Item**
- A. Approval of Minutes of the January 13, 2021 Regular Meeting 1 - 4

III. Action/Discussion Item

- A. Election of Officers to the Community Action Board 5-6

IV. Information Items

- A. Presentation on the Sacramento Emergency Rental Assistance Program 7
- B. Community Services Block Grant Provider Presentations 8
- C. Community Services Block Grant Fiscal Monitoring Reports 9-15
- ◆ Elk Grove Food Bank
 - ◆ Rose Family Creative Empowerment
 - ◆ The Salvation Army
- D. CSBG Program Operator Report – 4th Quarter 16-22
- E. Customer Satisfaction Surveys 23-25

V. Reports to the Board 26

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

VI. Adjournment

DISTRIBUTION DATE: WEDNESDAY, MARCH 3, 2021

UPDATED AGENDA DISTRIBUTION DATE: FRIDAY, MARCH 5, 2021

ITEM II-A CONSENT

APPROVAL OF MINUTES OF THE JANUARY 13, 2021 REGULAR MEETING

BACKGROUND:

Attached are the minutes of the January 13, 2021 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, January 13, 2021
10:00 a.m.

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

Mr. Garcia called the meeting to order at 10:05 a.m. The roll was called and a quorum was established.

Members Present:

Anthony Garcia, Chair; Child Action, Inc.
Dominique Espinosa, Vice Chair; Mutual Housing California
Jara Lindgren, Head Start Policy Council
LaShelle Dozier, Sacramento Housing & Redevelopment Agency
Donald Migge, California Community Credit Union
Kristin Gibbons, County Department of Human Assistance
Genevieve Levy, Sacramento Food Bank & Family Services (joined at 10:08 a.m.)
Rivkah Sass, Sacramento Public Library Authority (joined at 10:14 a.m.)
Sam Starks, SMUD (joined at 10:18 a.m.)
Fienishia Wash, Head Start Policy Council (joined at 10:30 a.m.)

Members Absent:

Jon Rango, Boys and Girls Club of Greater Sacramento

II. **Consent Item**

A. Approval of Minutes of the November 9, 2020 Special Meeting

Minutes were reviewed; no questions or corrections.

Moved/Migge, second/Espinosa, to approve the November 9 minutes.

Roll call vote:

Aye:6 (Dozier, Espinosa, Garcia, Gibbons, Lindgren, Migge)

Nay: 0

Abstentions: 0

Absent: 5 (Levy, Rango, Sass, Starks, Wash)

III. **Action/Discussion Item**: None.

Ms. Levy joined the meeting at 10:08 a.m.

IV. **Information Items**

A. Community Services Block Grant Provider Presentations

- La Familia: Ms. Brenda Cioli provided an overview of the services provided at La Familia. This is the most rewarding job she's ever had. Ms. Susie Alcala thanked Ms. Cioli and stated that the youth really respect her and look up to her. The youth participants listen to Ms. Cioli since she's young as well. Ms. Cioli and her team push the youth to achieve the best outcomes. Ms. Alcala stated that they also provide parenting classes for their youth participants. Ms. Dozier thanked Ms. Cioli and Ms. Alcala for the outstanding services provided to a vulnerable population.
- The Salvation Army: Ms. Kontes reported that the Salvation Army program is a safety net program. This is operated out of their North Highlands site. Ms. Kontes provided an overview of the people they serve. Some of the challenges their customers experience includes significant job loss, unemployment, and delay in unemployment payments. There was great need in the community but many organizations came to the table with funding and they were able to distribute to organizations that needed the funds. It was encouraging to see people helped.

Ms. Dozier asked about the average amount of rental assistance and for how long? Ms. Kontes replied that it is a one time for \$200 and they do provide assistance with utilities. They can increase the amount through other funding they have. The rental assistance can go from \$200 to \$2,000 for a single individual/household. Ms. Kontes stated that it is one-time assistance but if it is necessary to catch up on three months' rent, they provide the funds to keep the family in the home.

Mr. Garcia asked if there were any new funding sources through federal CARES Act, especially regarding eviction assistance? Ms. Kontes replied that they received funding through CARES and private donors have come in as well that provide funds in eviction assistance.

B. Community Services Block Grant Fiscal Monitoring Reports

Ms. Moore reviewed the fiscal monitoring reports; both reports were good with no findings.

Ms. Espinosa stated that the President signed something for people to get scholarships for parochial schools; is there any pathway for these funds? Ms. Kossick replied that at this point, SETA staff have received two e-mails from the state; they have not received communication from the federal level so nothing is being implemented so far. She understands it will be reexamined when the new administration is in place.

C. Review of the CSBG Program Year 2021 Budget

Mr. Roy Kim and Ms. D'et Saurbourne reviewed the CSBG program budget.

Ms. Espinosa requested a copy of the budget; Mr. Kim stated that it will be e-mailed out to Board members.

V. Reports to the Board

- A. Chair: Mr. Garcia reported that his agency, Child Action, Inc., supports child care providers and families seeking child care. They have been working hard to provide services which include child care subsidies for essential workforce families (200 families) and providing support for the child care community. They provide stipends for cleaning and sanitation supplies for child care providers. They were awarded \$1.9 million to serve 1,400 child care providers in the county. While these funds were appreciated, it was not enough. Child Action is working with the City and County for future investments of funds.
- B. Executive Director: Ms. Kossick reported that the SETA Head Start program is continuing to serve families remotely with enrollment currently at 70-75%. We are always looking for families to serve and encourage board members to refer families. At some point, we will reopen all of our centers. The school districts also continue in the distance learning mode. SETA is also soliciting public information on the regional and local Workforce Innovation and Opportunity Act programs. If the Board is interested in providing feedback, there are two opportunities to submit comments. Staff would love to get input from the community on what can be improved. The input would be via Zoom and input could also be submitted directly to staff. Staff will send Board members the public notice.
- C. Program Manager: Ms. Moore reported that SETA is starting up the CARES Act delegate agency partner programs. Some of the partner agencies are the same (Salvation Army) and some are brand new (World Relief of Sacramento).
- D. Members of the Board: None.
- E. Public: None.

VI. Adjournment: The meeting was adjourned at 10:59 a.m.

ITEM III-A – ACTION

ELECTION OF OFFICERS TO THE COMMUNITY ACTION BOARD

BACKGROUND:

In accordance with the Community Action Board (CAB) Bylaws, “. . . officers shall be elected by the members of the Board at the January meeting, and shall consist of a Chair, Vice-Chair, and Secretary-Treasurer” (p. 15, CAB Bylaws).

Current officers are Chair - Anthony Garcia, Vice-Chair - Ms. Dominique Espinosa, and Secretary/Treasurer - Sam Starks.

6.2 Chair

The Chair shall be the presiding officer of the Community Action Board and of the Executive Committee. The Chair shall be responsible for management of the affairs of the Community Action Board and shall see that all orders and resolutions of the Community Action Board are implemented. The Chair shall appoint committee members in accordance with Article VII, herein. The Chair shall represent the Community Action Board to the SETA Governing Board and to the community. The Chair shall request that the SETA Governing Board initiate the processes for filling vacancies on the Community Action Board as they occur. The Chair shall have such additional powers and duties as may be assigned from time to time by the Community Action Board. (p.15, CAB Bylaws)

6.3 Vice-Chair

The Vice-Chair shall perform such duties and have such authority and power as the Community Action Board may from time to time assign, or as the Chair may from time to time delegate. In the absence of the Chair, the Vice-Chair shall perform all the duties of the Chair. The Vice-Chair shall succeed to the office of the Chair in the event of death, resignation, or removal from office of the Chair. (p. 16, CAB Bylaws)

6.4 Secretary/Treasurer

The Secretary/Treasurer shall attend all meetings of the Community Action Board and of the Executive Committee, and keep or cause to be kept the minutes of such meetings. The Secretary/Treasurer shall assure that the minutes of each meeting are sent to each Community Action Board member five (5) days in advance of the next regular meeting. The Secretary/Treasurer shall give or cause to be given, notice of all regular, special and emergency meetings of the Community Action Board. The Secretary/Treasurer shall report or cause to be reported to the Community Action Board

ITEM III-A – ACTION (continued)
Page 2

full and accurate accounts of disbursements; and current fiscal conditions of the Community Action Program. (p. 16 CAB Bylaws)

RECOMMENDATION:

Conduct an election to select a CAB Chair, Vice-Chair and Secretary/Treasurer, consistent with the CAB Bylaws.

PRESENTER: Julie Davis-Jaffe

ITEM IV-A - INFORMATION

PRESENTATION ON THE SACRAMENTO EMERGENCY RENTAL
ASSISTANCE PROGRAM

BACKGROUND

The Sacramento Housing and Redevelopment Agency Executive Director LaShelle Dozier, also a Community Action Board member, will be providing information on the opportunities under the Sacramento Emergency Rental Assistance Program.

PRESENTER: Julie Davis-Jaffe

ITEM IV-B – INFORMATION

COMMUNITY SERVICES BLOCK GRANT PROVIDER PRESENTATIONS

BACKGROUND:

Women's Empowerment and Rose Family Creative Empowerment Center, Inc. will provide a presentation on their CSBG funded programs and services.

PRESENTER: Julie Davis-Jaffe

ITEM IV-C - INFORMATION

COMMUNITY SERVICES BLOCK GRANT FISCAL MONITORING REPORTS

BACKGROUND:

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

Staff will be available to answer questions.

PRESENTER: Julie Davis-Jaffe

MEMORANDUM

TO: Ms. Marie Jachino **DATE:** February 11, 2021
FROM: Tracey Anderson, SETA Fiscal Monitor
RE: Fiscal Monitoring Desk Review of Elk Grove Food Bank

<u>PROGRAM</u>	<u>ACTIVITY</u>	<u>FUNDING</u>	<u>CONTRACT PERIOD</u>	<u>PERIOD COVERED</u>
CSBG	Safety Net	\$20,000	1/1/2020-12/31/2020	1/1/2020-12/31/2020
CSBG	Safety Net-Augmentation	\$14,870	1/1/2020-12/31/2020	1/1/2020-12/31/2020

Monitoring Purpose: Initial Follow-up Special Final X

Date of review: desk review of February 2021

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

“Preparing People for Success: in School, in Work, in Life”

Program Operator: Elk Grove Food Bank

Findings and General Observations:

- 1) We have reviewed the CSBG Safety Net and Safety Net Augmentation programs from January 1, 2020 to December 31, 2020. The costs reported for this program have been traced to the subgrantee's records. The records were verified and appear to be in order.

Recommendations for Corrective Action:

None

cc: Kathy Kossick
Governing Board

MEMORANDUM

TO: Ms. Jacqueline Rose **DATE:** February 3, 2021
FROM: Tracey Anderson, SETA Fiscal Monitor
RE: Desk Fiscal Monitoring of Rose Family Creative Empowerment

<u>PROGRAM</u>	<u>ACTIVITY</u>	<u>FUNDING</u>	<u>CONTRACT PERIOD</u>	<u>PERIOD COVERED</u>
CSBG	YSS	\$40,000	1/1/2020-12/31/2020	1/1/2020-9/30/2020

Monitoring Purpose: Initial Follow-up Special Final

Date of review: December 2020

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

Program Operator: Rose Family Creative Empowerment Center, Inc.

Findings and General Observations:

- 1) We have reviewed the CSBG, YSS program from January 1, 2020 to September 30, 2020. The costs reported for this program have been traced to the subgrantee's records. The records were verified and appear to be in order.

Recommendations for Corrective Action:

None

cc: Kathy Kossick
Governing Board

MEMORANDUM

TO: Lt. Larry Carmichael **DATE:** February 3, 2021
FROM: Tracey Anderson, SETA Fiscal Monitor
RE: Desk Fiscal Monitoring of The Salvation Army

<u>PROGRAM</u>	<u>ACTIVITY</u>	<u>FUNDING</u>	<u>CONTRACT PERIOD</u>	<u>PERIOD COVERED</u>
CSBG	Safety Net/ Augementation	\$75,000	1/1/2020-12/31/2020	1/1/2020-12/31/2020

Monitoring Purpose: Initial Follow-up Special Final X

Date of review: January 2021

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

Program Operator: The Salvation Army

Findings and General Observations:

- 1) We have reviewed the CSBG, Safety Net program from January 1, 2020 to December 31, 2020. The costs reported for this program have been traced to the subgrantee's records. The records were verified and appear to be in order.

Recommendations for Corrective Action:

None

cc: Kathy Kossick
Governing Board

ITEM IV- D - INFORMATION

CSBG PROGRAM OPERATOR REPORT – 4TH QUARTER

BACKGROUND:

Attached for your information is the CSBG Program Operator report with program and fiscal data through the 4th Quarter of the 2020 program year.

Staff will be available to answer questions.

PRESENTER: Julie Davis-Jaffe

**Community Services Block Grant Delegate Agency Report:
Family Self-Sufficiency, Employment
Fourth Quarter through December 31, 2020**

Family Self-Sufficiency: Employment	Enrollments						Employed in 2020				Employed 180 Days in 2020			
	Annual Goal	YTD Goal	Carry-overs	2020 New Enrollments	YTD Actual	YTD Rate	Annual Goal	YTD Goal	YTD Actual	YTD Rate	Annual Goal	YTD Goal	YTD Actual	YTD Rate
ELK GROVE UNIFIED SCHOOL DISTRICT (EGACE)	50	50	0	22	22	44%	43	43	6	14%	32	32	2	6%
FOLSOM CORDOVA COMM PARTNERSHIP	30	30	7	21	28	93%	17	17	10	59%	8	8	10	125%
INTERNATIONAL RESCUE COMMITTEE	70	70	33	47	80	114%	28	28	36	129%	23	23	30	130%
LAO FAMILY	45	45	0	50	50	111%	25	25	32	128%	15	15	7	47%
SAINT JOHN'S PROGRAM FOR REAL CHANGE	25	25	33	38	71	284%	6	6	19	317%	6	6	9	150%
WOMEN'S EMPOWERMENT	72	72	0	73	73	101%	39	39	23	59%	25	25	3	12%
WIND YOUTH SERVICES	40	40	11	40	51	128%	28	28	22	79%	16	16	5	31%

Definitions

Annual Goal: Subgrantee Projected Goals for 2020

Carryovers: Clients Enrolled in 2019 who the Subgrantee Continued to Work With in 2020

New Actual: Clients Newly Enrolled in 2020

YTD Actual: Carryovers + New Enrollments

YTD Rate: Percentage of Total YTD Enrollments Compared to Projected YTD Enrollments

**Community Services Block Grant Delegate Agency Report: Family
Self-Sufficiency, Housing and Disability Services
Fourth Quarter through December 31, 2020**

Family Self-Sufficiency: Housing	Enrollments						Housed in 2020				Housed 180 Days in 2020			
	Annual Goal	YTD Goal	Carry-overs	2020 New Enrollments	YTD Actual	YTD Rate	Annual Goal	YTD Goal	YTD Actual	YTD Rate	Annual Goal	YTD Goal	YTD Actual	YTD Rate
ELK GROVE UNIFIED SCHOOL DISTRICT (EGACE)	5	5	0	18	18	360%	4	4	18	450%	4	4	4	100%
FOLSOM CORDOVA COMM PARTNERSHIP	7	7	2	10	12	171%	5	5	8	160%	3	3	7	233%

Family Self-Sufficiency: Disability	Enrollments						Maintained Independence in 2020				Maintained Independence 180 Days in 2020			
	Annual Goal	YTD Goal	Carry-overs	2020 New Enrollments	YTD Actual	YTD Rate	Annual Goal	YTD Goal	YTD Actual	YTD Rate	Annual Goal	YTD Goal	YTD Actual	YTD Rate
FOLSOM CORDOVA COMM PARTNERSHIP	3	3	0	2	2	67%	2	2	2	100%	2	2	1	50%

Community Services Block Grant Delegate Agency Report
Youth and Senior Supports
Fourth Quarter through December 31, 2020

Youth and Senior Supports	Enrollments						Service Goals				Comments
	Annual Goal	YTD Goal	Carry-overs	New 2020 Enrollments	YTD Actual	YTD Rate	Annual Goal	YTD Goal	YTD Actual	YTD Rate	
LA FAMILIA COUNSELING	40	40	8	32	40	100%	34	34	35	103%	Goal: Decrease truancy &/or gang-related behavior
ROSE FAMILY CREATIVE EMPOWERMENT CENTER (SPECIAL PROJECT)	15	15	0	14	14	93%	12	12	10	83%	Goal: No recidivating event for 180 days
SAINT JOHN'S PROGRAM FOR REAL CHANGE	182	182	64	65	129	71%	146	146	129	88%	Goal: Decrease truancy &/or gang-related behavior
WAKING THE VILLAGE	75	75	14	51	65	87%	68	68	60	88%	Goal: Decrease truancy &/or gang-related behavior

Definitions

Annual Goal: Subgrantee Projected Goals for 2020

YTD Goal: Subgrantee Projected Goals January 1 - December 31, 2020

Carryovers: Clients Enrolled in 2019 With Whom the Subgrantee Continued to Work in 2020

New Actual: Clients Newly Enrolled in 2020

YTD Actual: Carryovers + New Enrollments

YTD Rate: Percentage of Total Enrollments Compared to Projected Enrollments

**Community Services Block Grant Delegate Agency Report
Fourth Quarter Through December 31, 2020**

SAFETY-NET	Total Households Served YTD	Food				Eviction Assistance 1st Month's Rent				Utilities				Off-Site Shelter (Motel)			
		Annual Goal	YTD Goal	Actual	%	Annual Goal	YTD Goal	Actual	%	Annual Goal	YTD Goal	Actual	%	Annual Goal	YTD Goal	Actual	%
ELK GROVE FOOD BANK	7947	333	333	7,947	2386%												
ELK GROVE UNIFIED SCHOOL DISTRICT (EGACE)	149	60	60	84	140%	1	1	26	2600%	20	20	18	90%	15	15	0	0%
FOLSOM CORDOVA COMM PARTNERSHIP	285	300	300	221	74%	6	6	40	667%	8	8	6	75%	40	40	6	15%
INTERNATIONAL RESCUE COMMITTEE	58					33	33	48	145%	35	35	3	9%				
MY SISTER'S HOUSE	54					46	46	34	74%	28	28	20	71%				
River City Food Bank	2983	3,203	3,203	2,983	93%												
NEXT MOVE (FRANCIS HOUSE)	72	20	20	57	285%									20	20	70	350%
SALVATION ARMY	330					150	150	179	119%	146	146	134	92%	20	20	21	105%
SOUTH COUNTY SERVICES	534	321	321	439	137%	22	22	55	250%	58	58	24	41%			4	
VOLUNTEERS OF AMERICA	135	45	45	47	104%	20	20	25	125%	12	12	19	158%	44	44	44	100%
WIND YOUTH SERVICES	162	200	200	159	80%			2		8	8	0	0%				

* For Wind Youth Services, this category is for car repairs as an employment support

**Community Services Block Grant Delegate Agency Report
Fourth Quarter Through December 31, 2020**

SAFETY-NET	Employment Supports				Transportation				Clothing/Diapers				Hygiene			
	Annual Goal	YTD Goal	Actual	%	Annual Goal	YTD Goal	Actual	%	Annual Goal	YTD Goal	Actual	%	Annual Goal	YTD Goal	Actual	%
ELK GROVE FOOD BANK																
ELK GROVE UNIFIED SCHOOL DISTRICT (EGACE)			1		61	61	78	128%					4	4	8	200%
FOLSOM CORDOVA COMM PARTNERSHIP	10	10	2	20%	300	300	92	31%	250	250	100	40%	10	10	0	0%
INTERNATIONAL RESCUE COMMITTEE	28	28	2	7%	40	40	3	8%								
MY SISTER'S HOUSE																
RIVER CITY FOOD BANK																
NEXT MOVE (FRANCIS HOUSE)							1									
SALVATION ARMY																
SOUTH COUNTY SERVICES					36	36	81	225%								
VOLUNTEERS OF AMERICA					100	100	93	93%								
WIND YOUTH SERVICES	5	5	2	40%	205	205	99	48%								

**Community Services Block Grant Delegate Agency Report
Fourth Quarter Through December 31, 2020**

EXPENDITURES				EXPENDITURES			
DELEGATE AGENCIES	2020 BUDGET	Expended Through 4th Qtr.	% Expended	DELEGATE AGENCIES	2020 BUDGET	Expended Through 4th Qtr.	% Expended
ELK GROVE FOOD BANK (SN)*	\$34,870	\$34,870	100.0%	RIVER CITY FOOD BANK (SN)*	\$50,000	\$50,000	100.0%
ELK GROVE UNIFIED SCHOOL DISTRICT (EGACE) (FSS)	\$35,218	\$33,357	94.7%	ROSE FAMILY CREATIVE EMPOWERMENT CENTER (SPECIAL PROJECT) (YSS)	\$40,000	\$40,000	100.0%
ELK GROVE UNIFIED SCHOOL DISTRICT (EGACE) (SN)*	\$38,342	\$35,689	93.1%	SAINT JOHN'S PROGRAM FOR REAL CHANGE (FSS)	\$35,218	\$35,218	100.0%
FOLSOM CORDOVA COMM PARTNERSHIP (FSS)	\$64,563	\$55,933	86.6%	SAINT JOHN'S PROGRAM FOR REAL CHANGE (YSS)	\$45,000	\$44,991	100.0%
FOLSOM CORDOVA COMM PARTNERSHIP (SN)**	\$56,508	\$55,646	98.5%	SALVATION ARMY (SN)*	\$75,000	\$75,000	100.0%
INTERNATIONAL RESCUE COMMITTEE (FSS)	\$65,001	\$65,001	100.0%	SOUTH COUNTY SERVICES (SN)*	\$61,768	\$61,768	100.0%
INTERNATIONAL RESCUE COMMITTEE (SN)*	\$31,000	\$28,678	92.5%	VOLUNTEERS OF AMERICA-GREATER SACRAMENTO & NORTHERN NEVADA (SN)**	\$27,870	\$27,764	99.6%
LA FAMILIA COUNSELING (YSS)	\$60,000	\$59,944	99.9%	WAKING THE VILLAGE (YSS)	\$40,000	\$40,000	100.0%
LAO FAMILY (FSS)	\$50,000	\$33,126	66.3%	WIND YOUTH SERVICES (FSS)	\$40,000	\$37,306	93.3%
MY SISTER'S HOUSE (SN)	\$34,100	\$34,100	100.0%	WIND YOUTH SERVICES (SN) *; **	\$29,000	\$21,662	74.7%
NEXT MOVE (SAEHC) (SN)*	\$45,542	\$45,542	100.0%	WOMEN'S EMPOWERMENT (FSS)	\$40,000	\$31,809	79.5%

Definitions: Family Self-Sufficiency (FSS); Youth & Senior Support (YSS); Safety-Net (SN)

ITEM IV-E - INFORMATION
CUSTOMER SATISFACTION SURVEYS

BACKGROUND:

Customer satisfaction surveys are attached for you to review. Staff will be available to answer any questions.

PRESENTER: Julie Davis-Jaffe

2020-2021 CSBG Satisfaction Survey

Surveys received June, 2020 through January, 2021

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

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	88% Yes	9*
	SN	99% Yes	9.3*
Folsom Cordova Community Partnership	FSS		
	SN		
International Rescue Committee	FSS		
	SN		
La Familia Counseling Center	YSS		
Lao Family Community Development	FSS	100% Yes	10*
My Sister's House	SN		
Next Move Francis House	SN		
Rose Family Creative Empowerment Center	YSS SP		
ST. John's Program for Real Change	FSS		
	YSS		
The Salvation Army	SN		
South County Services	SN		
Volunteers of America	SN	100% Yes	10
Waking the Village	YSS	81% Yes	9
Wind Youth Services	FSS	100% Yes	9.5
	SN	100% Yes	8*
Women's Empowerment	FSS	100% yes	10*

services you received?

Analysis:

For Questions 1-4, responders were given a Yes or No option. Responses to questions 1 through 4, on average, were **96%**. Program participants say 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 provided customers the opportunity to rate their satisfaction experience on a scale of 1 through 10; 1 being least and 10 being highest. On average, delegate agencies were given a rating of **9** out of 10. Overall a high number of customers were highly satisfied with the CSBG services they received. A total of **108** surveys were received for this report; blank spaces indicate that no surveys were completed for the given agency. *Due to the brief nature of the exchange, food banks were not included in this survey.*

*** Customer Comments:**

Wind Customer: *"I was informed about Francis House and Sac Steps Forward."*

Lao Family: *"Ms. Dee is very nice and understanding. Very helpful too!" "Very helpful and friendly." "They're great."*

EGACE: *"Thank you, Mrs. Liz for your respect and help in such a time of need." "Liz kept me informed throughout the process, even when she didn't have an available service, she called to tell me. She also referred me to another agency so I knew that she was working to get help for me."*

Women's Empowerment: *"Staff was always attentive and quick to respond to messages or emails." "All staff really made this program easy to stick with because of their passion and dedication to the program." "Thank you for all you do and making a great difference in my life today. Please keep being you and do not forget how you have made a positive impact on me and many women, too!"*

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.