

# Community Development Block Grant (CDBG) Customer Service Update

**Presented to:**

**Public Safety & Neighborhood Services Committee**

**Presented by:**

Beth Murray

***May 26, 2010***

Second Chance Ribbon  
Cutting Ceremony



# Issue Areas

- CDBG Accounting Reconciliation
- Creating a Due Process to appeal certain decisions
- Interpretation of the Regulations
- Timely Reimbursements
- Contract Processing
- Staff Training



# Accounting Reconciliation



Done

- Dec. 2009 staff completed an 18-month reconciliation to bring the City accounting in line with HUD accounting
- Reconciled 865 projects with remaining balances, some dating back to 1992
- Approximately \$5 million to reprogram or reallocate

# Create a Due Process



- A Panel including the Assistant Chief Operating Officer, Deputy Director and Deputy City Attorney will hear requested appeals
- On-going dialogue with HUD on interpretations



# Staff Training



Done



- April 28 – 30 the National Community Development Association provided training to all CDBG staff members
- Non-profit organizations were invited
- All 34 participants passed the required 4-hour test

# Timely Reimbursements

## Done

- Processing payments from June to October 2009 was extremely challenging due to the new SAP system
- Staff is fully trained
- Turn-around is now 5 – 10 days\*

\* Provided that all of the required documentation is submitted



# Streamlining Contract Processing



## Almost Done

- Eliminated loopbacks and reduced steps from 9 to 5
- 4 to 6 months down to 2 months
- Execution date can be July 1 for Programmatic Contracts (non brick and mortar)
- City will complete internal review prior to delivering to agencies
- NEPA/CEQA done in house

# Interpretation of Regulations

## □ Ongoing

- HUD sponsored a forum with City and non-profits on Jan. 28, 2010
- Follow-up forum held on May 19, 2010
- Numerous 'gray areas' in the Federal Regulations
- The City, as the Grantee is ultimately responsible to enforce the regulations

# Customer Service Survey

- 27 responses (out of 67 sent out)
- Strongest area is courteous and respectful staff – 63% strongly agreed
- Weakest area is processing contracts in a timely manner – 25% strongly disagreed
- Cumulative Responses
  - Strongly Agree/Agree – **59.1 %**
  - Neutral – **31.3 %**
  - Strongly Disagree/Disagree – **9.3 %**

# Continuing Improvement

- Contract processing
- Automation - utilize technology, web-based applications and documentation
- Provide more one-on-one assistance for applications and contracts
- Make website more user friendly
- Continuing training
- Celebrating successes



# Second Chance



# **Community Development Block Grant (CDBG) Customer Service Update**

---

**Presented to:**

**Public Safety & Neighborhood Services Committee**

*May 26, 2010*

# **Questions**