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Agency

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Sacramento, CA 95815

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

**REGULAR MEETING OF THE
COMMUNITY ACTION BOARD**

DATE: Wednesday, November 9, 2016

TIME: 10:00 a.m.

PLACE: SETA Board Room
925 Del Paso Blvd.
Sacramento, CA 95815

While the Community Action Board welcomes and encourages participation in the Board meetings, it would be appreciated if you would limit your comments to five minutes so that everyone may be heard. Matters under the jurisdiction of the Community Action Board and not on the posted agenda may be addressed by the general public following completion of the regular agenda. The Community Action Board limits testimony on matters not on the agenda to five minutes per person and not more than fifteen minutes for a particular subject. Meeting facilities are accessible to persons with disabilities. Requests for Assistance Listening Devices or other considerations should be made through the Clerk's office at (916) 263-3827. 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 September 14, 2016 Meeting 1-4
- III. **Action Item**
 - A. Approval of Community Services Block Grant Funding Extension Recommendations for Program Year 2017 5-7
- IV. **Discussion Item**
 - A. Update on the Strategic Plan Development Committee 8

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

V. Information Items

- A. Program Operator Monthly Report – 3rd Quarter 9-11
- B. Community Services Block Grant Fiscal Monitoring Reports 12-16
 - ✓ Sacramento Children’s Home
 - ✓ The Salvation Army
- C. Community Services Block Grant 2016 Program Monitoring Reports 17-78

VI. Reports to the Board 79

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

VII. Adjournment

DISTRIBUTION DATE: WEDNESDAY, NOVEMBER 3, 2016

ITEM II – CONSENT

APPROVAL OF MINUTES OF THE SEPTEMBER 14, 2016 MEETING

BACKGROUND:

Attached are the minutes of the September 14, 2016 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.)

SETA Board Room
925 Del Paso Blvd.
Sacramento, CA 95815

Wednesday, September 14, 2016
10:00 a.m.

I. Call to Order/Roll Call: Ms. Nelson called the meeting to order at 10:04 a.m.

Members Present:

Denise Nelson, Head Start Policy Council
Paul Stanbrough, California Community Credit Union
Mary Duncan, Adult & Aging Commission of Sacramento County
Sam Starks, SMUD
Anthony Garcia, Child Action, Inc.
LaShelle Dozier, Sacramento Housing & Redevelopment Agency
Rivkah Sass, Sacramento Public Library Authority

Members Absent:

Blake Young, Sacramento Food Bank & Family Services
Lisa Culp, Women’s Empowerment
Cole Forstedt, United Way

The CAB went to information items while awaiting a quorum.

IV. Information Items

A. Standard for Boards – Community Engagement Video

A video in the Community Engagement series was played.

Ms. Rivkah Sass and Mr. Sam Starks arrived at 10:06 a.m.; a quorum was established.

Ms. Mary Duncan arrived at 10:08 a.m.

II. Consent Item

A. Approval of Minutes of the August 10, 2016 Meeting

Moved/Starks, second/Dozier, to approve the August 10 minutes.
Voice Vote: Unanimous approval.

III. Action Item

A. Approval to Establish a Strategic Plan Development Committee

This item is specifically required under Category 6 of the CSBG Organizational Standards.

Moved/Sass, second/Stanbrough, to approve the establishment of a committee to develop recommendations for inclusion in the agency-wide strategic plan.

Roll Call Vote:

Aye: (Dozier, Duncan, Garcia, Nelson, Sass, Stanbrough, Starks)

Nay: 0

Abstention: 0

Absent: 3 (Culp, Forstedt, Young)

The people on the committee should be members of the CAB. The Strategic Plan should be developed by the end of December.

Ms. Nelson asked for volunteers: Mr. Starks, Ms. Sass, and Mr. Garcia volunteered.

B. Targeted Outreach to Increase Services to the African-American Community

Ms. Nelson reviewed this item. This item came out of discussions over last year's funding process.

Moved/Starks, second/Garcia, to approve the establishment of a committee to develop outreach to African-American communities. In addition, brainstorm ideas on how to increase organizational capacity within organizations that serve those communities.

Roll Call Vote:

Aye: (Dozier, Duncan, Garcia, Nelson, Sass, Stanbrough, Starks)

Nay: 0

Abstention: 0

Absent: 3 (Culp, Forstedt, Young)

Those interested in serving on this committee include: Denise Nelson, LaShelle Dozier, and Sam Starks.

Mr. Starks stated that this is in response to statistics presented with the Community Action Plan and community needs assessment which showed a disproportionately large number of African American youth not being served. This committee would come together to brainstorm or see who else is working on this issue.

- B. Program Operator Monthly Report – 3rd Quarter: Ms. Davis-Jaffe stated that the third-quarter report will be provided at the October meeting.
- C. Community Services Block Grant Fiscal Monitoring Reports: Ms. Davis-Jaffe stated that the reports look good and there appears to be no corrective action.

V. Reports to the Board

- A. Chair: No report.
- B. Executive Director: Ms. Kathy Kossick stated that she is beginning program operator visits throughout the county and extended an invitation for board members to join her. There are a total of 42 different operators, including WIOA, Head Start, and CSBG. If interested in a particular operator, let her know.

Ms. Kossick stated that staff finally received the newly released performance standards for the Head Start program. The performance standards were just released September 1. The Agency will be adapting our program to the new performance standards. There will be a lot more changes that will be done to ensure we meet the performance standards

- C. Program Manager: Ms. Davis-Jaffe reported that there are 56 organizational standards that are required to be met. SETA staff recently submitted our report. The Human Resources Management plan is being worked on by SETA's Human Resources Department as well as the strategic plan by the CAB.
- D. Members of the Board: No comments.
- E. Public: No comments.

- VI. Adjournment:** The meeting was adjourned at 10:24 a.m.

ITEM III-A - ACTION

APPROVAL OF COMMUNITY SERVICES BLOCK GRANT FUNDING EXTENSION RECOMMENDATIONS FOR PROGRAM YEAR 2017

BACKGROUND:

SETA's delegate agreements with Community Services Block Grant (CSBG) funded program operators permit SETA to extend the agreements for an additional year, ending on December 31, 2017.

SETA's estimated planning allocation for program year 2017 is \$1,758,773. After setting aside funds for program staffing, direct customer supports and administrative costs, staff recommends allocating \$877,881 for CSBG direct services by contracted partners.

The recommendations include CSBG Discretionary funds for Safety Net services provided by WIND Youth Services to homeless youth. Staff is recommending extending WIND Youth Services with a combination of CSBG formula and discretionary funds. The actual combination of funds will be dependent on the amount of unspent CSBG discretionary funds available as of December 31, 2016.

SETA's Community Services and Fiscal staff have conducted a thorough evaluation of CSBG program operator performance through September 30, 2016. Staff has determined that the majority of CSBG program operators have been performing satisfactorily and some have exceeded outcome goals and/or service levels as prescribed in their subcontracts. Conditions causing some program operators to perform below planned service and expenditure levels have been evaluated and technical assistance is being provided.

Staff recommends extending all CSBG delegate agreements for an additional year under the same terms, conditions, and funding amounts as indicated on the attached chart, contingent upon program performance. Staff also recommends maintaining the consultant services of Daren Maeda, Director of Linkage to Education, at the same funding level allocated in the current fiscal year, \$30,000.

The SETA Governing Board will consider this item at its December 1, 2016 meeting. Staff will be available to answer questions.

RECOMMENDATION:

Approve the following staff recommendations:

1. Extend all CSBG subcontracts for an additional one year term, contingent upon satisfactory program performance.
2. Maintain Daren Maeda as a SETA consultant for an additional year at \$30,000.

SETA 2017 CSBG SUBCONTRACTORS

Extension Recommendations

Agency	CSBG Funded Services Offered Family Self-Sufficiency (FSS) and Youth & Senior Support(YSS)	2017 CSBG Funding
Children’s Receiving Home – YSS (Youth)	Independent living and support services for foster and emancipated foster youth	\$28,500
County of Sacramento Department of Health and Human Services – YSS (Seniors)	Senior companion services for frail and elderly seniors	\$16,500
Folsom Cordova Community - FSS	Food, diapers, shelter, utilities, eviction avoidance, employment supports and transportation assistance	\$60,000
La Familia Counseling Center – YSS (Youth)	Alternative Services for at-risk youth (Project Reach)	\$55,000
Next Move Sacramento – FSS	Shelter and housing services for homeless families and individuals	\$60,000
Next Move Sacramento YSS (Seniors)	Residence in housing, food and transportation	\$25,000
Sacramento Self-Help Housing – FSS	Assistance maintaining current housing or obtaining safe and affordable housing	\$20,000
Saint John’s Program for Real Change – FSS	Integrated Health, Client Services, Children’s Program, Career Education & Placement Outreach, Plates and First Steps, employment	\$70,000
Visions Unlimited – YSS (Seniors)	Independent living assistance for frail and elderly seniors	\$35,000
Waking the Village - FSS	Transitional housing, guidance and support services for homeless parenting youth	\$50,000
Wind youth Services - FSS	Intensive case management and employment support	\$60,000
Family Self-Sufficiency and Youth & Senior Supports Total		\$480,000

Agency	CSBG Funded Services Offered Safety-Net	2017 CSBG Funding
Elk Grove Food Bank	Food (food box or prepared meals)	\$20,000
Folsom Cordova Community Partnership	Food, diapers, shelter, utilities, eviction avoidance, employment supports and transportation assistance	\$24,000
Lao Family Community Development	Food, transportation, utility assistance and Reconnection, off-site shelter, eviction avoidance, first month rental assistance, employment supports, and clothing	\$20,000
Legal Services of Northern California	Legal assistance to seniors and grandparent caregivers	\$20,000
My Sister's House	Eviction avoidance, utilities and rental assistance	\$34,100
Next Move Sacramento (Francis House)	Rental assistance, shelter, utilities, eviction avoidance, transportation and employment supports	\$85,600
River City Food Bank	Food (food box or prepared meals)	\$20,000
South County Services	Food, eviction avoidance, utilities and transportation assistance	\$27,700
The Salvation Army	Shelter, eviction avoidance, utilities and rental assistance	\$60,500
Voluntary Legal Services Program	Driver's license and criminal record expungement workshops	\$28,000
Volunteers of America	Utilities, eviction avoidance and rental assistance for veterans	\$7,600
WIND Youth Services (Includes discretionary funding)	Prepared meals and hygiene supplies for homeless youth	\$20,381
Safety-Net Total		\$367,881

Linkage to Education	Assists adjudicated and former foster youth with college enrollment and on-going supports. Recommended for service extensions through 2017	\$ 30,000
Linkage to Education Total		\$ 30,000
Total Funding Recommendation		\$877,881

ITEM IV- DISCUSSION

UPDATE ON THE STRATEGIC PLAN DEVELOPMENT COMMITTEE

BACKGROUND:

On September 14, 2016, the Community Action Board approved a committee to develop a strategic plan that addresses reduction of poverty, revitalization of low-income communities, and/or empowerment of people with low incomes to become more self-sufficient.

Results of the committee meetings:

Target Groups Identified:

1. Children ages 0-5 with single moms
2. African American Youth 10-17

The Strategic Plan committee members will provide an update on the strategic planning process with the full board.

PRESENTER: Julie Davis-Jaffe

ITEM V-A – INFORMATION

PROGRAM OPERATOR MONTHLY REPORT – THIRD QUARTER

BACKGROUND:

The CSBG Program Operator Monthly report for the 3rd Quarter of the program year is attached for review.

Staff will be available to answer questions.

PRESENTER: Julie Davis-Jaffe

Community Action Board
 Delegate Agency Report Through September 30, 2016
 Third Quarter (Cumulative)

FAMILY SELF-SUFFICIENCY AGENCIES	EXPENDITURES			Family Self-Sufficiency		Youth & Senior Support		Comments
	2016 BUDGET	Expended Through 3rd Qtr.	Expended Rate	Enrolled Rate	Employed Rate	Enrolled Rate	Progress Noted Rate	
Family Self-Sufficiency - FSS Youth & Senior Support - YSS								
Children's Receiving Home - YSS (Youth)	\$28,500	\$21,375	75%			91%	90%	Recommended for contract extension in 2017
DHHS - YSS (Seniors)	\$16,500	\$12,981	79%			100%	100%	Recommended for contract extension in 2017
Folsom Cordova Comm. Partnership - FSS	\$60,000	\$27,793	46%	100% +	60%			Recommended for contract extension in 2017 3 of 5 (Cumulative 3rd Qtr Goal) in unsubsidized employment
La Familia Counseling Center - YSS (Youth)	\$55,000	\$35,386	64%			100% +	100%	Recommended for contract extension in 2017
Next Move Sacramento - FSS	\$60,000	\$45,222	75%	58%	19%			Recommended for contract extension in 2017. Three of 16 (Cumulative 3rd Qtr Goal) in unsubsidized employment
Next Move Sacramento - YSS (Seniors)	\$25,000	\$12,401	50%			100%	100%	Recommended for contract extension in 2017
Sacramento Self-Help Housing - FSS	\$20,000	\$12,842	64%	72%	40%			Recommended for contract extension in 2017 (Had an overly ambitious goal of 50 placed, of which 20 are employed)
Saint John's Program for Real Change - FSS	\$70,000	\$46,002	66%	57%	100% +			Recommended for contract extension in 2017
Visions Unlimited - YSS (Seniors)	\$35,000	\$27,717	79%			97%	92%	Recommended for contract extension in 2017
Waking the Village - FSS *	\$50,000	\$14,352	29%	76%	50%			Recommended for contract extension in 2017 3 of 6 (Cumulative 3rd Qtr Goal) in unsubsidized employment
WIND Youth Services - FSS	\$60,000	\$30,940	52%	81%	33%			Recommended for contract extension in 2017 3 of 9 (Cumulative 3rd Qtr Goal) in unsubsidized employment

* This provider traditionally claims CSBG funding after other funding is exhausted.

Linkage to Education	\$30,000	Consultant Fees				100% +		Assists adjudicated and former foster youth with college enrollment and on-going supports. Recommended for service extension through 2017
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Community Action Board
Delegate Agency Report Through September 30, 2016
Third Quarter (Cumulative)

SAFETY-NET AGENCIES	EXPENDITURES			Safety-Net Enrolled	Emergency Safety-Net Services Provided (A Percentage of YTD Goals Through September 30, 2016)									Recommend Extension
	2016 BUDGET	Expended YTD	Expenditure Rate		Food	Eviction	1st Month Rent	Shelter (Motel)	Utilities	Senior Legal Advice	Employment Support	Bus Passes	Clothing Diapers	
Elk Grove Food Bank *	\$20,000	\$8,079	40%	37	11%	* Began services in September 2016 (Service rate based on 1 report-month, only)							Yes	
Folsom Cordova Community Partnership	\$24,000	\$16,583	69%	392	100% +	60%		100%	80%		60%	92%	100% +	Yes
Francis House	Merged w/ Next Move SN, below.			153	87%			93%				81%		Yes
Lao Family Community Development	\$20,000	\$15,179	76%	96	82%	25%	100%	83%	92%		100% +	83%	100% +	Yes
Legal Services of Northern California	\$20,000	\$16,146	81%	462						85%				Yes
My Sister's House	\$34,100	\$18,360	54%	33		46%	100% +		100%					Yes
Next Move Sacramento	\$85,600	\$72,902	85%	49		100% +	75%	80%	100% +		50%	25%	25%	Yes
River City Food Bank	\$20,500	\$13,189	64%	2,419	100% +									Yes
South County Services	\$147,014	\$85,566	58%	174	53%	76%			100% +			23%		Yes
The Salvation Army	\$60,500	\$57,199	95%	315		100% +	100% +	96%	100% +					Yes
Voluntary Legal Services Program	\$28,000	\$20,795	74%	352	100% +									Yes
Volunteers of America	\$7,600	\$5,687	75%	12		100%	100%	22%	100% +					Yes
WIND Youth Services **	\$20,381	\$1,146	6%	4	100% +				0%		60%	1%		Yes

** This provider received its award late in the year (July 2016) which coincided with their relocation to another site and staffing changes. Additionally, multiple CSBG funding sources for this contract will result in extending up to \$17,000 of the 2016 WIND contract through May 31, 2017.

ITEM V-B 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

Program Operator: Sacramento Children's Home

Findings and General Observations:

- 1) We have reviewed the CSBG program from July 6, 2015 to May 31, 2016. The costs reported for these programs have been traced to the subgrantee's records. The records were verified and appear to be in order.

Recommendations for Corrective Action:

- 1) None

cc: Kathy Kossick
Governing Board

MEMORANDUM

TO: Ms. Verna Catalfano **DATE:** October 11, 2016
FROM: Mayxay Xiong, SETA Fiscal Monitor
RE: On-Site Fiscal Monitoring of The Salvation Army – SAC Metro

<u>PROGRAM</u>	<u>ACTIVITY</u>	<u>FUNDING</u>	<u>CONTRACT PERIOD</u>	<u>PERIOD COVERED</u>
CSBG	Safety Net	\$70,500	1/1/15-12/31/15	1/1/15-12/31/15
CSBG	Safety Net	\$60,500	1/1/16-12/31/16	1/1/16-6/30/16
Monitoring Purpose: Initial <input checked="" type="checkbox"/> Follow-up <input type="checkbox"/> Special <input type="checkbox"/> Final <input checked="" type="checkbox"/>				
Date of review: 8/29-8/30/16				

	AREAS EXAMINED	SATISFACTORY		COMMENTS/ 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 – SAC Metro

Findings and General Observations:

- 2) We have reviewed the CSBG programs from January 1, 2015 to June 30, 2016. The costs reported for these programs have been traced to the subgrantee's records. The records were verified and appear to be in order.

Recommendations for Corrective Action:

- 2) None

cc: Kathy Kossick
Governing Board

ITEM V-C - INFORMATION

COMMUNITY SERVICES BLOCK GRANT 2016 PROGRAM MONITORING REPORTS

BACKGROUND:

The 2016 CSBG program monitoring reports are attached for review.

Staff will be available to answer questions.

PRESENTER: Julie Davis-Jaffe



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Date: August 31, 2016

To: Tricia Rosenbaum
Executive Director
Francis House

From: Pam Moore
Workforce Development Analyst III

RE: PROGRAM MONITORING RESULTS FOR FRANCIS HOUSE

On August 8, 2016, Francis House Safety-Net Program was monitored for compliance with the Community Services Block Grant, PY2016/2017 SETA Community Action Plan and the agency’s PY2016 contract with SETA. During this visit, the staff monitor interviewed Raquel Sanchez, Family Rescue Program Manager, Juan Gonzales, Director, and Lorén Pimm, Program Compliance and Quality Assurance Administrator of Next Move, and examined eleven components of CSBG service provision performed by Francis House staff.

CSBG Funding Amount: \$70,400

Program Description:

Francis House is a resource and counseling center serving people with limited income, many of whom are homeless. Services include referrals, advocacy, help obtaining identification documents, life and job skills classes, and vouchers for motels, food and transportation. CSBG funds are allocated to the Family Rescue Program, which provides homeless families with hotel vouchers, food vouchers and transportation assistance; the funds also cover a small percentage of staff salaries.

The reception area hallways lead to a career center, office spaces for meetings with clients, and a chapel with symbols of various religions displayed. At the time of the visit there were people in several office areas, either being helped or waiting to be helped. Both paid and volunteer staff appeared to be friendly and helpful to people being served. Francis House currently has three full-time and two part-time employees, although the full-time job center coordinator position is currently vacant. Volunteers help with reception and office work. A student volunteer from the University of Phoenix began work with the program in July; two MSW students from Sacramento State University will start work as volunteer counselors in Fall, 2016.

To be considered for the Family Rescue Program, families call to set a meeting for a pre-screening the week prior to admission. If they have the required identification and income paperwork, they submit the application that day. Eight families who meet the basic guidelines are called on Friday to complete the intake application with an agency representative the following Monday. Four of the eight families register at the motel at 1:00 the same Monday, with the Program Manager present to oversee the process. The four remaining families are placed at the motel the following Monday if they are still in need of services. Families are expected to pursue more stable housing options during the week's motel stay. In addition to meeting with Francis House staff, participants are required to attend orientations for Next Move's shelter program and Volunteers of America transitional housing program.

Francis House Center is open Monday through Wednesday, and Friday, 9:00 a.m. to 4:00 p.m.; it is closed Wednesdays for paperwork. For most of the Center's services, such as help with identification papers and transportation, a line forms on days the Center is open and the first 25 people in line are served. The Center also has an answering machine for hours the agency is closed.

CSBG Standards Narrative and Monitoring results are as follows:

Component	Meets Standards			Comments/Recommendations
	Yes	No	N/A	
Enrollment	X			All DA-4 Client/Family Characteristics Intake Forms reviewed have been filled out completely, accurately represent all household members and are cosigned by both staff and household representative.
Eligibility		X		Each CSBG enrollment document reviewed was accompanied by documents that accurately reflected the eligibility information noted. However in one case, the client was over income and not eligible for services. Staff has been advised to remove that client from the CSBG reports.
Service Schedule	X			Hours and days of service operation are mostly consistent with what is noted in the agency's proposal to provide services. Minor adjustments have been made in the schedule for the Family Rescue Program; these adjustments are communicated to clients during the application process.
Document Security	X			CSBG client files are stored in a locked filing cabinet which is accessible only to authorized agency personnel.
Grievance Process	X			A grievance process is clearly posted in an area common to all agency clients. Each client is also given a copy of the grievance process which is available to them if they are denied services and wish to file an appeal.
Response Time	X			Agency staff members respond to client requests for services in a timely manner.
Staff Review	X			Agency staff attend SETA's annual CSBG training program; in turn, the Family Rescue Program Manager trains volunteers on CSBG procedures.
Service Projections	X			As of June 30, 2016, Francis House was at 96% of second quarter projections for emergency shelter.

				assistance, 86% of projections for transportation assistance and 86% of projections for emergency food assistance; the agency is on track with its service projections for the year.
Agency Reporting	X			Required reports are submitted to SETA in a timely manner, accompanied by all noted DA-4 Client/Family Demographic Characteristics forms reported. Occasional errors are promptly corrected by Francis House staff.
Referral Process	X			Households denied services for any reason are offered referrals to alternate service sources.
Client Interview	X			The monitor spoke to a current client, who had recently come to Sacramento from out of state for a job that fell through. She and her children had been living in their car, and she shared some of the small steps they had made towards stability with the knowledge that housing was taken care of for the week. She said the services at Francis House were great; people were very helpful, easy to work with, and respectful of her needs.

Thank you for the hospitality extended by you and your staff during this monitoring process. If you have any questions or need additional information, please contact me at (916) 263-3734. We appreciate your cooperation.

Cc: Julie Davis Jaffe
Victor Bonanno



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

Date: October 3, 2016
To: Michele Nunn
Director of Programs
Folsom Cordova Community Partnership
From: Amy Ruddell
Workforce Development Professional III
RE: PROGRAM MONITORING RESULTS FOR FOLSOM CORDOVA
COMMUNITY PARTNERSHIP

On September 7, 2016, Folsom Cordova Community Partnership’s Family Self-Sufficiency Program was monitored for compliance with the Community Services Block Grant, PY2016/2017 SETA Community Action Plan and the agency’s PY2016 contract with SETA. During this visit, the staff monitor interviewed Michele Nunn, Crisis Intervention Manager, April Flewelling, Peer Counselor and Akia Holland, Peer Counselor and examined fourteen components of CSBG service provision performed by Folsom Cordova Community Partnership staff.

CSBG Funding Amount: \$60,000

Program Description

The Folsom Cordova Community Partnership is a private non-profit organization that provides services and support to children and families in the Rancho Cordova and Folsom communities through a variety of programs and community resources.

CSBG, Family Self Sufficiency funding supports the delivery of services in the Rancho Cordova and Folsom communities, including Rancho Cordova, Mather, Rosemont, Fair Oaks, East Sacramento and Folsom.

CSBG Family Self Sufficiency funding will support personnel costs for three positions: Case Manager Supervisor, Crisis Intervention Manager and Family Resource Aide-Crisis Intervention (FRA).

Thirty low-income individuals and families experiencing or at risk of being homeless will be targeted for services. Each individual or family enrolled will receive services which include an assessment of barriers to self-sufficiency and employment. Program participants will be provided with housing stability support, career planning, job placement and follow up services.

CSBG Standards Narrative and Monitoring results are as follows:

Component	Meets Standards			Comments/Recommendations
	Yes	No	N/A	
Enrollment	X			All DA-4 Client/ Family Characteristic Intake Forms reviewed have been filled out completely, accurately represent all household members and are co-signed by both staff and household representatives.
Eligibility	X			All DA-4 Intake Forms were accompanied by documents that accurately reflect the eligibility information noted. All self-attestation statements were clearly written, reflecting the income amount noted in the accompanying DA-4 Client/Family Characteristic Intake Form. All forms were signed by the client and the RFA.
Service Schedule	X			Schedule service hours for operation are consistent with what is noted in the agency's proposal to provide services. Information is posted on the door and in the reception room.
Document Security	X			Documents and files containing personal client information are handled and stored in a secure manner.
Client Assessment	X			Each CSBG client is assigned to a RFA, who conducts a thorough assessment of family strengths and any barriers to reaching self-sufficiency. Connectivity happens when the RFA meets individuals who either walk-in or telephone in to schedule time.
Goals and Plans	X			Case files for case managed clients include identified goals to be achieved through case management. A written plan of action is included in each case file.
Case Notes	X			Files for case managed clients include case notes. These case notes were up to date and demonstrated an appropriate frequency of follow-up, based on the individual's needs.
Grievance Process	X			Each client is given a copy of the grievance process which is available to them if they are denied services and wish to file an appeal. Acknowledgement that the grievance process has been provided is signed by the client and placed into the file.
Response Time	X			Agency staff members respond to client requests for support services in a time frame which is consistent with the complexity of the request.
Staff Review	X			All new agency staff members undergo a formal training program on the agency's CSBG procedures. The program lasts 2 hours.
Service Projections	X			As of June 30, 2016, Folsom Cordova Community Partnership's, FSS program is at 130% of the second quarter projections for case managed households enrolled.
Agency Reporting	X			FCCP activities and client demographics are reported to SETA in an accurate and timely manner.
Referral Process	X			Households denied services for any reason are offered referrals to alternate service providers that may meet their needs.
Client Interview	X			The monitor interviewed a client who expressed gratitude for the support he and his family received. The client, his spouse and 2 dependents were able to acquire an emergency hotel stay while he took advantage of a subsidized employment opportunity. Client now has a full-time job which he appreciates and is on track to self-sufficiency.

General Observations:

The location of the FCCP is visible from the street with good public transportation nearby. The FCCP is clearly a valued part of the community which can be seen by customers who were present and who appeared to be grateful for the opportunity to assist with the site. My hosts, Michele Nunn, April Flewelling and Akia Holland were knowledgeable of the center's operation and the CSBG program.

Thank you for the hospitality extended by you and your staff during this monitoring process. If you have any questions or need additional information, please contact me at (916) 263-3832. We appreciate your cooperation.

cc: Julie Davis-Jaffe
Victor Bonanno



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Date: August 31, 2016

To: Mr. John Foley
Executive Director
Sacramento Self Help Housing

From: Amy Ruddell
Workforce Development Professional III

RE: PROGRAM MONITORING RESULTS FOR SACRAMENTO SELF
HELP HOUSING.

On August 26, 2016 Sacramento Self Help Housing, Inc. Safety-Net Program was monitored for compliance with the Community Services Block Grant, PY2016/2017 SETA Community Action Plan and the agency’s PY2016 contract with SETA. During this visit, the staff monitor interviewed Tahirih Kraft and examined fourteen components of CSBG service provision performed by Sacramento Self Help Housing, Inc. staff.

CSBG Funding Amount: \$20,000.00

Program Description:

Sacramento Self Help Housing (SSHH) assists persons who are homeless or at risk of becoming homeless to find and retain stable opportunities for employment and affordable housing. CSBG funds expand their mediation and advising services to people attending local Job Centers including Hillsdale, Franklin and partnering agency La Familia Counseling Center. SSHH maintains a database with over 300 housing complexes. This database is able to locate housing opportunities that accept people with pets, bad credit, evictions, and other special conditions. SSHH staff help to negotiate employment opportunities for their customers and also act as mediators between tenants and landlords in situations where rent is late, or the structure is not being maintained.

Job Center staff makes referrals to SSHH when services are needed for people with housing difficulties. SSHH will provide on-site appointments at the Job Centers to help stabilize and resolve employment and housing needs. SSHH staff advocate, advise and mediate on housing issues to help participants retain or obtain housing to support their self-sufficiency goals.

Public awareness about Sacramento Self Help Housing is generated by presentations to community groups, 211 referrals, community events and word of mouth. In addition promotional fliers have been posted with partnering agencies. Potential clients make initial contact by telephone and/or walk in for services. During the first visit, the peer counselor completes the DA-4 intake form and comprehensive assessment form, and reviews the grievance procedure with the client.

Monitoring results are as follows:

Component	Meets Standards			Comments/Recommendations
	Yes	No	N/A	
Enrollment	X			All DA-4 Client / Family Characteristics Intake Form reviewed have been filled out completely, accurately representing all household members and are cosigned by both staff and household representatives.
Eligibility	X			All DA-4 Client/Family Characteristic Intake Forms were accompanied by documents that accurately reflect the eligibility information noted. All self-attestation statements were clearly written and reflected the income amount noted on the accompanying DA-4.
Service Schedule	X			Hours and days of service operation are consistent with what is noted in the SETA contract. Onsite services to be provided and noted hours of operation are posted in the front reception area. Offsite services are provided during regular hours at the Hillsdale and Franklin Job Centers.
Document Security	X			CSBG client files and documents containing personal client information are handled and stored in a secure manner.
Client Assessment	X			Each CSBG client is assigned a case manager, who conducts a thorough assessment of family strengths and any barriers to reaching self-sufficiency.
Goals and Plans	X			All case files reviewed included goals that were reasonably linked to mitigating presenting family conditions.
Case Notes		X		The case notes are updated on a regular basis and demonstrate an appropriate frequency of client contact, with the exception of the months of April and June, 2016. Files reviewed had missing notes in most cases for these months. Additionally, several cases were signed by a BSW intern. These case notes did not provide enough information on the client's status and resources or job search support provided. One file was opened on Jan 9, 2016 yet the initial case note was Jan 19. In these cases, it is recommended that SSHH provide more frequent case file reviews to ensure records are kept to minimum SETA standards.
Grievance Process	X			A CSBG grievance process is in place and is posted on site at SSHH. A signed acknowledgement is placed in each case file.
Response Time	X			Agency staff members respond to client requests for support services in a time frame which is consistent with the complexity of the request.
Staff Review	X			Staff members who work with CSBG clients have either attended a SETA sponsored training or are trained by a staff person who attended such training.
Service Projections		X		As of June 30, 2016, SSHH's FSS Program is at 65% of the second quarter projections for case managed households enrolled.
Agency Reporting	X			Monthly reports are submitted in an accurate and timely manner. Minor corrections are dealt with promptly.
Referral Process	X			Households denied services for any reason are offered referrals to alternate service sources.
Client Interview				Clients referred for the client interview have been unavailable. The monitor will continue to make this connection

General Observations

The building is accessible and there is a receptionist to greet walk-in clients should they come to the office. Most services are provided off site, receiving clients at the Franklin and Hillsdale Job Centers where walk-in customers are greeted.

Recommendations and Concerns:

- 1) When calling the main office to discuss the CSBG program with this delegate agency, it has been consistently difficult to reach any of the staff members I am attempting to contact. Messages are left with reception and emails are sent with no return contact. This concern carries over to the CSBG customer, and what difficulty an individual needing services has reaching vital support services and resources.
- 2) When using a BHS Intern, oversight should be conducted on a regular basis to ensure the following items are reflected and noted in the case notes: Outlined goals, referrals to employment opportunities provided, referrals for housing and referrals to partnering agencies. Employment achieved should include the following information: Date client began work, type of employment and name of employer with base wage.

Thank you for the hospitality extended by you and your staff during this monitoring process. If you have any questions or need additional information, please contact me at (916)263-3832. We appreciate your cooperation.

cc: Julie Davis-Jaffe
Victor Bonanno



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Date: August 31, 2016
To: Julie Aguilar Rogado
Deputy Director
Legal Services of Northern California
From: Pam Moore
Workforce Development Analyst III
RE: PROGRAM MONITORING RESULTS FOR LEGAL SERVICES OF
NORTHERN CALIFORNIA – SENIOR LEGAL HOTLINE

On August 11, 2016, Legal Services of Northern California’s Senior Legal Hotline Safety-Net Program was monitored for compliance with the Community Services Block Grant, PY2016/2017 SETA Community Action Plan and the agency’s PY2016 contract with SETA. During this visit, the staff monitor interviewed Julie Aguilar Rogado, Deputy Director of Legal Services of Northern California, and examined eleven components of CSBG service provision performed by Senior Legal Hotline staff.

CSBG Funding Amount: \$20,000

Program Description

The Sacramento Office of Legal Services of Northern California (LSNC) is a Legal Services Corporation funded non-profit law firm, which provides a broad range of civil legal services to residents of Sacramento County who fall below federal poverty guidelines. The Senior Legal Hotline is one of several legal programs operating in this office.

The Senior Legal Hotline (SLH) offers legal advice and limited legal assistance on civil matters to low income people, aged 60 and over, and grandparent caregivers of any age. CSBG funding is utilized for a portion of case manager supervisor, attorney, paralegal, and support staff salaries, and a small portion of office operating costs. Most of the services are provided over the telephone. SLH staff currently offer three to four community legal education programs each month, unless limited by partnering agency cancelations or holiday scheduling. They also offer office hours at two senior centers each month. CSBG funds pay for staff time and space costs to assist 725 clients per year.

CSBG Standards Narrative and Monitoring results are as follows:

Component	Meets Standards			Comments/Recommendations
	Yes	No	N/A	
Enrollment	X			Signature requirement on the DA-4 has been waived due to the service delivery strategy of the program.
Eligibility	X			In the file review, all clients' stated incomes fell within CSBG eligibility guidelines. To support the efficiency of providing program services by telephone, CSBG eligibility is also determined by telephone. The need for income verification documentation has been waived for this delegate agency due to the nature of the program's service delivery strategy.
Service Schedule	X			Hours and days of service operation are consistent with what is noted in the agency's proposal to provide services.
Document Security	X			Documents and files containing personal client information are handled and stored in a secure manner.
Grievance Process	X			A grievance process is clearly posted in an area common to all potential agency clients; the process is explained to potential clients who call and are denied services.
Response Time	X			The delegate agency responds to client requests for support services in a timely manner.
Staff Review	X			All new agency staff members undergo a formal training program on the agency's CSBG procedures.
Service Projections	X			As of June 30, 2016, LSNC was at 94% of second quarter projections.
Agency Reporting	X			Due to concerns over attorney/client privilege and confidentiality, LSNC only submits summary data; clients are identified by number only on monthly reports. Reports are always accurate, and are submitted on time or early.
Referral Process	X			Households denied services for any reason are offered referrals to alternate service sources. SLH has an established network of agencies to which they refer clients, as a supplement or when the client is ineligible for SLH services; this includes several legal services options for cases not within the purview of LSNC.
Client Interview	X			The monitor spoke with two former SLH clients. Both stated that they received prompt service from an attorney who listened to their concerns, acted on their behalf, and helped them to resolve their legal issue in a satisfactory manner. Both people also stated they were better off as a result of the services they received, and were grateful for the availability of this service.

Thank you for the hospitality extended by you and your staff during this monitoring process. If you have any questions or need additional information, please contact me at (916) 263-3734. We appreciate your cooperation.

cc: Julie Davis-Jaffe
Victor Bonanno



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Date: August 31, 2016

To: Nilda Valmores
Executive Director
My Sister's House

From: Pam Moore
Workforce Development Analyst III

RE: PROGRAM MONITORING RESULTS FOR MY SISTER'S HOUSE

On August 9, 2016, My Sister's House' Safety-Net Program was monitored for compliance with the Community Services Block Grant, PY2016/2017 SETA Community Action Plan and the agency's PY2016 contract with SETA. During this visit, the staff monitor interviewed Nilda Valmores, Executive Director, and Patricia Sokolowski, Women to Work Program Manager, and examined eleven components of CSBG service provision performed by My Sister's House staff.

CSBG Funding Amount: \$26,100

Program Description:

My Sister's House (MSH), provides 24-hour services for women from the Asian and Pacific Islander community who are survivors of domestic violence. The bulk of MSH's CSBG funding is used for direct client resources, with a small amount allocated for executive director and program manager staff salaries and agency site costs. The agency offers a six-bed emergency shelter for women and their children, a six-bed transitional house where residents can stay for up to two years, a 24-hour multilingual crisis hotline, the Women to Work Program (described below), and support groups. The MSH website lists additional local and regional resources for domestic violence victims. In Spring 2014, MSH opened My Sister's Café, a public restaurant that employs MSH clients. It functions as both a paid training opportunity for clients and as a source of income for the agency. In 2015, MSH moved to the 5770 Freeport Boulevard location. The office is unmarked on the outside, with reflective material on the glass door to protect privacy and a doorbell for access to the suite. Since this monitor's visit in 2015, the offices have been remodeled to accommodate

multiple staff members needing confidential meeting space. Thanks to grants recently obtained for specialized services, the agency has added staff members. There is also a large open area where MSH clients attend meetings such as the Women to Work program. Between staff and the large volunteer base, the agency appears to be thriving. The monitoring visit took place at the agency's administrative offices on Freeport Boulevard.

CSBG Standards Narrative and Monitoring results are as follows:

Component	Meets Standards			Comments/Recommendations
	Yes	No	N/A	
Enrollment	X			DA-4 Client/Family Characteristics Intake Forms reviewed have been filled out completely, accurately represent all household members and are cosigned by both staff and household representatives.
Eligibility		X		Nine of ten DA-4 Client/Family Characteristics Intake Forms were accompanied by documents that accurately reflected the eligibility information noted. Independent verification such as pay stubs and CalWin printouts were present when relevant. Where Self-Attestation forms were used they were clearly written, reflected the income amount noted on the accompanying DA-4 Client/Family Characteristics Intake Form and were signed by the client. One client was found to be financially ineligible for services due to an error in the interpretation of the verification document; staff was advised to remove this client from CSBG reports.
Service Schedule	X			Hours and days of service operation are consistent with what is noted in the delegate agency's proposal to provide services.
Document Security	X			Documents and files containing personal client information are handled and stored in a secure manner.
Grievance Process	X			A grievance process is clearly posted in an area common to all potential agency clients.
Response Time	X			The delegate agency responds to client requests for support services in a timely manner.
Staff Review	X			Staff members working with CSBG services have either attended a SETA-sponsored training, or have been trained by someone who attended that training.
Service Projections	X			As of June 30, 2016, My Sister's House was at 70% of second quarter projections for eviction avoidance assistance, 250% of projections for utility assistance and 160% of projections for rental assistance.
Agency Reporting	X			Required reports are submitted to SETA in a timely manner, accompanied by all noted DA-4 Client/Family Demographic Characteristics forms reported. Occasional errors are promptly corrected by My Sister's House staff.
Referral Process	X			Households denied services for any reason are offered referrals to alternate service sources.

Client Interview	X			The monitor met with a woman who had received utilities assistance, as a part of establishing an independent household after leaving her abusive husband. She stated that MSH staff helped her with immigration and with getting a job. She found the program to be responsive, easy to work with, and interested in helping her in whatever ways she needed it.
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General Observations

MSH staff members have typically been accurate in their assessment of financial eligibility verification; however, there appears to be some gap in understanding about the manner in which benefits are described in Social Security Administration letters. SETA CSBG staff is available for technical assistance on interpreting financial eligibility documentation, and MSH staff are encouraged to make this request.

Thank you for the hospitality extended by you and your staff during this monitoring process. If you have any questions or need additional information, please contact me at (916) 263-3734. We appreciate your cooperation.

cc: Julie Davis-Jaffe
Victor Bonanno



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Date: August 31, 2016
To: Patricia Rosenbaum
Executive Director
Next Move
From: Pam Moore
Workforce Development Professional III
RE: PROGRAM MONITORING RESULTS FOR NEXT MOVE

On August 12, 2016, Next Move Family Self-Sufficiency Program was monitored for compliance with the Community Services Block Grant, PY2016/2017 SETA Community Action Plan and the agency’s PY2016 contract with SETA. During this visit, the staff monitor interviewed LaTisha Lawson, Program Manager, Lorén Pimm, Program Compliance and Quality Assurance Administrator, and Marylin Mann, Director of Program Development. The staff monitor based the monitoring visit on fourteen components of CSBG service provision performed by Next Move staff.

CSBG Funding Amount: \$60,000

Program Description:

Sacramento Area Emergency Housing Center, DBA Next Move, is a private non-profit agency that serves children and families in need of shelter or assistance in accessing transitional, subsidized or unsubsidized housing. The Family Shelter program includes lodging, meals, and services designed to help families move from homelessness back into permanent housing.

Next Move utilizes CSBG funding for a full-time housing case manager and for part of a weekend shelter support staff person. Additional funding is provided for direct client resources, such as food vouchers, gas vouchers and bus passes, and for agency operations expenses.

Clients seeking family self-sufficiency services can call Next Move’s main number 24/7 and leave a message regarding the nature of their emergency. Calls are returned daily in the order they are received, and a pre-screen phone assessment is conducted at that time. Families interested in staying at the shelter are advised to attend a required orientation, which is offered once a week. They are given information on Sacramento Steps Forward during the presentation, and those who qualify for the shelter program receive a telephone call when space is available.

CSBG Standards Narrative and Monitoring results are as follows:

Component	Meets Standards			Comments/Recommendations
	Yes	No	N/A	
Enrollment	X			DA-4 Client/Family Characteristics Intake Forms are completed accurately, represent all household members, and are cosigned by both staff and household representative. Carryover forms are properly updated to reflect continued status.
Eligibility	X			All DA-4 Client/Family Characteristics Intake Forms are accompanied by documents that accurately reflect the eligibility information noted.
Service Schedule	X			Hours and days of service operation are consistent with what is noted in the delegate agency's proposal to provide services.
Document Security	X			Documents and files containing personal client information are handled and stored in a secure manner.
Client Assessment	X			All case files reviewed include identified goals that are reasonably linked to a thorough assessment of presenting family conditions.
Goals and Plans	X			A written plan of action exists which describes benchmarks, how family goals will be met and actions to be taken by both appropriate household members and agency staff.
Case Notes	X			All case files reviewed include regularly updated and detailed case notes that indicate an appropriate frequency of client contact and client/agency activities described in the plan of action.
Grievance Process	X			A grievance process is clearly posted in all of the offices, and a process is in place to inform clients that a grievance process is available to them if they are denied services for any reason.
Response Time	X			The delegate agency responds to client requests for services in a timely manner.
Staff Review	X			Staff responsible for CSBG reporting, performing intake or determining eligibility for CSBG services have either attended a SETA reporter training or have been trained by a staff person who attended the training.
Service Projections	X			As of June 30, 2016, Next Move was at 94% of families projected to be enrolled for that period. Of those enrolled, Next Move had achieved 230% of participants projected to achieve unsubsidized employment.
Agency Reporting	X			Required reports are submitted to SETA in a timely manner, accompanied by all noted DA-4 Client/Family Demographic Characteristics forms reported. Occasional errors are promptly corrected by Next Move staff.
Referral Process	X			Households denied services for any reason are offered referrals to alternate service sources.

Client Interview	X		The monitor interviewed two current Next Move Family Shelter program participants. While the circumstances that brought them to Next Move differed, the experience of being there was similar. Both participants expressed gratitude about being off the streets, and stated that they didn't know where they would be without the program. They also talked about how nice it was to have a safe place for their children to stay while they looked for work.
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Thank you for the hospitality extended by you and your staff during this monitoring process. If you have any questions or need additional information, please contact me at (916) 263-3734. We appreciate your cooperation.

cc: Julie Davis-Jaffe
Victor Bonanno
LaTisha Lawson



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Date: August 31, 2016

To: Patricia Rosenbaum
Executive Director
Next Move

From: Pam Moore
Workforce Development Analyst III

RE: PROGRAM MONITORING RESULTS FOR SACRAMENTO
AREA EMERGENCY HOUSING CENTER, DBA NEXT MOVE

On August 12, 2016, Next Move’s Safety-Net Program was monitored for compliance with the Community Services Block Grant, PY2016/2017 SETA Community Action Plan and the agency’s PY2016 contract with SETA. During this visit, the staff monitor interviewed LaTisha Lawson, Program Manager, Lorén Pimm, Program Compliance and Quality Assurance Administrator, and Marylin Mann, Director of Program Development, and examined eleven components of CSBG service provision performed by Next Move staff.

CSBG Funding Amount: \$15,200

Program Description:

Sacramento Area Emergency Housing Center, DBA Next Move, is a private non-profit agency that serves children and families in need of shelter or assistance in accessing transitional, subsidized or unsubsidized housing. Next Move runs a 30-day family shelter program as well as transitional housing, permanent supportive housing, and rapid rehousing programs to help people get back on their feet. CSBG Safety-Net funds offer support in the following categories: first month’s rent, short-term motel stays, utilities assistance, eviction avoidance, transportation assistance, employment supports, and clothing supports. These supports allow Next Move staff to help prevent homelessness, obtain and maintain jobs, and secure housing among the people with whom they work. Aside from a small portion for administrative costs, the bulk of Next Move’s CSBG funding is for direct client services.

Clients seeking Safety-Net services can call Next Move’s main telephone number; a 24-hour message line is available if the office is closed. Next Move staff return calls in the order they are received and conduct a pre-screen phone assessment. If a client is eligible and possesses all required documents, an appointment is set for final approval. Services are normally provided as soon as a check can be processed; Next Move staff communicate directly with utility companies and landlords to ensure they know arrangements are in process.

CSBG Standards Narrative and Monitoring results are as follows:

Component	Meets Standards			Comments/Recommendations
	Yes	No	N/A	
Enrollment	X			All DA-4 Client/Family Characteristics Intake Forms reviewed have been filled out completely, accurately represent all household members, and are cosigned by both staff and household representative.
Eligibility	X			All DA-4 Client/Family Characteristics Intake Forms were accompanied by documents that accurately reflected the eligibility information noted.
Service Schedule	X			Hours and days of service operation are consistent with what is noted in the agency's proposal to provide services.
Document Security	X			Documents and files containing personal client information are handled and stored in a secure manner.
Grievance Process	X			A grievance process is clearly posted in an area common to all potential agency clients.
Response Time	X			The delegate agency responds to client requests for support services in a timely manner.
Staff Review	X			Staff responsible for CSBG reporting, performing intake or determining eligibility for CSBG services have attended SETA reporter training and are qualified to provide adequate training and oversight to other staff.
Service Projections	X			As of June 30, 2016, Next Move was at 67% of second quarter projections for first month's rent; 125% of projections for emergency shelter assistance; 67% of projections for utilities assistance; 167% of projections for eviction avoidance; 0% of projections for transportation assistance; 50% of projections for employment supports; and 33% of projections for clothing supports.
Agency Reporting	X			Monthly activity reports are submitted in a timely manner. Occasional errors are corrected as needed.
Referral Process	X			Households denied services for any reason are offered referrals to alternate service sources.
Client Interview	X			The monitor spoke with a client who said both he and his wife needed work clothing which was required for new jobs they both were about to start. The couple submitted the appropriate sizes to Next Move staff; the staff member purchased the items and gave them to the clients. They expressed gratitude that the service exists, as it made the process of starting a new job easier.

Thank you for the hospitality extended by you and your staff during this monitoring process. If you have any questions or need additional information, please contact me at (916) 263-3734. We appreciate your cooperation.

cc: Julie Davis-Jaffe
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Date: August 31, 2016
To: Patricia Rosenbaum
Executive Director
Next Move
From: Pam Moore
Workforce Development Analyst III
RE: PROGRAM MONITORING RESULTS FOR NEXT MOVE

On August 12, 2016, Next Move’s Youth and Senior Support Services Program was monitored for compliance with the Community Services Block Grant, PY2016/2017 SETA Community Action Plan and the agency’s PY2016 contract with SETA. During this visit, staff monitor(s) interviewed LaTisha Lawson, Program Manager, Lorén Pimm, Program Compliance and Quality Assurance Administrator, and Marilyn Mann, Director of Program Development, and examined fourteen components of CSBG service provision performed by Next Move staff.

CSBG Funding Amount: \$25,000

Program Description

Next Move operates a variety of housing options for homeless families and adults; these include shelters, transitional housing, and permanent supportive housing. In 2013, Next Move opened a permanent supportive housing program which serves 22 chronically homeless seniors who have at least two documented physical or mental health disabilities. The program is called “Home At Last.” The housing units are one-story, self-contained apartments that open directly onto the housing courtyard. There is a small parking area, with a gate at the entrance which can be closed at night. Each apartment offers a small patch of grass in front for the residents to personalize. The HUD grant which established Home At Last did not provide funding for support services, and over time Next Move staff came to see that such services were a particular need with this population.

CSBG funds pay for a half-time case manager to provide these services to the Home At Last residents. The program provides comprehensive supportive services to each

participant, which include advocating with physical and mental health providers, in-home meal service, Paratransit, help with shopping and budgeting, and conflict management between residents. While the case manager leaves at the end of the day, Home At Last residents have access to the night and weekend staff at the Next Move family shelter across the street should an emergency arise.

CSBG Standards Narrative and Monitoring results are as follows:

Component	Meets Standards			Comments/Recommendations
	Yes	No	N/A	
Enrollment	X			DA-4 Client/Family Characteristics Intake Forms are completed accurately, represent all household members, and are cosigned by both staff and household representative.
Eligibility	X			All DA-4 Client/Family Characteristics Intake Forms are accompanied by documents that accurately reflect the eligibility information noted.
Service Schedule	X			Hours and days of service operation are consistent with what is noted in the delegate agency's proposal to provide services.
Document Security	X			Documents and files containing personal client information are handled and stored in a secure manner.
Client Assessment	X			All case files reviewed include identified goals that are reasonably linked to a thorough assessment of presenting family conditions.
Goals and Plans	X			A written plan of action exists which describes benchmarks, how family goals will be met and actions to be taken by both appropriate household members and agency staff.
Case Notes	X			All case files reviewed include regularly updated and detailed case notes that indicate an appropriate frequency of client contact and client/agency activities described in the plan of action.
Grievance Process	X			A grievance process is clearly posted in all of the offices, and a process is in place to inform clients that a grievance process is available to them if they are denied services for any reason.
Response Time	X			The delegate agency responds to client requests for services in a timely manner.
Staff Review	X			Staff responsible for CSBG reporting, performing intake or determining eligibility for CSBG services have either attended a SETA reporter training or have been trained by a staff person who attended the training.
Service Projections	X			As of June 30, 2016, Next Move is at 77% of second quarter projections for enrolled seniors, and for seniors maintaining residency.
Agency Reporting	X			Required reports are submitted to SETA in a timely manner, accompanied by all noted DA-4 Client/Family Demographic Characteristics forms reported. Occasional errors are promptly corrected by Next Move staff.

Referral Process	X			Households denied services for any reason are offered referrals to alternate service sources.
Client Interview	X			The monitor spoke to a current Home At Last resident. He had been living in his car, and was referred to the Home At Last program by Loaves and Fishes about 3 years ago. He spoke with great pride about his small yard, which he decorates with regular trips to Home Depot. He stated that he didn't know where he would be without the program.

Thank you for the hospitality extended by you and your staff during this monitoring process. If you have any questions or need additional information, please contact me at (916) 263-3734. We appreciate your cooperation.

cc: Julie Davis-Jaffe
Victor Bonanno



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Head Start
(916) 263-3804

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

Date: August 31, 2016

To: Elizabeth Hudson
Sacramento County Director of Social Services
The Salvation Army

From: Pam Moore
Workforce Development Analyst III

RE: PROGRAM MONITORING RESULTS FOR THE SALVATION
ARMY

On August 25, 2016, The Salvation Army’s Safety-Net Program was monitored for compliance with the Community Services Block Grant, PY2016/2017 SETA Community Action Plan and the agency’s PY2016 contract with SETA. During this visit, the staff monitor interviewed Elizabeth Hudson, Sacramento County Director of Social Services, and Steve Worthington, Sacramento County Director of Social Services, and examined eleven components of CSBG service provision performed by The Salvation Army staff.

CSBG Funding Amount: \$60,500

Program Description

The Salvation Army is a private non-profit organization that provides a host of emergency services and supports to children and families in the Greater Sacramento region. Clients can access services at six different locations throughout Sacramento County. The main site for The Salvation Army Family Services is located at 3213 Orange Grove Avenue, North Highlands. Caseworkers and volunteers assist the general public at the Orange Grove Avenue site Monday through Thursday, 9am to 4pm, and Friday, 9am to 11:30am. A mobile caseworker provides appointments and services at four other locations throughout Sacramento County from Tuesday through Friday. Clients enrolled at The Salvation Army’s Family Shelter Program site in downtown Sacramento can access services Monday through Friday from 8am to 4:30pm.

CSBG funding is utilized for caseworkers’ salary costs and direct client services. Clients seeking services usually call for an in-person appointment and are advised

about which documents they need to bring with them. Appointments usually occur within 1-2 days of the initial contact. Clients who are determined to be eligible during the in-person appointment will typically receive the services during that same appointment.

For emergency rental and eviction avoidance assistance, a purchase order is completed immediately after intake and forwarded to The Salvation Army's corporate office for payment; since checks are issued on Tuesday and Thursday of each week, the checks are mailed directly to the landlord within 3-5 business days. For utility assistance, a pledge to the client's account is made immediately after intake. For off-site shelter assistance, a motel voucher is provided immediately after intake and is invoiced at the end of each month for payment. As part of the intake evaluation process, clients are also made aware that they are eligible for a food box, depending on the size of the family.

CSBG Standards Narrative and Monitoring results are as follows:

Component	Meets Standards			Comments/Recommendations
	Yes	No	N/A	
Enrollment	X			All DA-4 Client/Family Characteristics Intake Forms reviewed have been filled out completely, accurately represent all household members, and are cosigned by both staff and household representative.
Eligibility	X			All DA-4 Client/Family Characteristics Intake Forms were accompanied by documents that accurately reflected the eligibility information noted.
Service Schedule	X			Hours and days of service operation are consistent with what is noted in the delegate agency's proposal and are clearly posted on the front door of the agency site.
Document Security	X			Documents and files containing personal client information are handled in a secure manner and stored in a locked file cabinet.
Grievance Process		X		A grievance process is part of the intake procedure and is signed by the client. However, the document addresses only the Salvation Army's complaint procedures and does not contain language regarding SETA grievance procedures. See recommendation, below.
Response Time	X			The delegate agency responds to client requests for services in a timely manner.
Staff Review	X			Staff responsible for CSBG reporting, performing intake or determining eligibility for CSBG services have attended SETA reporter training and are qualified to provide adequate training and oversight to other staff.
Service Projections	X			As of June 30, 2016, The Salvation Army was at 190% of second quarter projections for first month's rent assistance and for eviction avoidance, 160% of second quarter projections for emergency shelter assistance, 142% of second quarter projections for utilities assistance, and 154% of second quarter projections for eviction avoidance.

Agency Reporting	X			Monthly activity reports are submitted in a timely manner.
Referral Process	X			Families ineligible for CSBG services are referred to other community agencies for services.
Client Interview	X			The monitor interviewed a client over the phone. The client stated that she had been struggling to pay her rent, and a neighbor told her about The Salvation Army's program. She said The Salvation Army case manager was very sympathetic, helpful, and went above and beyond what she might have been expected to do. The client called the process a faith experience, and was very appreciative of the help she received.

Recommendation:

The agency has been advised of the need to revise their grievance procedure to include language about the SETA grievance process; the monitor will check for inclusion of the revisions by 11/18/16.

Thank you for the hospitality extended by you and your staff during this monitoring process. If you have any questions or need additional information, please contact me at (916) 263-3734. We appreciate your cooperation.

cc: Julie Davis-Jaffe
Victor Bonanno



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

Date: October 3, 2016
To: Michele Nunn
Director of Programs
Folsom Cordova Community Partnership
From: Amy Ruddell
Workforce Development Professional III
RE: PROGRAM MONITORING RESULTS FOR FOLSOM CORDOVA
COMMUNITY PARTNERSHIP

On September 7, 2016, Folsom Cordova Community Partnership, Safety-Net Program was monitored for compliance with the Community Services Block Grant, PY2016/2017 SETA Community Action Plan and the agency’s PY2016 contract with SETA. During this visit, the staff monitor interviewed Michele Nunn, Crisis Intervention Manager, April Flewelling, Peer Counselor and Akia Holland, Peer Counselor and examined fourteen components of CSBG service provision performed by Folsom Cordova Community Partnership staff.

CSBG Funding Amount: 60,000

Program Description:

The Folsom Cordova Community Partnership is a private non-profit organization that provides services and support to children and families in the Rancho Cordova and Folsom communities through a variety of programs and community resources.

CSBG, Safety-Net funding supports the delivery of safety-net services in the Rancho Cordova and Folsom communities, including emergency food, baby formula and food vouchers, diapers, public transit passes, emergency shelter vouchers, eviction avoidance and utility assistance. Open Monday through Friday 8:30 to 5:30pm, client services are readily available.

In addition to Safety-Net services, FCCP provides Family Services that focus on education and skills building activities to promote the optimal development of children and the prevention of child abuse and neglect, and youth services which focuses on building positive relationships, providing safe spaces and activities for youth in their community.

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CSBG Standards Narrative and Monitoring results are as follows:

Component	Meets Standards			Comments/Recommendations
	Yes	No	N/A	
Enrollment	X			Enrollment documents have been completed accurately, with some information added by supervisory staff as needed and available. DA-4 forms contained signatures for both the family representative and the agency staff person.
Eligibility	X			Each CSBG enrollment document reviewed was accompanied by documents that accurately reflected the eligibility information noted. Self-attestation statements were clearly written and signed by the client.
Service Schedule	X			Hours and days of service operation are consistent with what is noted in the agency's proposal to provide services. Hours were also posted on the front door and in the reception area.
Document Security	X			Documents and files containing personal client information are handled and stored in a secure manner. CSBG client files are stored in a locked filing cabinet which is accessible only to authorized agency personnel.
Grievance Process	X			A process exists to inform clients that a grievance process is available to them if they are denied services for any reason they deem unwarranted.
Response Time	X			Agency staff members respond to client requests for support services in a time frame which is consistent with the complexity of the request.
Staff Review	X			All new agency staff members undergo a formal training program on the agency's CSBG procedures. The program lasts 2 hours.
Service Projections	X			As of June 30, 2016, Folsom Cordova Community Partnership's second quarter projections were at the following percentiles: Emergency Food, 150%; Emergency Off Site Shelter, 258%; Emergency Utilities, 250%; Eviction Avoidance, 118%; Employment Support, 0%; Hygiene Support, 0%; and Clothing Support 268%.
Agency Reporting	X			April Flewelling, a permanent staff member, is responsible for the preparation and submission of the monthly reports. April Flewelling also serves as the agency's primary contact for all issues relating to the reporting process.
Referral Process	X			Families denied services for any reason are referred to alternate services sources, and a notation regarding the referral is included with the file.
Client Interview			X	Spoke to client using number provided by FCCP, client stated that they did not remember receiving services from FCCP and could not confirm having received services.

General Observations:

The location of the FCCP is visible from the street with good public transportation nearby. The FCCP is clearly a valued part of the community which can be seen by customers who were present and who appeared to be grateful for the opportunity to receive assistance from this site. Our hosts, Michele Nunn, April Flewelling, and Akia Holland, were knowledgeable of the center's operation and the CSBG program.

Thank you for the hospitality extended by you and your staff during this monitoring process. If you have any questions or need additional information, please contact me at (916) 263-3832. We appreciate your cooperation.

cc: Julie Davis-Jaffe
Victor Bonanno



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Date: 08/31/2016

To: Chaosarn S. Chao
President and CEO
Lao Family Community Development, Inc.

From: Amy Ruddell
Workforce Development Professional III

RE: PROGRAM MONITORING RESULTS FOR LAO FAMILY
COMMUNITY DEVELOPMENT, INC.

On August 26, 2016, Lao Family Community Development, Inc. Safety-Net Program was monitored for compliance with the Community Services Block Grant, PY2016/2017 SETA Community Action Plan and the agency’s PY2016 contract with SETA. During this visit, the staff monitor interviewed Paul Shane and Byron Joiner, and examined eleven components of CSBG service provision performed by Lao Family Community Development, Inc. staff.

CSBG Funding Amount: \$20,000.00

Program Description: Lao Family Community Development, Inc. (LFCD) is a private non-profit agency serving residents of Sacramento County. LFCD utilizes CSBG funding for rent and direct client resources. Located in Sacramento, California, this organization provides services to low income individuals in the following areas: Sacramento County, including North Sacramento, Carmichael, Citrus Heights, Florin and the Arden Arcade areas. Client resources provided by LFCD include: Emergency First-Months Rental Assistance, Emergency Off-Site Shelter, Utilities, Eviction Avoidance, and Transportation Assistance. Office hours to request and receive services are Monday through Friday, 8:00AM to 5:00PM.

Public awareness about this community resource organization is generated by presentations to community groups, 211 referrals and word of mouth. In addition, promotional flyers have been provided to community partners to target potential clients. Staff members who interact with CSBG clients make initial client contact with walk-ins and by telephone.

During the first visit, the peer counselor completes the DA-4 intake form and a comprehensive assessment form and reviews the grievance procedure with clients.

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Monitoring results are as follows:

Component	Meets Standards			Comments/Recommendations
	Yes	No	N/A	
Enrollment	X			All DA-4 Client / Family Characteristics Intake Form reviewed have been filled out completely, accurately represent all household members, and DA-4 forms contained signatures for both the family representative and the agency staff person.
Eligibility	X			Each CSBG enrollment document review was accompanied by documents that accurately reflected the eligibility information noted. Self-Attestation statements were clearly written and signed by the client.
Service Schedule	X			Hours and days of service operation are consistent with what is noted in the agency's proposal to provide services.
Document Security	X			CSBG Client files are stored in a locked filing cabinet which is accessible only by authorized agency personnel.
Grievance Process	X			A grievance process is clearly posted in an area common to all potential agency clients. Each client is given a copy of the grievance process which is available to them if they are denied services and which to file an appeal. A notation that the grievance procedure has been provided to the client was placed in each file's case notes.
Response Time	X			Agency staff members responded to client requests for support services in a time frame which is consistent with the complexity of the request.
Staff Review	X			All new agency staff members undergo a formal training program on the agency's CSBG procedures. The program lasts for 2 hours.
Service Projections	X			As of June 30, 2016, Lao Family Community Development, SN second quarter projections were at the following percentiles: Emergency Food, 118%; Emergency First Month's Rent, 100%; Off Site Shelter, 50%; Utilities, 75%; Eviction Avoidance 200%.
Agency Reporting	X			Lao Family Community Development, Inc. activities and client demographics are reported to SETA in an accurate and timely manner, accomplished by all noted DA-4 enrollment forms.
Referral Process	X			Families denied services for any reason are referred to alternate service sources, and a notation regarding the referral is included within the file.
Client Interview			X	Recommendation from Paul Shane was that finding a client to interview would be difficult due to phone connectivity issues and language barriers.

General Observations:

Thank you for the hospitality extended by you and your staff during this monitoring process. If you have any questions or need additional information, please contact me at **916 263-3832**. We appreciate your cooperation.

cc: Julie Davis-Jaffe
Victor Bonanno



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Date: 10/14/2016

To: Eileen Thomas
Executive Director
River City Food Bank

From: Amy Ruddell
Workforce Development Professional III

RE: PROGRAM MONITORING RESULTS FOR RIVER CITY FOOD
BANK

On September 14, 2016, River City Food Bank, Safety-Net Program was monitored for compliance with the Community Services Block Grant, PY2016/2017 SETA Community Action Plan and the agency’s PY2016 contract with SETA. During this visit, the staff monitor interviewed Eileen Thomas, Executive Director, and Jena Robinson, Operations Assistant, and examined eleven components of CSBG service provision performed by River City Food Bank staff.

CSBG Funding Amount: \$20,500

Program Description:

River City Food Bank (RCFB) is a private non-profit organization that provides a three-day support of emergency, nutritional food for low income Sacramento County residents and their families. RCFB is located in midtown Sacramento and can be accessed using light rail and public transportation. CSBG funding is utilized to purchase food for distribution to community members. Eligible Sacramento County residents have the opportunity to receive nutritionally balanced food bags including seasonally available vegetables and fruit, once a month. Special circumstances can warrant a second bag, if necessary. The RCFB is open from 11:30 AM to 3:00 PM, Monday through Friday.

When clients arrive, a greeter will gather their information at the door and provide the customer with a number. When their number is called, they will enter one of the four available cubicles where intake volunteers determine eligibility and need. The volunteer gathers pertinent information and enters it into a computer data base that is updated each time the client comes to receive food. Once intake is completed, a card detailing the amount of food the client is eligible to receive is given to the client.

Clients are interviewed each time they access services to document family members, residency, income, rent cost and food stamp eligibility. The interview is also structured so that the clients may be referred to other social service agencies for services that will meet their specific needs.

CSBG Standards Narrative and Monitoring results are as follows:

Component	Meets Standards			Comments/Recommendations
	Yes	No	N/A	
Enrollment			X	RCFB has been waived from the necessity of formally enrolling households in CSBG because of the high volume of services provided and the disruption in service delivery it would cause.
Eligibility			X	RCFB has been waived from the necessity of determining eligibility for client households because of the high volume of services provided and the disruption in service delivery it would cause.
Service Schedule	X			Hours and days of service operation are consistent with what is noted in the delegate agency's proposal and is clearly posted on the front door at the agency site.
Document Security	X			Documents and files containing personal client information are handled in a secure manner and stored in a locked room where there is no client access.
Grievance Process	X			A grievance process and policy is clearly posted in each of the office spaces used to meet clients.
Response Time	X			RCFB responds to client requests for services immediately, usually the whole process lasts approximately 20 to 30 minutes.
Staff Review	X			Staff responsible for CSBG reporting, performing intake or determining eligibility for CSBG services have attended the SETA reporter training and are qualified to provide adequate training and oversight to all staff.
Service Projections	X			River City Food Bank is on track with services projections noted in their SETA contract. As of 06/30/2016, the Second Quarter for which reporting data was available, the agency was at 88% of projection.
Agency Reporting	X			Monthly activity reports are submitted in a timely and accurate manner.
Referral Process	X			Families ineligible for CSBG services are referred to other food bank, food closets or community agencies for services.
Client Interview			X	At the time of the monitoring, no client's interviews were conducted.

General Observations:

This food bank is clearly a valued part of the community. This can be seen, in part by the large numbers of volunteers who were present and who appeared to be grateful for the opportunity to assist with the site's daily preparations.

Thank you for the hospitality extended by you and your staff during this monitoring process. If you have any questions or need additional information, please contact me at (916) 263-3832. We appreciate your cooperation.

cc: Julie Davis-Jaffe
Victor Bonanno



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Date: August 25, 2016

To: Marylou Powers
Executive Director
South County Services, Inc.

From: Amy Ruddell
Workforce Development Professional III

RE: PROGRAM MONITORING RESULTS FOR SOUTH COUNTY
SERVICES, INC.

On August 17, 2016, the South County Services, Inc. Safety-Net Program was monitored for compliance with the Community Services Block Grant, PY2016/2017 SETA Community Action Plan and the agency’s PY2016 contract with SETA. During this visit, the staff monitor interviewed Marylou Powers, Executive Director and Gloria Rodriguez, Program Coordinator and examined eleven components of CSBG service provision performed by South County Services, Inc. staff.

CSBG Funding Amount: \$27,700

Program Description:

South County Services, Inc., (SCS) is a private non-profit agency serving residents of Sacramento County. SCS utilizes CSBG funding for rent and direct client resources. Located in Galt, California, this organization provides services to low income individuals in the following areas: Sacramento County, including Elk Grove and the River Delta Region (Walnut Grove, Hood Franklin, Isleton, Locke and Ryde). Client resources provided by SCS include emergency food, utility assistance, eviction avoidance and transportation assistance. Office hours to request and receive services are Monday through Friday, 8:00 AM to 5:00 PM.

Public awareness about Sacramento County Services, Inc. is generated by word of mouth, local presentations at community events and newspaper articles.

To facilitate service delivery of Safety-Net services, potential clients are given a checklist of documents needed to access services. Eligibility is determined at the time of enrollment. CSBG Safety-Net funding goes towards direct participant costs and staff time.

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Upon completion of CSBG enrollment, services are usually provided immediately. For emergency food assistance, clients are provided a three day supply in accordance with the size of the household. For transportation assistance, a gas voucher is issued. For utilities and eviction avoidance assistance, checks are issued within 72 hours and are directly mailed to the utility companies and property owners.

Monitoring results are as follows:

Component	Meets Standards			Comments/Recommendations
	Yes	No	N/A	
Enrollment	X			All DA-4 Client / Family Characteristics Intake Form reviewed and monitored have been filled out completely and accurately, with some information added by supervisory staff if needed and available. DA-4 forms contained signatures of both the family representative and agency staff.
Eligibility	X			All DA-4 Client/Family Characteristics Intake Forms were accompanied by documents that accurately reflected the eligibility information needed. All self-attestation statements were clearly written and the income amount noted on the accompanying DA-4 Client/Family Characteristics Intake Form. Signatures and dates were in place on all DA-4 and Self-Attestation forms.
Service Schedule	X			Hours and days of service operation are consistent with what is noted in the agency's proposal to provide services. Hours were posted on the office door.
Document Security	X			CSBG client files are stored in a locked filing cabinet which is accessible only to authorized agency personnel.
Grievance Process	X			A grievance process is provided to each customer and clearly posted in the lobby a common for all potential clients to view.
Response Time	X			Agency staff members respond to client requests for emergency services in a time frame that is consistent with the complexity of the request.
Staff Review	X			All agency staff members attended SETA's CSBG Reporter Training in 2016
Service Projections	X			As of June 30, 2016, South County Services, Inc.'s second quarter projections were at the following percentiles: Emergency Food, 80%; Emergency Utilities, 86%; Eviction Avoidance, 57% and Transportation Assistance, 26%.
Agency Reporting	X			South County Services, Inc. activities and client demographics are reported to SETA in an accurate and timely manner, accompanied by all noted DA-4 enrolment forms.
Referral Process	X			Families denied services for any reason are referred to alternate service sources, and a notation regarding the referral is included within the file.
Client Interview	X			Two client interviews were conducted over the phone. Both customers received assistance from South County Services, Inc. Both individuals reported that services were provided on the same day and that they were treated promptly with respect.

General Observations

Services are provided out of the South County Services office locations in Galt and Isleton. These locations are accessible to the community and at the main office staff greets clients and direct them immediately to services.

Thank you for the hospitality extended by you and your staff during this monitoring process. If you have any questions or need additional information, please contact me at (916) 263-3832. We appreciate your cooperation.

cc: Julie Davis-Jaffe
Victor Bonanno



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Date: October 13, 2016

To: Amani Sawires Rapaski
Chief Operating Officer
Volunteers of America

From: Amy Ruddell
Workforce Development Professional, III

RE: PROGRAM MONITORING RESULTS FOR VOLUNTEERS OF AMERICA – SUPPORT SERVICES FOR VETERANS FAMILIES

On September 16, 2016, Volunteers of America Safety-Net Program was monitored for compliance with the Community Services Block Grant, PY2016/2017 SETA Community Action Plan and the agency’s PY2016 contract with SETA. During this visit, staff monitor(s) interviewed Veronica Williams, Intake Supervisor and Jill Fox, Director of Quality Assurance and examined fourteen components of CSBG service provision performed by Volunteers of America staff.

CSBG Funding Amount: 7,600

Program Description

Volunteers of America, Support Services for Veterans Families helps both homeless and imminently homeless veterans with minor children, to find and/or maintain permanent housing. Outreach and case management services include assistance with a variety of issues which can interfere with stable housing, such as health care, financial literacy, and legal issues. CSBG funds were obtained to provide rental assistance, eviction avoidance, off-site shelter and utility assistance to the clients of this program.

The program is located at Mather Community Campus, but it is separate from the transitional housing program located there. Clients primarily meet Veterans Service staff at the office, which is modest but comfortable. They meet with an intake counselor, are assigned a case manager and work with the housing and job specialist to stabilize their lives.

CSBG Standards Narrative and Monitoring results are as follows

Component	Meets Standards			Comments/Recommendations
	Yes	No	N/A	
Enrollment	X			Enrollment documents have been completed accurately, with some information added by supervisory staff if needed and available. DA-4 forms contained signatures for both the family representative and the agency staff person.
Eligibility	X			Each CSBG enrollment document reviewed was accompanied by documents that accurately reflected the eligibility information noted. Self-attestation statements were completed correctly and signed by the clients.
Service Schedule	X			Hours and days of service operation are consistent with what is noted in the agency's proposal to provide services.
Document Security	X			Documents and files containing personal client information are handled and stored in a secure manner. CSBG client files are stored in a locked filing cabinet which is accessible only to authorized agency personnel.
Grievance Process	X			A process exists to inform clients that a grievance process is available to them if they are denied services for any reason they deem unwarranted.
Response Time	X			The delegate agency responds to client requests for support services in a timely manner.
Staff Review	X			All new agency staff members undergo a formal training program on the agency's CSBG procedures. The program lasts 2 hours.
Service Projections	X			As of June 30, 2016, Volunteers of America, SN program second quarter projections were at the following percentiles: First months Rental Assistance, 100%; Off Site Shelter, 0%; Utilities, 150%; Eviction Avoidance, 100%. SETA acknowledges that there were some initial complications finding hotels that would off-site shelter utilizing CSBG funding. This issue has subsequently been corrected.
Agency Reporting	X			VOA's activities and client demographics are reported to SETA in an accurate and timely manner, accompanied by all noted DA-4 enrollment forms.
Referral Process	X			Agency staff members respond to client requests for support services in a time frame which is consistent with the complexity of the request.
Client Interview			X	No client interviews were conducted for this monitoring. The referred recipient was not available on the day of the interview and when phone number was provided, the phone was out of order.

Thank you for the hospitality extended by you and your staff during this monitoring process. If you have any questions or need additional information, please contact me at **(916) 263-3832**. We appreciate your cooperation.

cc: Julie Davis-Jaffe
Victor Bonanno



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Date: August 31, 2016

To: Cindy Feldman
Grants and Communications Specialist
St. John’s Program for Real Change

From: Pam Moore
Workforce Development Analyst III

RE: PROGRAM MONITORING RESULTS FOR SAINT JOHN’S
PROGRAM FOR REAL CHANGE

On September 1, 2016, Saint John’s Program for Real Change (St. John’s) Family Self-Sufficiency Program was monitored for compliance with the Community Services Block Grant, PY2016/2017 SETA Community Action Plan and the agency’s PY2016 contract with SETA. During this visit, the staff monitor interviewed Cindy Feldman, Grants and Communications Specialist; Susan Barron, Director of Integrated Health Services; Mark Cawdrey, Chief Operating Officer; and Porcha Chambers, Career Center Coordinator; and examined fourteen components of CSBG service provision performed by St. John’s staff.

CSBG Funding Amount: \$70,000

Program Description:

Saint John’s Program for Real Change is an intensive, eighteen month long residential program for homeless women and children. The goal of the program is to help each woman achieve self-sufficiency and stability. This is accomplished through an examination of every aspect of the women’s lives which might have contributed to their homelessness and failure to thrive. The program offers mental health counseling; workshops on parent education, healthy relationships, budgeting, and other practical life skills; structured GED exam preparation; basic computer education; and hands-on career training.

The women and children are housed in a separate wing of the same building where the workshops and academic and counseling sessions are held. When they are ready to begin work, the women are bussed to offsite locations for St. John-sponsored work opportunities. St. John’s operates Plates Café and Catering, and First Steps Child Development Center, to provide work opportunities and training for their residents. Since many of the residents have little or no job experience, these opportunities are critical to achieving self-sufficiency.

St. John's also offers transitional and permanent housing assistance options for women who have successfully completed the agency's residential program. CSBG funds are used to pay between 4-8% of salaries for 45 staff members at St. John's residential program.

CSBG Standards Narrative and Monitoring results are as follows:

Component	Meets Standards			Comments/Recommendations
	Yes	No	N/A	
Enrollment	X			DA-4 Client/Family Characteristics Intake Forms are completed accurately, represent all household members, and are cosigned by both staff and household representative.
Eligibility	X			All DA-4 Client/Family Characteristics Intake Forms are accompanied by documents that accurately reflect the eligibility information noted.
Service Schedule	X			Hours and days of service operation are consistent with what is noted in the delegate agency's proposal to provide services.
Document Security	X			Documents and files containing personal client information are handled and stored in a secure manner.
Client Assessment	X			All case files reviewed include identified goals that are reasonably linked to a thorough assessment of presenting family conditions.
Goals and Plans	X			A written plan of action exists which describes benchmarks, how family goals will be met and actions to be taken by both appropriate household members and agency staff.
Case Notes	X			All case files reviewed include regularly updated and detailed case notes that indicate an appropriate frequency of client contact and client/agency activities described in the plan of action.
Grievance Process		X		The agency has a grievance policy which is shared with St. John's residents, but it does not include the process for filing a grievance with SETA, for services denied. See Recommendations at the end of this document.
Response Time	X			The delegate agency responds to client requests for services in a timely manner.
Staff Review	X			Staff responsible for CSBG reporting, performing intake or determining eligibility for CSBG services have either attended a SETA reporter training or have been trained by a staff person who attended the training.

Service Projections	X		As of June 30, 2016, St. John's is at 42% of second quarter projections for enrolled clients, but is at 350% of second quarter projections for clients achieving unsubsidized employment. See further comments under General Observations.
Agency Reporting	X		Required reports are submitted to SETA in a timely manner, accompanied by all noted DA-4 Client/Family Demographic Characteristics forms reported. Occasional errors are promptly corrected by St. John's staff.
Referral Process	X		Households denied services for any reason are offered referrals to alternate service sources.
Client Interview	X		The monitor spoke with two women who are currently enrolled at St. John's. Each woman described her progress from an unstable, uncertain housing situation to one involving plans, hope, and a future. As we wound up our conversation, the second woman with whom the monitor spoke volunteered that she didn't generally get a chance to meet the funders of St. John's program. She wanted to thank me. A few tears slipped down her cheeks as she described the fundamental changes she was able to make in her life with the help of St. John's. She described it as almost spiritual.

Recommendations:

The staff stated that they will incorporate the SETA grievance process immediately and will post it in St. John's career center, where all participants are likely to see it. SETA's program monitor will ensure that this has been completed by November 18, 2016.

When the monitor discussed the low ratio between projected versus actual enrollments with St. John's staff, the staff revealed that they were not enrolling residents until they were ready for the employment portion of the program. Moving forward, the staff will enroll residents at an earlier point in their stay the reflect the "stabilization" component of the CSBG award. The monitor will continue to evaluate projections vs. actuals over the next several months to ensure that this action has been adopted.

Thank you for the hospitality extended by you and your staff during this monitoring process. If you have any questions or need additional information, please contact me at (916-263-3734). We appreciate your cooperation.

cc: Julie Davis-Jaffe
Victor Bonanno



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

Date: August 31, 2016
To: Victoria Jacobs
Managing Attorney
Voluntary Legal Services Program
From: Pam Moore
Workforce Development Analyst III
RE: PROGRAM MONITORING RESULTS FOR VOLUNTARY LEGAL SERVICES PROGRAM

On August 22, 2016, Voluntary Legal Service Program of Northern California (VLSP) Safety-Net Program was monitored for compliance with the Community Services Block Grant, PY2016/2017 SETA Community Action Plan and the agency’s PY2016 contract with SETA. During this visit, the staff monitor interviewed Victoria Jacobs, Managing Attorney, and Alan Bridges, Clinic Supervisor, and examined eleven components of CSBG service provision performed by Voluntary Legal Services Program staff.

CSBG Funding Amount: \$28,000

Program Description:

VLSP is a private non-profit organization that provides free legal clinics to assist CSBG-eligible participants with the reinstatement of suspended driver’s licenses and the expungement of criminal records. CSBG funding is utilized for managing attorney, clinic supervisor and clinic coordinator staff salaries. VLSP’s legal clinic currently provides services at five Sacramento Works Job Centers throughout Sacramento County. Due to the central location and availability of space, staff members spend Tuesday, Wednesday and Thursday from 10:00am to 4:00pm at the Asian Resources Job Center. Staff members spend consecutive, alternating Fridays at the Mather, Hillsdale, Rancho Cordova and South County sites. Depending on the complexity of the case and the amount of services needed, most clients will receive between 20 minutes and 2 hours of staff assistance during each visit.

Eligibility, intake and service delivery occur at the same time. For expungement services, clinic staff will prepare the legal documents and facilitate all other aspects of the expungement process, including filling out a fee waiver form and preparing a

declaration letter for the Court. For driver's license reinstatement services, staff will counsel and assist the client on navigating the DMV system, who to contact, and if needed, prepare a motion to petition the Court to convert fines to community service.

CSBG Standards Narrative and Monitoring results are as follows:

Component	Meets Standards			Comments/Recommendations
	Yes	No	N/A	
Enrollment	X			Enrollment documents have been completed accurately; signatures for both the family representative and the agency staff person were in place.
Eligibility	X			VLSP is exempt from using the DA-4 form; instead, a hybrid document is used which addresses all components involved with the DA-4 and other non-CSBG program requirements. All intake forms were accompanied by a signed self-attestation document that accurately reflected the eligibility information noted.
Service Schedule	X			Hours and days of service operation are consistent with what is noted in the delegate agency's proposal and is clearly stated on the VLSP's outreach materials.
Document Security	X			Documents and files containing personal client information are handled in a secure manner and stored in a locked file cabinet.
Grievance Process	X			A grievance process is clearly posted in an area common to all potential agency clients. In the main office, the document is posted in each office area where client intake is conducted; this document is also located at the Job Centers used by VLSP.
Response Time	X			The delegate agency responds to client requests for services in a timely manner.
Staff Review	X			Staff responsible for CSBG reporting, performing intake or determining eligibility for CSBG services have attended SETA reporter training and are qualified to provide adequate training and oversight to other staff.
Service Projections	X			The delegate agency is on track with the service projections noted in their SETA contract. As of June 30, 2016, VLSP was at 126% of second quarter projections.
Agency Reporting	X			Monthly activity reports are submitted in a timely manner.
Referral Process	X			Families ineligible for CSBG services are referred to the Sacramento County Law Library website, which contains a video tutorial created by Mr. Alan Bridges on how to prepare the expungement on one's own. Depending on the subject matter, they may also be referred to the McGeorge or Davis law clinics, or to the Public Defender.
Client Interview			X	No client interviews were conducted; all legal services provided by VLSP are confidential.

Thank you for the hospitality extended by you and your staff during this monitoring process. If you have any questions or need additional information, please contact me at (916) 263-3734. We appreciate your cooperation.

cc: Julie Davis-Jaffe
Victor Bonanno



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

Date: August 31, 2016
To: Bridget Alexander
Executive Director
Waking the Village
From: Pam Moore
Workforce Development Analyst III
RE: PROGRAM MONITORING RESULTS FOR WAKING THE
VILLAGE

On September 9, 2016, Waking the Village Family Self-Sufficiency Program was monitored for compliance with the Community Services Block Grant, PY2016/2017 SETA Community Action Plan and the agency’s PY2016 contract with SETA. During this visit, the staff monitor interviewed Bridget Alexander, Executive Director, and examined fourteen components of CSBG service provision performed by Waking the Village staff.

CSBG Funding Amount: \$50,000

Program Description

Waking the Village is the non-profit organization that oversees Tubman House, an 18-month transitional living program for homeless and parenting youth aged 18-21. CSBG resources fund a portion of two Youth Development Directors’ salaries at Tubman House. Tubman House is actually two houses, each serving up to four families. The monitor observed a welcoming atmosphere at the house, with private rooms for residents, airy and comfortable common spaces, and a separate child care facility in the lower level of one of the houses. Staff members encountered by the monitor were universally friendly and appeared to get along well with clients.

Potential clients are pre-qualified over the telephone within 24 hours of contact (48 hours on the weekends); at that time they are informed of the wait list, which is six months long. During the wait-list period they are encouraged to “check in” a couple of times a month to confirm their continued interest.

When there is an opening, a staff member interviews the client off-site to ensure compatibility with the program. Location of the houses is kept confidential, because many residents come from abusive environments. Next the potential client comes to the house; the current residents make the final decision as to whether an applicant is accepted.

During individual meetings with staff members, residents set goals to establish self-sufficiency. They commit eight hours a day to education or employment; in addition, they hone their parenting skills, spend time with their children, and work on community projects. A day care, located in the lower level of the larger house and run by Tubman House graduates, allows parents to concentrate on their identified goals in education and employment.

Staff members include the Executive Director, who is responsible for outreach, grants, reports, program design, Art Beast and aftercare; the Youth Development Director, who oversees the day program and provides aftercare; three youth development coaches who each coach residents; and a Jesuit Volunteer Corps volunteer, who works with the day program and case manages four clients. There is a House Director for each house; they live on-site, handle day-to-day issues, and one also serves as part-time child care provider for the residents' children. In all, three child development teachers lead the child care program for Tubman House children.

Files for current clients are kept in a locked office in a filing cabinet at the main residential house. The file is pulled during client consultations and returned immediately afterwards. Every week, coaches spend three to four hours in session with each client. During this time they may be discussing goals, resolving problems, or just engaging in physical activity. The coaches advocate on behalf of their clients for medical, housing, court or other issues; they often attend appointments and hearings with them. Inactive files are kept at an administrative office at another location.

CSBG Standards Narrative and Monitoring results are as follows:

Component	Meets Standards			Comments/Recommendations
	Yes	No	N/A	
Enrollment	X			All DA-4 Client/Family Characteristics Intake Forms reviewed have been filled out completely, accurately represent all household members and are cosigned by both staff and household representative.
Eligibility	X			All DA-4 Client/Family Characteristics Intake Forms were accompanied by documents that accurately reflected the eligibility information noted.
Service Schedule	X			Hours and days of service operation are consistent with what is noted in the delegate agency's proposal to provide services.
Document Security	X			Documents and files containing personal client information are handled and stored in a secure manner.
Client Assessment	X			All case files reviewed include identified goals that are reasonably linked to a thorough assessment of presenting family conditions.

Goals and Plans	X			A written plan of action exists which describes benchmarks, how family goals will be met and actions to be taken by both appropriate household members and agency staff.
Case Notes	X			All case files reviewed include regularly updated case notes that indicate an appropriate frequency of client contact and client/agency activities described in the plan of action.
Grievance Process			X	People interested in staying at Tubman House are not turned down for services; they are placed on a wait list and encouraged to check in periodically to see if there is space available. Therefore the SETA grievance procedure does not apply to this program.
Response Time	X			The delegate agency responds to client requests for support services in a timely manner.
Staff Review	X			All staff who complete CSBG paperwork have either attended SETA's annual CSBG reporter training themselves, or have been trained by someone who has attended.
Service Projections	X			As of June 30, 2016, Waking The Village is at 110% of second quarter projections for homeless parenting youth enrolled and 40% of youth achieving unsubsidized employment.
Agency Reporting	X			Occasional errors are corrected promptly by Waking the Village staff.
Referral Process	X			Households denied services for any reason are offered referrals to alternate service sources.
Client Interview	X			The monitor spoke with two current residents of Tubman House. Both individuals related stories that reflect the complicated nature of homeless, pregnant and parenting youth, and they both spoke of the comprehensive, creative ways the staff at Tubman House worked with them. One stated, "I don't know where my baby and I would be without this program."

Thank you for the hospitality extended by you and your staff during this monitoring process. If you have any questions or need additional information, please contact me at (916) 263-3734. We appreciate your cooperation.

cc: Julie Davis-Jaffe
Victor Bonanno



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

Date: August 31, 2016
To: Suzi Dotson
Executive Director
Wind Youth Services
From: Pam Moore
Workforce Development Analyst III
RE: PROGRAM MONITORING RESULTS FOR WIND YOUTH SERVICES

On September 15, 2016, Wind Youth Services Family Self-Sufficiency Program was monitored for compliance with the Community Services Block Grant, PY2016/2017 SETA Community Action Plan and the agency’s PY2016 contract with SETA. During this visit, the staff monitor interviewed Suzi Dotson, Executive Director, Tatiana Starr Daniels, Permanent Housing Programs Director, and Anne Salvatori, Employment Specialist, and examined fourteen components of CSBG service provision performed by Wind Youth Services staff.

CSBG Funding Amount: \$60,000

Program Description:

Wind Youth Services seeks to improve the lives of homeless youth by providing outreach services, a day center, mental health counseling, and multiple subsidized housing options. Agency staff members provide these services while meeting the youth where they are, both mentally and physically, to offer them the opportunity to attain stability in all areas of their lives. CSBG funds were awarded to support the Youth Employment Empowerment Program (YEPP), a new venture for Wind. Through job readiness workshops, employment supports, and advocacy with potential employers, YEPP intends to engage 50 youth per year to prepare its graduates for jobs, stable housing, and self-sufficiency. The YEPP team consists of Youth Advocates who serve as case managers, therapist interns, and an employment specialist. Youth advocates help the youth address their basic needs: food, vital documents, mental and physical health, and housing. Once the youth are stable, they are referred to the employment specialist for a series of job readiness workshops and assistance in securing employment. YEPP services are currently offered at the Wind Youth Day Center on 34th Street; it is a small house on a residential street in Oak Park. However the agency plans to move the Employment Specialist to a unit in its permanent supportive housing apartment complex on Howe Avenue in the Arden Arcade area, where many of the YEPP participants live.

CSBG funds pay for the employment specialist’s salary, and for employment supports for the program participants.

CSBG Standards Narrative and Monitoring results are as follows:

Component	Meets Standards			Comments/Recommendations
	Yes	No	N/A	
Enrollment	X			DA-4 Client/Family Characteristics Intake Forms are completed accurately, represent all household members, and are cosigned by both staff and household representative.
Eligibility	X			All DA-4 Client/Family Characteristics Intake Forms are accompanied by documents that accurately reflect the eligibility information noted.
Service Schedule	X			Hours and days of service operation are consistent with what is noted in the delegate agency’s proposal to provide services.
Document Security	X			Documents and files containing personal client information are handled and stored in a secure manner.
Client Assessment	X			All case files reviewed include identified goals that are reasonably linked to a thorough assessment of presenting family conditions.
Goals and Plans	X			A written plan of action exists which describes benchmarks, how family goals will be met and actions to be taken by both appropriate household members and agency staff.
Case Notes	X			All case files reviewed include regularly updated and detailed case notes that indicate an appropriate frequency of client contact and client/agency activities described in the plan of action.
Grievance Process	X			Each client is given a copy of the grievance process which is available to them if they are denied services and wish to file an appeal. A copy of the grievance process is signed by the client and placed in the client file.
Response Time	X			The delegate agency responds to client requests for services in a timely manner.
Staff Review	X			Staff responsible for CSBG reporting, performing intake or determining eligibility for CSBG services have either attended a SETA reporter training or have been trained by a staff person who attended the training.
Service Projections		X		As of June 30, 2016, Wind was at 64% (14 enrolled of projected 22) of second quarter projections for enrolled clients, and was at 0% (0 attained of projected 5) of second quarter projections for clients achieving unsubsidized employment. Wind staff attributed this to a slow start-up and a mid-year move to a different location; they believe enrollments will improve once an employment specialist is located at the housing complex where most of the participants live.

Agency Reporting	X		Required reports are submitted to SETA in a timely manner, accompanied by all noted DA-4 Client/Family Demographic Characteristics forms reported. Occasional errors are promptly corrected by Wind staff.
Referral Process	X		Households denied services for any reason are offered referrals to alternate service sources.
Client Interview	X		The monitor spoke to two current participants of the YEEP program; both have completed the program's workshops. The first youth is looking for work. He said he feels valued by the Wind staff; they increased his confidence about going to work, both through the workshops and by getting him proper interview clothes. The second youth proudly told me he has a union job at the Food Co-Op. He'd wanted to work in the natural foods industry and began by volunteering at Soil Born Farms. The youth said, "I was very nervous; I wasn't even sure I wanted to work again, after being homeless and on drugs. [Employment Specialist] Anne is great! She helped me identify goals and pushed me to follow through. Involvement with this program has changed my life."

Thank you for the hospitality extended by you and your staff during this monitoring process. If you have any questions or need additional information, please contact me at (916) 263-3734. We appreciate your cooperation.

cc: Julie Davis-Jaffe
Victor Bonanno



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Date: September 2, 2016
To: Rachel Rios
Executive Director
La Familia Counseling Center, Inc.
From: Amy Ruddell
Workforce Development Professional III
RE: PROGRAM MONITORING RESULTS FOR LA FAMILIA
COUNSELING CENTER, INC.

On September 2, 2016, La Familia Counseling Center, Inc. Youth and Senior Support Program was monitored for compliance with the Community Services Block Grant, PY2016/2017 SETA Community Action Plan and the agency’s PY2016 contract with SETA. During this visit, staff monitor(s) interviewed Rodrigo Lopez, and Onniel Sanchez, and examined fourteen components of CSBG service provision performed by La Familia Counseling Center, Inc. staff.

CSBG Funding Amount: \$55,000

Program Description: LFCC is a non-profit agency that provides multi-cultural counseling, outreach and support services to low income, at-risk youth and families. LFCC utilizes CSBG funding for Program Manager, Fiscal Manager, Counselor I and Clerical Support staffing costs, and operating costs.

La Familia Counseling Center, Inc. (LFCC) assists at-risk youth and families who come from diverse backgrounds in Sacramento County. LFCC offers multi-cultural counseling and outreach services with the goal of improving support to at-risk youth and their families. Staff provides local referrals, growth in academic progress, communication and socialization skills, avoiding risk-taking behavior and by helping them establish life and career goals. La Familia works closely with and directs youth to the Sacramento Works Job Centers to offer opportunities for comprehensive training services with paid work experience and/or basic employment skills. Job Center staff make referrals to LFCC when support is needed for local youth in need of gang awareness, prevention and support while in and out of school programs.

Once a youth is enrolled in the program, a counselor meets with the youth/family on a monthly basis, or more frequently if needed. The length of services ranges from 2 to 6 months and can include case management, individual/family counseling, home visitation, support services, life skills workshop, gang awareness education/workshops, AOD education and higher education/vocational training options, and redirection to positive activities. Follow-up is conducted for 6 months after case closure to ensure additional services are no longer needed.

Monitoring results are as follows:

Component	Meets Standards			Comments/Recommendations
	Yes	No	N/A	
Enrollment	X			Enrollment documents have been completed accurately, with some information added by supervisory staff if needed and available. DA-4 Client/ Family Characteristics Intake Forms reviewed had been filled out completely, accurately represent all household members, and contained signatures for both the family representative and the agency staff person.
Eligibility	X			All DA-4 Client/Family Characteristics Intake Forms were accompanied by documents that accurately reflect the eligibility information noted. All self-attestation statements were clearly written, reflecting the income amount noted and signatures were in place for both clients and staff. As needed, self-attestation statements were in place and clearly written and signed by the client.
Service Schedule	X			Hours and days of service operation are consistent with what is noted in the agency's proposal to provide services. Hours are posted on the door and in the office.
Document Security	X			CSBG client files are stored in a locked filing cabinet, within a locked room, which is accessible only by authorized agency personnel.
Client Assessment	X			Each CSBG client is assigned a case manager, who conducts a thorough assessment of client and family strengths and addresses barriers and goals which are addressed on a monthly basis to reaching self-sufficiency.
Goals and Plans	X			A written plan of action is included in each case file using an assessment tool. The plan of action indicates a description of how agency staff will support achievement of stated goals, identifies benchmarks, and prescribes activities for both agency staff and client/family members.
Case Notes	X			The case notes are updated on a regular basis and demonstrate an appropriate frequency for client contacts. The case notes reflect irregular contact with some clients, which is not an indication of lack of involvement but rather emphasizes a common challenge with the population served.
Grievance Process	X			A grievance process is clearly posted in an area common to all potential agency clients. Each client is given a copy of the grievance process; a copy of the grievance process is signed by the client and placed in the client file.
Response Time	X			Agency staff members respond to client request for support service in a time frame which is consistent with the complexity of the request.
Staff Review	X			All new agency staff members undergo a formal training program on the agency's CSBG procedures. The program lasts 2 hours.
Service Projections	X			As of June 30, 2016, La Familia Counseling Centers, YSS program, is at the 150% for the second quarter projections for case managed households enrolled.
Agency Reporting	X			La Familia Counseling Center, Inc. activities and client demographics are reported to SETA in an accurate and timely manner, accompanied by all noted DA-4 enrollment forms.
Referral Process	X			Clients who do not qualify for services with CSBG are referred to another program, Project Real, which is a gang prevention program contracted between the City of Sacramento and La Familia Counseling Center, Inc.
Client Interview	X			The monitor interviewed one 20 year old client, who was very pleased with the services provided which included gang prevention and attitude counseling, and resulted in an employment opportunity for the youth at CSU, Sacramento, as a kitchen prep worker.

General Observations: LFCC is located in South Sacramento and is easily accessed by public transportation. Services for CSBG YSS programs are provided out of a new location at the La Familia Counseling Center Inc.'s Maple Neighborhood Center. The site is a collaborative effort and includes partners that benefit the community with a focus on education and resources. Staff and the general surroundings are welcoming and supportive.

Thank you for the hospitality extended by you and your staff during this monitoring process. If you have any questions or need additional information, please contact me at **(916) 263-3832**. We appreciate your cooperation.

cc: Julie Davis-Jaffe
Victor Bonanno



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Date: October 13, 2016
To: Tanya Kravchuk
Director of Development
Children’s Receiving Home of Sacramento
From: Amy Ruddell
Workforce Development Professional III
RE: PROGRAM MONITORING RESULTS FOR CHILDRENS
RECEIVING HOME OF SACRAMENTO

On September 1, 2016, Children’s Receiving Home of Sacramento Youth and Senior Supports Program was monitored for compliance with the Community Services Block Grant, PY2016/2017 SETA Community Action Plan and the agency’s PY2016 contract with SETA. During this visit, the staff monitor interviewed Stephanie Ramos, ILP Social Worker and examined fourteen components of CSBG service provision performed by Children’s Receiving Home of Sacramento staff.

CSBG Funding Amount: \$28,500

Program Description

The Children’s Receiving Home (CRH) is a residential facility that offers shelter, safety and structure to abused and neglected children and youth. Residents stay for a varied length of time while a crisis intervention is being implemented. During this time, support is provided and tailored to meet the needs of children and youth who may be waiting to enter foster care or exiting and timing out of foster care. CRH operates 24 hours a day, seven days a week. General business hours are maintained for public contact.

The CRH campus is located on a six-acre property with multiple buildings that host a variety of functions for the children served. CRH also has a one-room school house for children, youth and teachers to use.

CSBG funds help maintain the Independent Living Program, which is designed to help 16 to 20 year old foster youth making the transition to living on their own. Activities are offered each weekday that focus on various aspects of self-sufficiency: cooking, budgeting, work readiness, counseling and other life skills needed to live on their own. CSBG funds help to pay for staff time, shared cost, and support several positions: LP Skills Trainer, Social Worker, LP Residential Staff, Residential Supervisor and Clinical Manager.

CSBG Standards Narrative and Monitoring results are as follows

Component	Meets Standards			Comments/Recommendations
	Yes	No	N/A	
Enrollment	X			Enrollment documents have been completed accurately, with some information added by supervisory staff if needed and available. DA-4 forms contained signatures for both the family representative and the agency staff person. Carryover client's files reflect a re-evaluation of CSBG eligibility for services provided, and agency staff signed re-certification for the current year.
Eligibility	X			Each CSBG Enrollment document reviewed was accompanied by documents that accurately reflected the eligibility information noted.
Service Schedule	X			Hours and days of service operation were consistent with what is noted in the agency's proposal to provide services.
Document Security	X			Documents and files containing personal client information are handled and stored in a secure manner. CSBG client files are stored in a locked filing cabinet which is accessible only by authorized agency personnel.
Client Assessment	X			Each CSBG client is assigned a case manager who conducts a thorough assessment of family strengths and any barriers to reaching self-sufficiency.
Goals and Plans	X			Case files for case managed clients include identified goals to be achieved through case management.
Case Notes	X			The case notes for clients are updated on a regular basis and demonstrate an appropriate frequency of client contact.
Grievance Process	X			Each client is given a copy of the grievance process which is available to them if they are denied services and wish to file an appeal. A copy of the grievance process is signed by the client and placed in the client's file.
Response Time	X			Agency staff members respond to client requests for support services in a time frame which is consistent with the complexity of the request.
Staff Review	X			All new agency staff members undergo a formal training program on the agency's CSBG procedures. The program lasts 2 hours.
Service Projections	X			As of June 30, 2016, The Children's Receiving Home YSS program is at 94% of second quarter projections for case managed households enrolled.
Agency Reporting	X			CRH activities and client demographics are reported to SETA in an accurate and timely manner, accompanied by all noted DA-4 enrollment forms.
Referral Process	X			Families denied services for any reason are referred to alternate service sources, and a notation regarding the referral is included with the file.
Client Interview	X			Met with Jessica R. a student in the 12 th grade who stated how grateful she was to be able to take advantage of CRH services as she prepared to graduate from high school. Most valuable to her was her ability to have personal space and a kitchen. She stated that staff support was readily available, which she found to be a comfort.

Thank you for the hospitality extended by you and your staff during this monitoring process. If you have any questions or need additional information, please contact me at **(916) 263-3832**. We appreciate your cooperation.

cc: Julie Davis-Jaffe
Victor Bonanno



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Date: October 3, 2016

To: Mark Snaer
Program Director, Senior Companion Program
Department of Health and Human Services

From: Amy Ruddell
Workforce Development Professional III

RE: PROGRAM MONITORING RESULTS FOR DEPARTMENT OF
HEALTH AND HUMAN SERVICES, SENIOR COMPANION
PROGRAM

On September 9, 2016, Department of Health and Human Services, Senior Companion Program, Youth and Senior Supports Program was monitored for compliance with the Community Services Block Grant, PY2016/2017 SETA Community Action Plan and the agency’s PY2016 contract with SETA. During this visit, the staff monitor interviewed Mark Snaer, Program Director and examined fourteen components of CSBG service provision performed by Senior Companion Program staff.

CSBG Funding Amount: \$16, 500

Program Description

The Senior Companion Program (SCP), provides supportive assistance to 14 at-risk frail and homebound seniors, allowing them to remain in their homes rather than go into a skilled nursing facility. The SCP utilizes CSBG funding for a volunteer program coordinator staff salary and associated expenses defined for five volunteer senior companions at rates set by the U.S. Congress (locally set for mileage reimbursement) for this federal program.

Senior Companions are volunteers that provide client support in the form of transportation assistance, shopping, interpretation for limited-English speaking clients, companionship and socialization. Since isolation and loneliness are key risk factors for these seniors, simple companionship is an important element in maintaining their independence.

Senior companions are themselves low-income seniors who are at least 55 years of age. They visit four to five clients each week. Senior companions work through one of several community agencies. Host agency staff members develop each client’s in-home assessment and client care plan and then match them with a senior companion, who becomes the client’s case manager.

CSBG Standards Narrative and Monitoring results are as follows

Component	Meets Standards			Comments/Recommendations
	Yes	No	N/A	
Enrollment	X			Enrollment documents have been completed and updated accurately, with some information added by supervisory staff if needed and available. DA-4 forms contained signatures for both the family representative and the agency staff. Enrollment documentation has been completed accurately. Carryover client files reflect a re-evaluation of CSBG eligibility for services provided, and agency staff signed re-certification for the current year.
Eligibility	X			Each CSBG enrollment document reviewed was accompanied by documents that accurately reflected the eligibility information noted. Self-attestation statements were clearly written and signed by the client.
Service Schedule	X			Hours and days of service operation are consistent with what is noted in the agency's proposal to provide services. The senior companion and client agree on a set period of time for a weekly visit; this time remains the same each week unless the client has special circumstances requiring a change in the hours. Visits are generally about four hours long to accommodate time for doctors' visits, grocery shopping and other errands.
Document Security	X			CSBG client files are stored in a locked filing cabinet which is accessible only by authorized agency personnel.
Client Assessment	X			Each CSBG client is assigned to a case manager, who conducts a thorough assessment of strengths and barriers to reaching and maintaining self-sufficiency.
Goals and Plans	X			Case files for case managed clients include identified goals to be achieved through case management. Goals are re-assessed on a monthly basis and update in the case files outlining actions to be taken by both appropriate household members and agency staff.
Case Notes	X			All files for case managed clients included case notes. These case notes were updated on a regular basis and demonstrated an appropriate frequency of client contact.
Grievance Process	X			All files contained proof that each client has been provided a copy of the grievance process which is available to them if they are denied services and wish to file an appeal. A copy of the grievance process is signed by the client and placed in the client file.
Response Time	X			The delegate agency staff members respond to client requests for support services in a time frame which is consistent with the complexity of the request.
Staff Review	X			Required reports are submitted to SETA in a timely manner accompanied by all noted DA-4 Client/Family Demographic Characteristics forms reported.
Service Projections	X			As of June 30, 2016, the County of Sacramento, DHHS, Senior Companion Program, YSS program was at 100% for the second quarter projections for case managed households enrolled.
Agency Reporting	X			DHHS, Senior Companion Program, reports are consistent and accurate; there has been no need for corrections by agency staff.
Referral Process	X			Households denied services for any reason are offered referrals to alternate service resources.
Client Interview			X	Client interview has been waived due to the nature of the client population. No client interviews were conducted for this monitoring.

Thank you for the hospitality extended by you and your staff during this monitoring process. If you have any questions or need additional information, please contact me at (916) 263-3832. We appreciate your cooperation.

cc: Julie Davis-Jaffe
Victor Bonanno



GOVERNING BOARD

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

Main Office
(916) 263-3800

Head Start
(916) 263-3804

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

Date: September 27, 2016
To: Dan Marrujo
Senior Peer Program Coordinator
Visions Unlimited, Inc.
From: Amy Ruddell
Workforce Development Professional III
RE: PROGRAM MONITORING RESULTS FOR VISIONS UNLIMITED, INC.

On August 5, 2016, Visions Unlimited, Inc., Youth and Senior Supports Program was monitored for compliance with the Community Services Block Grant, PY2016/2017 SETA Community Action Plan and the agency’s PY2016 contract with SETA. During this visit, staff monitors interviewed Dan Marrujo, Senior Peer Program Coordinator, examined fourteen components of CSBG service provision performed by Visions Unlimited, Inc. staff.

CSBG Funding Amount: \$35,000

Program Description

The Senior Peer Counseling program provides services to low income, vulnerable and disabled homebound seniors. The program is designed to help seniors over the age of 55 remain stable and in the housing of their choice by providing culturally sensitive and appropriate case management services. CSBG resources are primarily used to fund three positions: Senior Program Coordinator and two Senior Peer Counselor’s. Services to participating seniors include the delivery of monthly food packages and bimonthly visits from a Senior Peer Counselor (SPC). As needed, SPC make referrals to partnering agencies and advocates on behalf of their senior clients.

During the first visit, the peer counselor completes the DA-4 intake form and a comprehensive assessment form, and reviews the grievance procedures with the client. Subsequent bi-monthly visits consist of one visit where food is delivered and the second visit addresses a monthly goal and needs assessment. Visions Unlimited, Inc., has partnered with the Sacramento Food Bank and Family Services which provides a bag of fresh produce and food. Upon request, and as supplies permit, a second food bag can be delivered during unforeseen emergencies.

CSBG Standards Narrative and Monitoring results are as follows:

Component	Meets Standards			Comments/Recommendations
	Yes	No	N/A	
Enrollment	X			Enrollment documents have been completed and updated accurately with some information added by supervisory staff if needed and available. DA-4 forms contained signatures for both the family representative and the agency staff person. Enrollment documents have been completed accurately. Carryover client files reflect a re-evaluation of CSBG eligibility for services provided, and agency staff signed re-certification for the current year.
Eligibility	X			All DA-4 Client/Family Characteristics Intake Forms were accompanied by documents that accurately reflected the eligibility information noted. All self-attestation statements were clearly written, and reflected the income amount noted on the accompanying DA-4. All forms were signed by the client and SPC.
Service Schedule	X			Hours and days of service operation are consistent with what is noted in the agency's proposal to provide services. The senior companion and client agree on a set period of time for visits.
Document Security	X			CSBG client files are stored in a locked filing cabinet which is accessible only to authorized agency personnel.
Client Assessment	X			Each CSBG client is assigned to a case manager, who conducts a thorough assessment of strengths and barriers to reaching and maintaining self-sufficiency.
Goals and Plans	X			Case files for case managed clients include identified goals to be achieved through case management. Goals are re-assessed on a monthly basis and updated in the case files outlining actions to be taken by both appropriate household members and agency staff.
Case Notes	X			All files for case managed clients included case notes. The case notes are updated on a regular basis and demonstrate an appropriate frequency of client contact.
Grievance Process	X			A grievance process exists which is posted in a common area in office for staff review, and a document is also provided to clients at the time of enrollment.
Response Time	X			The delegate agency staff members respond to client requests for support services in a time frame which is consistent with the complexity of the request.
Staff Review	X			Volunteers who are used as an integral part of the agency's CSBG functions are given a formal training by SETA on CSBG procedures which lasts 2 hours.
Service Projections	X			As of June 30, 2016, the Visions Unlimited, Inc., YSS program is at 100% of second quarter projections for case managed households enrolled.
Agency Reporting	X			Visions Unlimited, Inc. activities, enrollments and client demographics are reported to SETA in an accurate and timely manner.
Referral Process	X			Individuals denied services for any reason are referred to alternate service sources to ensure support services are eventually received.
Client Interview			X	Client interview has been waived due to the nature of the client population. No client interviews were conducted for this monitoring.

General Observations:

Since this is a home visitation program, peer counselors are rarely at the office, clients are met in their homes. However, the building is accessible and there is a receptionist to greet clients should they come into the office.

Thank you for the hospitality extended by you and your staff during this monitoring process. If you have any questions or need additional information, please contact me at (916) 263-3832. We appreciate your cooperation.

cc: Julie Davis-Jaffe
Victor Bonanno

ITEM IV - 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.