

## AGENDA

### Sacramento Employment and Training Agency COMMUNITY ACTION BOARD Regular Meeting

**Wednesday November 13, 2024 10:00 a.m.**

925 Del Paso Boulevard, Suite 100, Board Room,  
Sacramento, CA 95815

#### PUBLIC COMMENT PROCEDURES

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

#### In-Person Public Comment

Members of the public are encouraged to participate in the meeting by completing a speaker card or submitting written comments by email to SETA's Clerk of the Boards, [Anzhelika.Simonenkova@seta.net](mailto: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](mailto:Anzhelika.Simonenkova@seta.net). Please include in your request the item(s) on which you would like to participate.

#### Zoom Public Comment

Members of the public may participate in the meeting via Zoom by clicking the [Zoom link](#), or listening to the meeting on one tap mobile +16699006833, 89790537995# US (San Jose).

Meeting ID: 897 9053 7995

Passcode: 866899

[Find your local number](#)

During the meeting any questions or comments may be submitted via the chat features on Zoom.

#### Accommodations

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 visiting the SETA webpage: [www.seta.net/board/board-agendas](http://www.seta.net/board/board-agendas).

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#### GOVERNING BOARD

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##### Rich Desmond

BOARD OF SUPERVISORS  
County of Sacramento

##### Eric Guerra

COUNCILMEMBER  
City of Sacramento

##### Patrick Kennedy

BOARD OF SUPERVISORS  
County of Sacramento

##### Sophia Scherman

PUBLIC REPRESENTATIVE

##### Mai Vang

COUNCILMEMBER  
City of Sacramento

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##### Anita Maldonado

EXECUTIVE DIRECTOR

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**CALL TO ORDER**  
**ROLL CALL**

<b>I.</b>	<b>CONSENT ITEM:</b>	
	A. Approval of Minutes of the October 9, 2024 Regular Board Meeting	1-17
<b>II.</b>	<b>PRESENTATION:</b>	
	A. World Relief	
<b>III.</b>	<b>ACTION/DISCUSSION ITEM:</b>	
	A. Approval of Community Services Block Grant (CSBG) Program, Delegate Agency Funding Extension Recommendations for Program Year 2025 (Julie Davis-Jaffe)	18-23
<b>IV.</b>	<b>INFORMATION ITEM:</b>	
	A. Satisfaction Survey Report – 2 <sup>nd</sup> and 3 <sup>rd</sup> Quarter (Julie Davis-Jaffe)	24-25
<b>V.</b>	<b>REPORTS TO THE BOARD:</b>	26-28
	A. Chair	
	B. Executive Director	
	C. Deputy Director/Program Manager	
	D. Members of the Board	
	E. Public	
<b>VI.</b>	<b>ADJOURNMENT</b>	

**DISTRIBUTION DATE:** November 6, 2024

Community Action Board meeting hosted by:  
Luis Sanchez (Chair), Dominique Espinosa (Vice Chair),  
Debra Cummings (Secretary/Treasurer)

**CONSENT ITEM I-A**  
**Approval of Minutes of the October 9, 2024 Regular Board Meeting**

Presenter: Julie Davis-Jaffe

**RECOMMENDATION:**

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

**BACKGROUND:**

Attached are the minutes of the October 9, 2024, Board meeting.

## MINUTES/SYNOPSIS

### Sacramento Employment and Training Agency COMMUNITY ACTION BOARD Regular Meeting

Wednesday      October 9, 2024      10:00 a.m.

925 Del Paso Boulevard, Suite 100, Board Room,  
Sacramento, CA 95815

#### CALL TO ORDER

#### ROLL CALL

Mr. Sanchez called the meeting to order at 10:00 a.m. The roll was called and a quorum was established.

#### Members Present:

Debra Cummings, Our Kids Community Breakfast Club  
Graciela Garduno, Head Start Policy Council  
LaShelle Dozier, Sacramento Housing & Redevelopment Agency  
Leslie Taylor, Child Action, Inc.  
Elizabeth Hudson, Deputy Director, LifeSTEPS  
Fienishia Wash, Head Start Policy Council (*arrived and seated at 10:04 a.m.*)  
Luis Sanchez, Community Resource Project

#### Members Absent:

Dominique Espinosa, Vice Chair; Mutual Housing California  
Renee John, Valley Vision  
Peter Coyl, Library Director & CEO, Sacramento Public Library

#### I. CONSENT ITEM:

##### A. Approval of Minutes of the September 11, 2024 Regular Board Meeting

The minutes were reviewed; there were no corrections.

Moved/Dozier, second/Taylor, to approve the minutes of the September 11, 2024, regular meeting as distributed.

#### Roll call vote:

Aye: 5 (Taylor, Hudson, Dozier, Cummings, Garduno)

Nay: 0

Abstention: 1 (Sanchez)

Absent: 4 (Espinosa, Wash, John, Coyl)

#### II. PRESENTATIONS:

##### A. Folsom Cordova Community Partnership

##### B. Opening Doors, Inc.

Ms. Wash arrived and was seated at 10:04 a.m.

The presentations from Folsom Cordova Community Partnership and Opening Doors, Inc. are attached to these minutes.

For the utility assistance that was mentioned in Folsom Cordova Community Partnership's presentation, Mr. Sanchez suggested to reach out to Community Resource Project for additional funding opportunities.

The presenter for Opening Doors, Inc. highlighted that the most significant challenges faced by refugees, immigrants, and survivors of human trafficking include the need for emergency housing assistance and culturally appropriate mental health support. The most successful model they have implemented is short-term shared temporary housing. The organization also assists with security deposits and the first month's rent. Last year, they served approximately 3,600 people, which is expected to increase this year, with the majority of those served being of Afghan and Ukrainian descent.

The Board thanked Folsom Cordova Community Partnership and Opening Doors, Inc. presenters for their hard work and acknowledged their service's impact on the community.

**III. ACTION/DISCUSSION ITEMS:** None

**IV. INFORMATION ITEM:**

- A.** Community Services Block Grant (CSBG) Fiscal Monitoring Reports:  
Ms. Davis-Jaffe corrected the second page of the fiscal monitoring report provided in the agenda packet on page 14, which should read Folsom Cordova Community Partnership as the program operator.

**V. REPORTS TO THE BOARD:**

- A.** Chair: No Report
- B.** Executive Director: No Report
- B.** Deputy Director/Program Manager:  
Mr. Kim, on behalf of Ms. Maldonado, advised the Board to review the SETA Diversity Equity, Inclusion, and Belonging (DEIB) survey results included in the agenda packet as they relate to SETA's focus on DEIB and tie into SETA's strategic planning.

Ms. Davis-Jaffe reported that she and Ms. Moore are currently undergoing Results-Oriented Management and Accountability (ROMA) certification training. This certification will be required in the next program year.

Additionally, Ms. Davis-Jaffe advised that a small team will attend the CalCAPA conference in Monterey, California, from November 19 to 21, 2024. During this conference, they will present how SETA manages its programs in terms of monitoring and success in collaboration with the grantor, California Department of Community Services and Development (CSD).

The Funding Recommendations for Program Year 2025 will come before the Board at November's meeting.

- C.** Members of the Board: None
- D.** Public: None

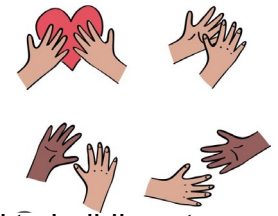
**VI. ADJOURNMENT:** The meeting adjourned at 10:40 a.m.

Note: The minutes reflect the actual progression of the meeting.



# Folsom Cordova Community Partnership

Safety Net 2024



# Folsom Cordova Community Partnership

**Who We Are:** The Folsom Cordova Community Partnership is a 501(c)3 non-profit organization dedicated to building strong families and empowering individuals to achieve self-sufficiency and career success.

**Our Mission:** We provide vital resources and support through our Family Resource Center and Job Center, offering a "one-stop" experience for families to identify their needs and reach their goals. We believe in building on family strengths to overcome challenges.

**Two Key Focus Areas:**

- Preventing child abuse through parent education, family activities, and essential resources.
- Supporting self-sufficiency by offering job search assistance, career training scholarships, youth leadership programs, and refugee/asylee employment support.

**Our Commitment:**

We predominantly serve families and youth in Rancho Cordova, Folsom, and nearby communities, connected by local schools and the Highway 50 corridor. Together, we foster growth and partnership to meet community needs. However, our agency can provide support to participants that live in Sacramento County.

# History and Geographic Information of the community FCCP serves

The Folsom Cordova Community Partnership (FCCP) supports families across various neighborhoods in the greater Sacramento area, including zip codes like 95826, 95827, 95830, 95608, 95610, 95628, 95630, 95655, 95670, and 95742. We provide essential services and resources to help families in both urban and suburban areas. Our goal is to strengthen family well-being through targeted support and outreach.

Founded in 1992 as a schools foundation, FCCP has grown into a vital community resource. Key milestones include:

- 1998: Became a Birth & Beyond Family Resource Center, offering parent education and home visitation for at-risk families.
- 2008: Expanded services to include crisis resources and short-term case management.
- 2020: Responded to COVID-19 with testing and vaccine outreach in underserved communities.



# FCCP Overview

Birth & Beyond Home Visitation- Birth and Beyond Home Visitation offers tailored parenting education and assistance to expectant mothers and families with children, tailoring their support based on the ages of the children within the household. Home visitors provide essential guidance on parenting techniques, nutrition, health, and child development, ensuring that families receive relevant and personalized information. Moreover, they facilitate connections to community resources, establishing a resilient support system to empower families in navigating their parenting journey effectively.

## Community Support Services

Safety-Net services: offer personalized 1 to 1 crisis assessment, community-based advocacy, resource/referral support, and short-term, solution-focused case management. Assistance extends to various urgent needs such as emergency food and diaper provision, utility shut-off prevention, Regional Transit passes, and eviction avoidance. Additionally, we provide support in navigating short-term housing searches to ensure immediate safety and stability for individuals and families in need.

Family Resource Center Services: Empowering Families Services at our Family Resource Center provides parenting workshops, support groups, exercise classes, and community events designed to help families thrive. These free programs offer parents tools to enhance communication, promote child well-being, prevent maltreatment, and foster social support, while also connecting them to valuable community resources.

# Accomplishments for FCCP using Safety Net Funds

Target Support Service	Food Vouchers	Eviction Avoidance	Utility Assistance
# of households	5	44	40

Support Provided	Food Vouchers	Eviction Avoidance	Utility Assistance
# of households	5	49	45

# AfterCare Support: Strengthening Long Term Connections:

After providing critical support like utility, eviction, or food vouchers, our Family Resource Center (FRC) stays in touch with participants to help them achieve long-term self-sufficiency and stability.

## Ongoing Participant Engagement:

- Follow-Up Contact:
  - Regular check-ins by phone, email, or in-person to review progress and address any needs.
  - Scheduled appointments to manage ongoing support services.
- Program Participation:
  - Encouraging participants to join workshops on skills like financial literacy, job training, and family support.
  - Invitations to community events, family activities, and educational sessions.
- Resource Updates:
  - Sharing new information on services, grants, and assistance programs.
  - Sending newsletters and updates to keep participants informed.

**Questions?**

**Thank you for your time!**



**OPENING  
DOORS**

# Community Action Board Presentation

October 9, 2024





# Serving Northern California since 1993

We began in 1993 as an outreach ministry of a local church and incorporated as a nonprofit in 2002.

Today we serve over 3,500 immigrants, refugees, and survivors of trafficking a year.

# MISSION

Opening Doors enriches communities by supporting immigrants, refugees, and survivors of trafficking on their path to stability, self-sufficiency, and belonging.

# VALUES

## Rising Together

We are in this together and depend on each other.

## Honoring Dignity

We recognize and honor everyone's strength and inherent dignity.

## Embracing Courage

We do the right thing, even when the path is uncertain.

## Seeking Joy

We take time to be together, celebrating our diverse cultures and recognizing our victories.



Supporting immigrants, refugees, and survivors of trafficking on their path to **stability, self-sufficiency, and belonging.**







**3,683 clients served  
in 2023**



**Immigration Legal Services Program**

• 970 clients served



**Refugee Program**

• 1,635 clients served



**Survivors of Trafficking**

• 101 clients served



**Mental Health Program**

• 454 clients served



**Economic Prosperity Program**

• 523 clients served

# Opening Doors' Theory of Change

For immigrants, refugees, and survivors of trafficking to achieve **stability, self-sufficiency, and belonging**, they need:

- Stable housing
- Financial security
- Physical and mental health
- Family and community connections





OPENING  
DOORS

## **ACTION/DISCUSSION ITEM III-A**

### **Approval of Community Services Block Grant (CSBG) Program, Delegate Agency Funding Extension Recommendations for Program Year 2025**

Presenter: Julie Davis-Jaffe

#### **RECOMMENDATION:**

Approve the extension of CSBG delegate agreements, as noted on the attached table, for an additional year under the same terms, conditions, and funding amounts listed.

Staff recommendations are contingent upon continuing levels of program performance throughout the 4<sup>th</sup> quarter of Program Year (PY) 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 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. In 2024, the Community Action Board and the SETA Governing Board approved funding the agencies and funding amounts in the attached recommendation chart that is being utilized as the funding extension recommendation for program year 2025.

SETA's delegate agreements with CSBG funded program operators permit SETA to extend the agreements for an additional year, ending on December 31, 2025. SETA's estimated planning allocation for Program Year (PY) 2025 is \$2,130,858. After setting aside funds for administrative, program support, and direct customer supports provided by Job Centers and SETA staff, the total recommended for direct services by delegate agencies is \$1,043,135.

SETA's Community Services and Fiscal staff have conducted a thorough evaluation of CSBG program operator performance through September 30, 2024. Attached for your information is the CSBG Program Operator report with program and fiscal data through the 3<sup>rd</sup> Quarter, January 1 through September 30, 2024. Staff have determined that the majority of CSBG program operators are performing in a satisfactory manner, and some have exceeded outcome goals and/or service levels prescribed in their subcontracts.

Staff will be available to answer questions.

## PROGRAM YEAR 2025 FUNDING EXTENSION RECOMMENDATIONS

Agencies listed in the three (3) tables below are recommended for funding extension for an additional year with the same terms, funding levels, and conditions.

<b>Safety-Net Services</b>				
<b>Agency</b>	<b>Target Group</b>	<b>Target Area</b>	<b>2024 Award</b>	<b>Staff Recommendations</b>
Opening Doors	Refugee, Immigrant, and Asylee Households	Sacramento County, Arden Arcade, Lemon Hill, and North Highlands	\$75,000	Extend through PY 2025
River City Food Bank	Low-Income Individuals and Families	Sacramento County	\$30,000	Extend through PY 2025
Elk Grove Adult & Continuing Education	Single Parents, Homeless, Low-Income Households	Florin, Lemon Hill, Oak Park and South Sacramento Areas	\$100,000	Extend through PY 2025
Folsom Cordova Community Partnership	Single Parent Families with Children 0-5, Homeless Families or at Risk of Homelessness	Rancho Cordova area zip codes & selected areas of Folsom	\$85,000	Extend through PY 2025
The Salvation Army	Families and Individuals Experiencing Food or Housing Insecurities	Sacramento County	\$75,000	Extend through PY 2025
Next Move Francis House	Low-Income Families, People Experiencing Homelessness or Imminent Homelessness	North and South Sacramento County	\$36,146	Extend through PY 2025
First Step Housing, DBA First Step Communities	Low-income families who are unhoused or unstably housed	City of Sacramento	\$60,000	Extend through PY 2025

<b>Family Self-Sufficiency</b>				
<b>Agency</b>	<b>Target Group</b>	<b>Target Area</b>	<b>2024 Award</b>	<b>Staff Recommendations</b>
World Relief	Refugees, new arrivals, women, single mothers, low-income households	North Sacramento, North Highlands, Foothill Farms, Arden Arcade, Rancho Cordova	\$99,660	Extend through PY 2025
Elk Grove Adult & Community Education	Single parent households, refugees, unhoused, people with disabilities	Florin, Lemon Hill, Oak Park, South Sacramento	\$111,066	Extend through PY 2025

<b>Agency</b>	<b>Target Group</b>	<b>Target Area</b>	<b>2024 Award</b>	<b>Staff Recommendations</b>
Waking the Village	Pregnant and Parenting Youth Experiencing Homelessness and their Child	Sacramento County	\$85,000	Extend through PY 2025
La Familia Counseling Center, Inc.	At-Risk Youth who are at Risk of Dropping Out of School, and Pre-Gang Affiliate	Lemon Hill and Parkway	\$102,335	Extend through PY 2025
Saint John's Program for Real Change	Low-Income Unhoused Single Parent Families with Children	Arden Arcade, North Highlands, Foothill Farms, Florin, Lemon Hill, and Parkway	\$85,000	Extend through PY 2025

**Family Self-Sufficiency – Special Projects**

<b>Agency</b>	<b>Target Group</b>	<b>Target Area</b>	<b>2024 Award</b>	<b>Staff Recommendations</b>
Saint John's Program for Real Change	Youth Experiencing Homelessness	Sacramento County	\$98,928	Extend through PY 2025

**Community Services Block Grant Delegate Agency Report:  
Family Self-Sufficiency and Family Self-Sufficiency Special Projects  
Third Quarter through September 30, 2024**

<b>Employment</b>																			
	<b>Enrollments</b>						<b>Employed in 2024</b>				<b>Employed 90 days</b>				<b>Employed 180 days</b>				
	Annual Goal	YTD Goal	Carry-overs	2024 Enrollments	YTD Actual	YTD Rate	Annual Goal	YTD Goal	YTD Actual	YTD Rate	Annual Goal	YTD Goal	YTD Actual	YTD Rate	Annual Goal	YTD Goal	YTD Actual	YTD Rate	
<b>Elk Grove Adult and Community Education</b>	36	25	19	18	37	148%	31	25	14	56%	31	10	14	140%	20	15	18	120%	
<b>World Relief Sacramento</b>	56	56	0	57	57	102%	39	39	38	97%	35	29	22	76%	33	22	3	14%	
<b>Housing</b>																			
	<b>Enrollments</b>						<b>Housed in 2024</b>				<b>Housed 90 Days</b>				<b>Housed 180 Days</b>				
	Annual Goal	YTD Goal	Carry-overs	2024 Enrollments	YTD Actual	YTD Rate	Annual Goal	YTD Goal	YTD Actual	YTD Rate	Annual Goal	YTD Goal	YTD Actual	YTD Rate	Annual Goal	YTD Goal	YTD Actual	YTD Rate	
<b>Saint John's Program for Real Change</b>	145	110	0	89	89	81%	74	55	89	162%	60	43	33	77%	51	38	11	29%	
<b>Waking the Village</b>	50	40	6	23	29	73%	45	35	23	66%	33	25	23	92%	25	20	15	75%	
<b>Youth</b>																			
	<b>Enrollments</b>						<b>Service Goals</b>				<b>Comments</b>								
	Annual Goal	YTD Goal	Carry-overs	2024 New Enrollments	YTD Actual	YTD Rate	Annual Goal	YTD Goal	YTD Actual	YTD Rate									
<b>La Familia Counseling Center</b>	60	50	8	46	54	108%	20	10	17	170%	Goal: youth engaged in program services for 180 days								
<b>Saint John's Program for Real Change (FSS-SP)</b>	145	106	0	72	72	68%	50	37	9	24%	Goal: youth engaged in program services for 180 days								

**Definitions**

**Annual Goal:** Subgrantee Projected Goals for 2024

**Carryovers:** Clients Enrolled in 2023 who the Subgrantee Continued to Work With in 2024

**YTD Actual:** Total number achieved (Carryovers + New Enrollments) to date for the quarter

**YTD Goal:** Projected target number for the quarter

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

**Community Services Block Grant Delegate Agency  
Report Third Quarter Through September 30, 2024**

SAFETY-NET	Total Households Served YTD	Food				Utilities				First Month's Rent				Eviction Avoidance				Off-Site Shelter (Motel)				Transportation				Employment Supports (Includes Hygiene Items)			
		Annual Goal	YTD Goal	Actual	%	Annual Goal	YTD Goal	Actual	%	Annual Goal	YTD Goal	Actual	%	Annual Goal	YTD Goal	Actual	%	Annual Goal	YTD Goal	Actual	%	Annual Goal	YTD Goal	Actual	%	Annual Goal	YTD Goal	Actual	%
Elk Grove Adult and Community Education	<b>81</b>	55	40	43	108%	15	10	16	160%					50	40	56	140%					60	45	45	100%	8	6	5	83%
First Step Communities	<b>18</b>									40	30	18	60%													20	3		0%
Folsom Cordova Community Partnership	<b>79</b>	5	3	5	167%	40	20	42	210%					35	20	46	230%												
Francis House Center	<b>30</b>									8	6	2	33%	20	15	28	187%												
Opening Doors	<b>52</b>									56	42	52	124%																
River City Food Bank	<b>1211</b>	1,200	900	1,211	135%																								
The Salvation Army	<b>97</b>					20	15	24	160%	15	12	9	75%	40	30	51	170%	20	15	14	93%								

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  
 First Step Communities Household Goods listed under Employment Supports on this chart



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

EXPENDITURES				EXPENDITURES			
DELEGATE AGENCIES	2024 BUDGET	Expended Through 3rd Qtr.	% Expended	DELEGATE AGENCIES	2024 BUDGET	Expended Through 3rd Qtr.	% Expended
Elk Grove Adult and Community Education (FSS)	\$111,066	\$64,558	58%	River City Food Bank (SN)	\$30,000	\$16,240	54%
Elk Grove Adult and Community Education (SN)	\$100,000	\$80,830	81%	Saint John's Program for Real Change (FSS)	\$85,000	\$38,084	45%
First Step Communities (SN)	\$60,000	\$11,706	20%	Saint John's Program for Real Change (FSS-SP)	\$98,928	\$22,735	23%
Folsom Cordova Community Partnership (SN)	\$85,000	\$78,740	93%	The Salvation Army (SN)	\$75,000	\$62,601	83%
Francis House (SN)	\$36,146	\$14,139	39%	Waking the Village (FSS)	\$85,000	\$34,296	40%
La Familia Counseling Center (FSS)	\$102,335	\$41,404	40%	World Relief (FSS)	\$99,660	\$56,043	56%
Opening Doors (SN)	\$75,000	\$71,564	95%				

**Definitions: Family Self-Sufficiency (FSS); Family Self-Sufficiency-Special Projects (FSS-SP); Safety-Net (SN)**

**INFORMATION ITEM IV-A**  
**Satisfaction Survey Report – 2<sup>nd</sup> and 3<sup>rd</sup> Quarter**

Presenter: Julie Davis-Jaffe

**BACKGROUND:**

Attached for your information are the CSBG Satisfaction Survey report with data from the 2<sup>nd</sup> and 3<sup>rd</sup> Quarters, covering the period of April 1 through September 30, 2024.

Staff will be available to answer questions.

## 2024 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/FSS-SP only)** My case manager was engaged and seemed to understand my situation.
5. On a scale of 1 through 10 (“1” being the least and “10” being the highest), how satisfied were you with the services you received?

CSBG Delegate Agency	Program	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”	Q 5; Average score (out of 10 Possible)
Elk Grove Adult and Education Center	FSS	22	78	0	2	9.65
Elk Grove Adult and Education Center	SN	60	219	2	17	9.65
Folsom Cordova Community Partnership	SN	24	65	1	3	7.8
First Step Housing	SN	9	34	1	1	9.1
La Familia Counseling Center	FSS	6	63	0	1	9.6
Next Move- Francis House Center	SN	19	73	1	2	9.75
Opening Doors	SN					
River City Food Bank	SN					
Saint Johns Program for Real Change	FSS					
Saint Johns Program for Real Change	FSS-SP					
The Salvation Army	SN	95	366	4	10	9.9
World Relief	FSS					
Waking the Village	FSS	7	24	0	0	8.4

**Analysis:** 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 (9.2) out of 10. Overall, a high number of customers were highly satisfied with the CSBG services they received. A total of 130 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:**

- " Exceptional customer support and services"
- "Pleasant, kind, non-judgemental, thank you!"
- "I felt secure and my privacy was respected."
- "Thank you for being a resource and for being so kind, helpful and thoughtful during our time of need. We are grateful!"

## **REPORTS TO THE BOARD ITEM V**

### **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. Deputy Director/Program Manager Report**

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.

## Summary of SETA's DEI Audit

The following is the summary of the staff perceptions of the various aspects of Diversity, Equity, and Inclusion at Sacramento Employment and Training Agency. On the invitation of the Executive Director, a survey was developed, sent to about 600 employees, soliciting voluntary participation in completing the survey. Employees had a window of about 8 days to complete the survey.

### Profile

1. Participation rate: Of the 600 employees, 225 (37%) participated
2. Length of Service: 72 (33%) less than 5 years and 80 (35%) over 15 years of service.
3. Gender Distribution: 196 (89%) identified as female

Observations:  
Heavily female employees

7. Do SETA's HR hiring and retention practices promote DEI? 132 (60%) Agreed; 89 (40%) unsure or disagreed/SD

Observations:  
Large # of neutral responses indicating lack of knowledge

8. Is diversity a top agenda of SETA? 110 (49%) Agreed/SA; 113 (51%) unsure or disagreed/SD

### Perceptions of SETA's DEI

1. Does SETA's ethnic diversity reflect the community it serves? 189 (84%) Agreed/strongly agreed.
2. Does SETA's gender diversity reflect its community? 143 (65%) Agreed/strongly agreed.

Observations:  
Respondents seem fine with employees diversity.

3. Does your unit reflect ethnic diversity of SETA's community? 175 (80%) Agreed/strongly agreed.

4. Does your unit reflect gender diversity of the community? 143 (65%) Agreed/strongly agreed.
5. Does leadership reflect ethnic diversity of the community? 134 (60%) Agreed/strongly agreed.
6. Does leadership gender diversity reflect the community? 129 (58%) Agreed/strongly agreed.

9. Is SETA a welcoming place to everyone? 151 (68%) Agreed/SA; (32%) unsure or disagreed/SD

10. Are SETA's HR policies FAIR to everyone? 139 (63%) Agreed/SA; 86 (38%) unsure or disagreed/SD

11. Is compensation/salary scheme FAIR? 125 (56%) Agreed/SA; 100 (44%) unsure or Disagreed/SD

12. Are SETA's promotion practices FAIR? 98 (44%) Agreed/SA; 125 (56%) unsure or disagreed/SD

13. Does SETA have a working DEI Plan? 38 (44%) Agreed/SA; 127(56%) unsure or disagreed/SD

14. Are SETA's DEI practices effective? 88 (40%) Agreed/SA; 136 (60%) unsure or disagreed/SD

15. Does SETA provide DEI professional development? 96 (43%) Agreed/SA; 128 (57%) unsure or disagreed/SD

16. Does SETA have a DEI Scorecard/Annual Report that is made public? 55 (25%); 167 (76%) unsure or disagreed/SD

17. Does SETA hold leaders accountable for DEI performance? 67 (30%); 156 (70%) unsure or disagreed/SD

18. How would you rate the need for DEI program? 115 (51%) High/VH; 110 (49%) unsure or Low/VL

19. How would you rate the need for DEI training? 125 (57%) High/VH; 96 (43%) unsure or Low/VL

20. Do staff (irrespective of background) feel a sense of belonging at SETA? 117 (52%) Agreed/SD; 108 (48%) unsure, disagreed/SD

21. Does lack of DEI agenda limits SETA's ability to serve its constituents and fulfill its mission effectively? 97 (44%) Agreed/SA; 123 (56%) unsure or disagreed/SD

22. Ranked Topmost DEI related challenges, 1<sup>st</sup> to 5<sup>th</sup>:

1. Equitable Pay
2. Staff Retention
3. Equitable Promotion
4. Equitable Recognition
5. Diversity Hiring

23. Do external stakeholders think SETA's DEI outstanding? 83 (38%) Agreed/SA; 138 (62%) unsure, disagreed/SD.

24. How comfortable in discussing cultural background with colleagues at SETA? 159 (72%) Comfortable/VC; 63 (28%) unsure or Somewhat/Very Uncomfortable.

25. How satisfied with DEI efforts at SETA? 115 (53%) Satisfied/VS; 102 (47%) unsure or Dissatisfied/VD.

Observations:  
DEI training recommended

Observations:  
Equitable Pay a concern

26. Ranked DEI related strategies SETA should adopt, 1<sup>st</sup> being topmost:

1. Training & Professional Development
2. Staff Retention Strategies
3. Leadership DEI Professional Development
4. Strategies to enhance Workplace Culture
5. Hiring Strategies that promote DEI
6. HR/Policies and Practices
7. Diversity Scorecard/Accountability
8. Diversity Plan
9. Accommodation for people with disabilities

27. How would you recommend DEI training for SETA employees? 135 (61%) High/VH; 87 (39%) unsure or high/VH.

28. How would you recommend DEI training for SETA leaders? 149 (67%) High/VH; 73 (33%) unsure or high/VH.

### Observations

1. Majority considers ethnic and gender diversity of employees okay despite very small male number.
2. Bimodal distribution of length of service with 33-35% less than 5 years and over 15 years.
3. A large number of respondents indicated neutral on the following items, suggesting they were unsure: how HR hiring and retention promote DEI (27%), if diversity is a top agenda (33%), if compensation/salary is fair (25%), if promotion practices are fair (28%), if SETA has a DEI Plan (44%), if SETA's DEI practices are effective (48%), if SETA provides DEI training (39%), if SETA has DEI Scorecard/annual report that is made public (54%), if leaders are held accountable (48%), the need for DEI program (40%), the need for DEI training (38%), employees' sense of belonging (29%), if DEI agenda limits mission fulfillment (40%), if external stakeholders think SETA's DEI is outstanding (56%), Satisfaction with SETA's promotion of DEI (39%), recommendation of DEI training for employees (35%), recommendation of DEI training for leaders (29%). The large number of unsure responses suggests a need for training, communication, and adoption of effective DEI agenda.
4. Equitable pay, staff retention, equitable promotion, equitable recognition, and diversity hiring were ranked as top challenges in that order.
5. DEI training, staff retention, and leadership DEI professional development ranked top 3 strategies for SETA to adopt.
6. Overall, it appears many have never had DEI training but desire such professional development.