



Sacramento
Employment and
Training
Agency

GOVERNING BOARD

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County of Sacramento

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D’ET SAURBOURNE
Interim Executive Director

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(916) 263-3804**

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

**REGULAR MEETING OF THE
COMMUNITY ACTION BOARD**

DATE: Wednesday, November 8, 2023

TIME: 10:00 a.m.

LOCATION: SETA Board Room
925 Del Paso Blvd., Suite 100
Sacramento, CA 95815

ZOOM LOCATION:

<https://us02web.zoom.us/j/83566284581?pwd=MWZzRWlYUzE5K1RIeWY5bHdxZFZ3UT09>

In response to AB 2449, the Sacramento Employment and Training Agency Community Action Board is conducting this meeting utilizing a hybrid approach, permitting members of the public to participate in person or via Zoom.

In-person attendance by members of the public is on a first come, first-serve basis.

Members of the public may also participate in the meeting via Zoom by clicking the Zoom Location link above, typing the Zoom link address into their web browser, or listening to the meeting on One tap mobile +16699006833,,83566284581#US (San Jose). Meeting ID: 835 6628 4581. Passcode: 713456. Find your local number:

<https://us02web.zoom.us/j/83566284581?pwd=MWZzRWlYUzE5K1RIeWY5bHdxZFZ3UT09>. Members of the public are encouraged to participate in the meeting by submitting written comments by email to:

Anzhelika.Simonenkova@seta.net. Any member of the public who wishes to speak directly to the Board regarding any item on the agenda may contact Anzhelika Simonenkova at (916) 263-3753, or Anzhelika.Simonenkova@seta.net. Please include in your request the item(s) on which you would like to participate. Additionally, during the meeting any questions or comments may be submitted via the chat features on Zoom. Public comments will be accepted until the adjournment of the meeting, distributed to the members of the Board and included in the record.

In the event of disruption that prevents broadcasting of the meeting to members of the public using the call-in or internet-based service options, or in the event of a disruption which prevents members of the public from offering public comments, the Board shall take no further action on items appearing on the meeting agenda until public access to the meeting is restored.

Request for Assisted Listening Devices or other considerations should be made through the Clerk’s office at (916) 263-3753. Closed captioning will be available. This meeting is digitally recorded and available to members of the public upon request. This document and other Board meeting information may be accessed through the Internet by accessing the SETA home page: www.seta.net.

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

AGENDA

PAGE NUMBER

- I. **Call to Order/Roll Call**
- II. **Consent Item**
- A. Approval of Minutes of the September 13, 2023 Regular Meeting 2-6
- III. **Action/Discussion Items:**
- A. Approval of Community Services Block Grant (CSBG) Funding Recommendations for Program Year 2024 (Julie Davis-Jaffe) 7-8
- IV. **Information Items:**
- A. Community Services Block Grant Fiscal Monitoring Reports (Julie Davis-Jaffe) 9-13
- Folsom Cordova Community Partnership
 - La Familia Counseling Center, Inc.
- B. Program Operator Report – 3rd Quarter (Julie Davis-Jaffe) 14-19
- C. Satisfaction Survey Report – 3rd Quarter (Julie Davis-Jaffe) 20-21
- V. **Reports to the Board** 22
- A. Chair
- B. Executive Director
- C. Deputy Director/Program Manager
- D. Members of the Board
- E. Public
- VI. **Adjournment**

DISTRIBUTION DATE: Wednesday, November 1, 2023

Community Action Board meeting hosted by:
LaShelle Dozier (Chair), Dominique Espinosa (Vice Chair), Sam Starks (Secretary/Treasurer)

**COMMUNITY ACTION BOARD
MEETING ATTENDANCE**

2023

BOARD MEMBER	Represented Sector	1/11	2/8	3/8	4/12	5/24*	6/14	7/12	8/9	9/13	10/11	11/8	12/13	# of meetings attended
Donna Bonner (3/17/23) Alt.: Jessica Mitchell (2/28/23)	Low Income Sector				X	X	X	X	X	X				
Peter Coyl (5/11/22)	Public Sector	X	X	A	X	X	A	A	X	X				
Debra Cummings (6/30/23)	Low Income Sector							X	X	X				
LaShelle Dozier	Public Sector	X	A	X	X	X	A	X	X	X				
Dominique Espinosa (8/1/21)	Low Income Sector	X	X	A	A	A	A	A	A	A				
Elizabeth Hudson (4/6/23)	Private Sector				X	X	X	X	A	X				
Anthony Garcia	Private Sector	X	X	A	X	X	X	X	X	X				
Kristin Gibbons (9/18/19)	Public Sector	A	X	A	X	X	A	A	A	A				
Renee John (1/11/23)	Private Sector	X	X	X	A	X	X	X	A	X				
Luis Sanchez (11/9/22)	Private Sector	X	A	X	A	X	A	X	A	X				
Sam Starks	Public Sector	X	X	X	A	X	X	A	X	X				
Fienishia Wash (4/19/21) Alt.: Stephen Key (3/23/23)	Low Income Sector	X	X	X	X	X	X	X	X	X				

*Special meeting
Community Action Board

ITEM II-A-CONSENT

APPROVAL OF MINUTES OF THE NOVEMBER 8, 2023

REGULAR MEETING

BACKGROUND:

Attached are the minutes of the November 8, 2023, Board meeting.

RECOMMENDATION:

Review, make any necessary corrections, and approve the minutes.

PRESENTER: Julie Davis-Jaffe

REGULAR MEETING OF THE COMMUNITY ACTION BOARD

Minutes/Synopsis

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

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

Wednesday, September 13, 2023
10:00 a.m.

I. Call to Order/Roll Call

Ms. Dozier called the meeting to order at 10:01 a.m. The roll was called and a quorum was established.

Members Present:

LaShelle Dozier, Sacramento Housing & Redevelopment Agency
Fienishia Wash, Head Start Policy Council
Anthony Garcia, Child Action, Inc. *(arrived and seated at 10:09 a.m.)*
Donna Bonner, Head Start Policy Council
Debra Cummings, Our Kids Community Breakfast Club
Sam Starks, Secretary/Treasurer; SMUD
Peter Coyl, Library Director & CEO, Sacramento Public Library
Renee John, Valley Vision
Elizabeth Hudson, Deputy Director, LifeSTEPS
Luis Sanchez, Community Resource Project

Members Absent:

Dominique Espinosa, Vice Chair; Mutual Housing California
Kristin Gibbons, Human Services Division Manager, County Department of Human Assistance

II. Presentation: Sacramento Housing and Redevelopment Agency – LaShelle Dozier – Housing Choice Voucher

Ms. Dozier advised that the Sacramento Housing and Redevelopment Agency (SHRA) is a Joint Powers Authority formed by the City and the County of Sacramento in the early 1980s. It combines all of the housing functions into one entity and provides services to residents throughout the City of Sacramento as well as the County. The Housing Choice Voucher (HCV) program involves different housing functions like working with landlords, managing SHRA-owned properties, working with developers and providing them with financial assistance, as well as providing housing vouchers to families in need. Ms. Dozier stated that SHRA created over 20,000 units they have helped fund and have 13,000 vouchers for families renting on the private market.

Ms. Dozier introduced Mr. Troy Lynch, Program Manager for the HCV Intake and Owner Services units, and Mr. Algie Mosley, Landlord Liaison.

Mr. Lynch and Mr. Mosley presented on the HCV program. The presentation is attached to these minutes.

After initial inspection, rental properties are inspected bi-annually. Special inspections can be requested through case workers. Rental units that do not pass inspection are placed on “abated” status until issues are resolved and the unit has passed the inspection.

Ms. Dozier advised that SHRA hires tenants as part of their Resident Trainee program.

Mr. Garcia arrived and was seated at 10:09 a.m.

Ms. John asked to clarify the difference between tenant-based and project-based vouchers. Mr. Lynch advised that it’s based on the tenant-based waitlist or the referral program. Once SHRA does a pool from the tenant-based waitlist or receives a referral, they will process it either for a project-based unit or HCV. The recipients of the tenant-based voucher are selected by a lottery that occurs every 2-3 years. If not selected, re-applying for the HCV program is required; applicants will receive notification.

Those receiving HCV have access to a Family Self-Sufficiency program that can help establish/achieve five-year goals, and have families move beyond their current circumstances and address their issues. HCV cannot be transferred generationally.

Mr. Sanchez offered to partner with Community Resource Project on making multifamily units owned by SHRA or landlords more energy-efficient, comfortable, and cost-efficient.

Tenants receiving HCV assistance who become overqualified and no longer eligible can stay in their homes but must pay a total rental amount.

Ms. Hudson thanked SHRA for their community presence and leadership.

Mr. Starks suggested referring those applicants who were not selected to other community partners that might be able to provide needed assistance.

In response to Ms. Arys Scott’s question, Mr. Lynch advised that the waitlist is based on preferences for residency, rent and utility burden, veteran, homeless, elderly, and disabled statuses. When the application is selected, the preferences will determine what the applicant qualifies for and the applicant is placed on an appropriate waitlist.

Ms. Cummings suggested having community liaisons to help get the information out in communities and help them understand the process better.

Ms. Dozier stated that to improve clients' experience, SHRA has been pushing the technology improvements due to the extensive workload. She advised that the bigger issue is that there is not enough affordable housing, as only one in four families gets the assistance they need throughout the nation in terms of affordable housing.

III. Consent Item:

- A. Approval of Minutes of the July 12, 2023 and August 9, 2023 Regular Meetings
The minutes were reviewed; there was one correction to the July 12, 2023 minutes.

Moved/Sanchez, second/Starks, to approve the minutes of July 12, 2023, and August 9, 2023, regular meetings with a correction to July 12, 2023 meeting minutes on Item III-A-Action/Discussion: Approval of the Community Services Block Grant (CSBG) Request for Proposals for the 2024 Program Year, voting in favor to approve the item.

Roll call vote:

Aye: 9 (Wash, Bonner, Dozier, Hudson, John, Sanchez, Starks, Garcia, Cummings)

Nay: 0

Abstention: 1 (Coyl)

Absent: 2 (Espinosa, Gibbons)

IV. Action/Discussion Items:

- A. Discussion of the Community Action Board (CAB) Priorities
Ms. Moore introduced herself and presented on the CAB's mission, vision, and strategic plan. The presentation is attached to these minutes.

Board members voiced the following concerns:

- systematic issues of poverty (including generational poverty)
- public services accessibility;
- increased homelessness among disabled and elderly populations;
- increased rent burden;

Ms. John suggested discussing other ways of approaching vision statements, describing what would it look like if the vision was achieved. She provided the following example: "We envision a community that has access to resources in order to alleviate the challenges..."

Ms. Hudson agreed with Ms. John and advised to keep vision statements more realistic.

Ms. Wash supported Ms. Hudson and Ms. John and added that perhaps the vision statement should include wording about preventing and eliminating poverty.

Mr. Garcia agreed with Board members on rethinking the CAB's vision statement to be more of what the CAB ideally expects to accomplish. He additionally suggested calling out the CAB effort to change/expect change as part of preventing or eliminating poverty.

Mr. Starks suggested creating an Ad Hoc Committee to draft updated mission and vision statements.

V. **Information Items:** No items

VI. **Reports to the Board**

A. Chair: No Report

B. Executive Director: No report

C. Deputy Director/Program Manager:
Ms. Moore advised that SETA is currently expecting proposals as the result of the Request for Proposals that was recently publicized. She also stated that several Board members will participate in the Readers Team.

D. Members of the Board:
Ms. John advised that Valley Vision is the regional convener for the Community Economic Resilience Fund, which is the Governor's effort to provide funding to 14 California regions to develop a different inclusive Economic Development Plan with equity and environmental sustainability at the forefront. She advised that Leadership Nominations are currently open. The application can be found on the Valley Vision website. The leadership composition includes significant community member engagement and entities that work along the spectrum of economic development, support services to families, workforce, and training. Ms. John encouraged Board members to consider applying or nominating qualified candidates.

Mr. Sanchez advised that the Community Resource Project is celebrating their 50 years of existence. He extended his invitation to a free community festival event at McClatchy Park, 10:00 a.m.- 4:00 p.m., on September 16, 2023.

E. Public: None

VI. **Adjournment:** The meeting was adjourned at 11:35 a.m.

ITEM III-A-ACTION/DISCUSSION

APPROVAL OF COMMUNITY SERVICES BLOCK GRANT (CSBG) FUNDING RECOMMENDATIONS FOR PROGRAM YEAR 2024

BACKGROUND:

On August 4, 2023, SETA released a Request for Proposals (RFP) for the CSBG program for program year 2024. The RFP solicited services under the Safety-Net, Family Self-Sufficiency, and Family Self-Sufficiency – Special Projects categories as identified in the 2024-2025 CSBG Community Action Plan. The amount of funding available for program services was estimated to be \$1,036,336. To maximize flexibility for funding awards, no announcement regarding allocations to specific categories of funding were included in the RFP.

The RFP included a sub-category of Family Self-Sufficiency – Special Projects to address the needs of marginalized communities such as people of color, those in disadvantaged communities, or other historically marginalized group. Special consideration under Family Self-Sufficiency – Special Projects was given to proposals targeting Black/African American youth aged 5-24. Success measures under this service area were identified as the same as those for the broader Family Self-Sufficiency category, but directed to a specific population.

The deadline for receipt of proposals was September 14, 2023. Twenty-two (22) proposals were received by the 4:00 p.m. deadline, requesting a total of \$1,878,974.

Evaluation Process:

All proposals received through this solicitation went through a comprehensive review process to provide funding recommendations to the Community Action Board (CAB). Staff recommendations were developed through the deliberations of a team of sixteen (16) evaluators representing SETA's Workforce Development, Children and Family Services, and Fiscal Departments, and Contracts Unit. In addition, one member from the Department of Human Assistance and three SETA CAB members served on the Evaluation Team. The team evaluated, scored and ranked each proposal using standardized evaluation and scoring criteria that were identified in the RFP. Proposals were scored and ranked into four categories based on their numerical scores.

The top ranked proposals achieved their scores based on the following criteria:

- The proposing agency demonstrated a history of successfully operating the proposed program or a similar program, sufficient leveraged funding, and the establishment of collaborative partnerships.
- The proposing agency adhered to the service priorities set forth in SETA's 2024-2025 Community Action Plan.
- The proposing agency succeeded in achieving planned, contracted goals; or, if not previously funded by CSBG, the agency demonstrated a potential for success.
- The proposing agency demonstrated a need exists for the service(s).
- If applying for the Family Self-Sufficiency category, the proposing agency had a clear description of a case-management system. Employment-based programs demonstrated a connection with the system of Sacramento Works Job Centers.

The team also considered that all identified high-risk and underserved neighborhoods would have access to services and ensured that all identified target groups would be served. Due to the limited availability of CSBG funding, only thirteen proposals are being recommended for funding, including one new agency, First Step Housing.

While the required minimum allocation for direct participant costs was revised to be a recommendation rather than a requirement, most programs adhered to the minimum required allocations established and set forth in previous RFPs. Those minimums had been set at 15% for case-managed programs and 70% for safety-net programs.

All funding recommendations are made contingent upon successful performance by the end of calendar year 2023.

Attached are the resulting proposal rankings and staff funding recommendations. Proposal summaries and funding rationale will be sent under separate cover.

The SETA Governing Board will consider the CAB funding recommendations at its December 7, 2023 meeting.

RECOMMENDATION:

Approve staff funding recommendations for the Program Year 2024 Community Services Block Grant.

PRESENTER: Julie Davis-Jaffe

ITEM IV-A-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: Folsom Cordova Community Partnership

Findings and General Observations:

- 1) The total costs as reported to SETA for the Community Services Block Grant, Workforce Innovation and Opportunity Act, and Refugee Support Services programs have been traced to the delegate agency records. The records were verified and appear to be in order with the exception noted below:

In 2021, FCCP reported revenues of grant funding exceeded the federal single audit \$750,000 threshold, which could mean a single audit submission is required as stated by CFR, Title 2, Subtitle A, Part 200, Subpart F(a). SETA has not received a federal single audit for fiscal year 2022 which was due by March 31, 2023.

Recommendations for Corrective Action:

Please provide a completed single audit report no later than January 31, 2024 per the letter from Nicholson & Olson dated September 20, 2022.

cc: D'et Saurbourne
Governing Board

MEMORANDUM

TO: Ms. Rachel Rios **DATE: October 25, 2023**
FROM: David B. Clark, SETA Fiscal Monitor

RE: Fiscal Monitoring of La Familia Counseling Center

<u>PROGRAM</u>	<u>ACTIVITY</u>	<u>FUNDING</u>	<u>CONTRACT PERIOD</u>	<u>PERIOD COVERED</u>
WIOA	OSY	\$ 181,976	7/1/22 - 6/30/23	7/1/22 - 6/30/23
WIOA	AD/BIC	\$ 244,000	7/1/22 - 6/30/23	7/1/22 - 6/30/23
WIOA	DW/BIC	\$ 61,000	7/1/22 - 6/30/23	7/1/22 - 6/30/23
CSBG	YSS	\$ 100,000	1/1/23 - 12/31/23	1/1/23 - 6/30/23
CSBG	YSS	\$ 83,000	1/1/22 - 12/31/22	7/1/22 - 12/31/22
WIOA	WAF10.0AM	\$ 25,000	8/1/22 - 12/31/23	8/1/22 - 6/30/23

Monitoring Purpose: Initial X Follow-Up Special Final X

Date of review: September 6, 2023

Follow up: N/A

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

Program Operator: La Familia Counseling Center

Findings and General Observations:

The total costs as reported to SETA for WIOA and CSBG have been traced to the delegate agency records. The records were verified and appear to be in order, and there are no adjustments required.

Recommendations for Corrective Action:

None

cc: D'et Saurbourne
Governing Board

ITEM IV-B-INFORMATION

PROGRAM OPERATOR REPORT - 3RD QUARTER

BACKGROUND:

Attached for your information is the CSBG Program Operator Report with program and fiscal data through the 3rd Quarter, covering the period of January 1 through September 30, 2023.

Staff will be available to answer questions.

PRESENTER: Julie Davis-Jaffe

**Community Services Block Grant Delegate Agency Report:
Family Self-Sufficiency, Employment/Housing
Third Quarter through September 30, 2023**

Family Self-Sufficiency: Employment	Enrollments						Employed in 2023 (Waking the Village Housed in 2023)				Employed 180 Days in 2023 (Waking the Village Housed 180 Days)			
	Annual Goal	YTD Goal	Carry- overs	2023 New Enrollments	YTD Actual	YTD Rate	Annual Goal	YTD Goal	YTD Actual	YTD Rate	Annual Goal	YTD Goal	YTD Actual	YTD Rate
ELK GROVE UNIFIED SCHOOL DISTRICT (EGACE)	36	25	7	22	29	116%	31	23	14	61%	20	10	7	70%
INTERNATIONAL RESCUE COMMITTEE	45	40	5	26	31	78%	27	20	6	30%	21	16	0	0%
WAKING THE VILLAGE	45	40	13	22	35	88%	45	40	22	55%	41	36	19	53%
WOMEN'S EMPOWERMENT	80	66	39	44	83	126%	35	30	24	80%	18	15	4	27%
WORLD RELIEF SACRAMENTO	48	48	7	46	53	110%	31	31	26	84%	25	9	6	67%

Definitions

Annual Goal: Subgrantee Projected Goals for 2023

Carryovers: Clients Enrolled in 2022 who the Subgrantee Continued to Work With in 2023

New Actual: Clients Newly Enrolled in 2023

YTD Actual: Carryovers + New Enrollments

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

**Community Services Block Grant Delegate Agency Report
Youth and Senior Supports
Third Quarter through September 30, 2023**

Youth and Senior Supports	Enrollments						Service Goals				Comments
	Annual Goal	YTD Goal	Carry-overs	New 2023 Enrollments	YTD Actual	YTD Rate	Annual Goal	YTD Goal	YTD Actual	YTD Rate	
INTERNATIONAL RESCUE COMMITTEE	40	35	22	18	40	114%	30	21	40	190%	Goal: Decrease truancy &/or gang-related behavior
LA FAMILIA COUNSELING CENTER	50	45	5	40	43	96%	36	32	30	94%	Goal: Decrease truancy &/or gang-related behavior
WRAPAROUND ENTERPRISES	20	12			0	0%	2	0	0	0%	Goal: No recidivating event for 180 days

Definitions

Annual Goal: Subgrantee Projected Goals for 2023

YTD Goal: Subgrantee Projected Goals January 1 - December 31, 2023

Carryovers: Clients Enrolled in 2022 With Whom the Subgrantee Continued to Work in 2023

New Actual: Clients Newly Enrolled in 2023

YTD Actual: Carryovers + New Enrollments

YTD Rate: Percentage of Total Enrollments Compared to Projected Enrollments

**Community Services Block Grant Delegate Agency Report
Third Quarter Through September 30, 2023**

SAFETY-NET	Total Households Served YTD	Food				Eviction Avoidance 1st Month's Rent				Utilities				Off-Site Shelter (Motel)			
		Annual Goal	YTD Goal	Actual	%	Annual Goal	YTD Goal	Actual	%	Annual Goal	YTD Goal	Actual	%	Annual Goal	YTD Goal	Actual	%
ELK GROVE UNIFIED SCH DIST (EGACE)	83	56	30	60	200%	40	25	49	196%	25	18	15	83%				
FOLSOM CORDOVA COMM PTNRSH	79	50	38	46	121%	44	21	35	167%	28	21	28	133%				
MY SISTER'S HOUSE	51					28	21	26	124%	94	70	40	57%				
FRANCIS HOUSE	38	40	30	38	127%									40	30	36	120%
OPENING DOORS	49					55	36	49	136%								
River City Food Bank	1532	1,400	1,050	1,532	146%												
SALVATION ARMY	118					55	41	73	178%	20	15	25	167%	20	15	20	133%
SOUTH COUNTY SVCS	284	343	257	176	68%	26	19	20	105%	60	45	51	113%				
VOA - VETERANS SVCS	63	50	35	40	114%	20	15	9	60%	12	8	12	150%	44	33	18	55%

Opening Doors provides 1st Month's Rent only, and not Eviction Avoidance

Elk Grove Unified School District Hygiene Kits are classified as Employment Supports on this chart

**Community Services Block Grant Delegate Agency Report
Third Quarter Through September 30, 2023**

SAFETY-NET	Employment Supports				Transportation				Clothing/Diapers				Hygiene			
	Annual Goal	YTD Goal	Actual	%	Annual Goal	YTD Goal	Actual	%	Annual Goal	YTD Goal	Actual	%	Annual Goal	YTD Goal	Actual	%
ELK GROVE UNIFIED SCH DIST (EGACE)	10	5	10	200%	60	50	56	112%								
FOLSOM CORDOVA COMM PTNRSH	1	0	1	100%	10	7	10	143%	8	6	6	100%				
MY SISTER'S HOUSE																
FRANCIS HOUSE																
OPENING DOORS																
RIVER CITY FOOD BANK																
SALVATION ARMY																
SOUTH COUNTY SVCS					263	110	120	109%								
VOLUNTEERS OF AMER VET SVCS					100	75	34	45%								

**Community Services Block Grant Delegate Agency Report
Third Quarter Through September 30, 2023**

EXPENDITURES				EXPENDITURES			
DELEGATE AGENCIES	2023 BUDGET	Expended Through 3rd Qtr.	% Expended	DELEGATE AGENCIES	2023 BUDGET	Expended Through 3rd Qtr.	% Expended
ELK GROVE UNIFIED SCHOOL DISTRICT (EGACE) (FSS)	\$63,500	\$48,761	77%	RIVER CITY FOOD BANK (SN)	\$30,000	\$29,533	98%
ELK GROVE UNIFIED SCHOOL DISTRICT (EGACE) (SN)	\$54,489	\$47,600	87%				
FOLSOM CORDOVA COMM PARTNERSHIP (SN)	\$76,896	\$55,637	72%	SALVATION ARMY (SN)	\$85,000	\$84,082	99%
INTERNATIONAL RESCUE COMMITTEE (FSS)	\$75,000	\$43,523	58%	SOUTH COUNTY SERVICES (SN)	\$61,775	\$43,060	70%
INTERNATIONAL RESCUE COMMITTEE (YSS)	\$65,000	\$46,480	72%	VOLUNTEERS OF AMERICA VETERANS SERVICES (SN)	\$27,870	\$6,531	23%
LA FAMILIA COUNSELING (YSS)	\$100,000	\$58,338	58%	WAKING THE VILLAGE (FSS)	\$80,000	\$45,320	57%
MY SISTER'S HOUSE (SN)	\$43,959	\$26,464	60%	WOMEN'S EMPOWERMENT (FSS)	\$48,500	\$33,116	68%
FRANCIS HOUSE (SN)	\$30,000	\$24,835	83%	WORLD RELIEF (FSS)	\$84,000	\$59,443	71%
OPENING DOORS (SN)	\$60,000	\$54,657	91%				

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

ITEM IV-C-INFORMATION

SATISFACTION SURVEY REPORT – 3rd QUARTER

BACKGROUND:

Attached for your information is the Satisfaction Survey Report for the 3rd quarter.

Staff will be available to answer questions.

PRESENTER: Julie Davis-Jaffe

2023 Third Quarter CSBG Satisfaction Survey Report

Survey Questions:

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

Analysis:

CSBG Delegate Agency	Program	Number of Surveys Received	Q 1-4 Number of “Yes” responses	Q 1-4 Number of “No” responses	Q 1-4 Number of “N/A” responses	Q 5; Average score (out of 10 Possible)
Elk Grove Adult and Community Education	FSS	31	116	1	7	9.83
	SN					
Folsom Cordova Community Partnership	SN					
International Rescue Committee	FSS					
	YSS					
La Familia Counseling Center	YSS	16	58	1	1	9.69
My Sister’s House	SN	15	54	4	1	10
Next Move Francis House Center	SN					
Opening Doors	SN					
The Salvation Army	SN	8	31	1	0	10
South County Services	SN					
Volunteers of America	SN					
Waking the Village	FSS	1	3	0	1	8
Women’s Empowerment	FSS					
World Relief	FSS					

For Questions 1-4, responders were given a Yes, No, or N/A option. Program participants say they were able to connect with an agency contact to discuss their situation, were treated with respect, were informed of additional or other services, received emergency assistance within three (3) working days, and received full engagement from their assigned case manager. Question 5 provided customers the opportunity to rate their satisfaction experience on a scale of 1 through 10; 1 being least and 10 being highest. On average, delegate agencies were given a rating of 9.5 out of 10. Overall, a high number of customers were highly satisfied with the CSBG services they received. A total of 68 surveys were received for this report; blank spaces indicate that no surveys were completed for the given agency. *Due to the brief nature of the exchange, food banks were not included in this survey.*

* Customer Comments:

The Salvation Army: *“Ingrid was super helpful and kind. I haven’t received any benefits nor reached out for resources before but this experience was quick and easy. Thank you for all that you do”*

EGACE SN: *“Arif was nice and helpful and I received services quickly!”.*

My Sister’s House: *“I had an emergency and couldn’t come in right away but staff accommodated to me and I appreciate you”.*

ITEM V - REPORTS TO THE BOARD

A. CHAIR'S REPORT

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

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

B. INTERIM EXECUTIVE DIRECTOR'S REPORT

This item is set aside to allow the Interim 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 Interim Executive Director's Report also allows the opportunity for the Interim Executive Director to apprise the Board of upcoming events, significant agency activities, or conferences.

C. DEPUTY DIRECTOR/PROGRAM MANAGER

This item provides an opportunity for Ms. Julie Davis-Jaffe, the CSBG program manager, and Mr. Roy Kim, the Deputy Director, 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.