

Community Development Block Grant (CDBG) Customer Service Update

Presented to:
**Public Safety &
Neighborhood
Services (PS&NS)
Committee**

Presented by:
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September 22, 2010

CDBG Grant to Grid
Alternatives



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 \$6 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



On-going



- 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
- On-going training is essential

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



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 completes internal review prior to delivering to agencies (front-loading the process)
- 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 - May

- 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 %** (includes not applicable)
 - Strongly Disagree/Disagree – **9.3 %**

Customer Service Survey – Aug.

- 21 responses (out of 126 sent out)
- Strongest area is courteous and respectful staff – 48% strongly agreed, 52% agree
- Weakest area is processing contracts – 19% strongly disagreed, 19% disagreed
- Cumulative Responses
 - Strongly Agree/Agree – 55.6 %
 - Neutral – 14.2 %
 - Strongly Disagree/Disagree – 10.1 %
 - Not Applicable – 20.5%

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





Comments from CDS Consulting – Mr. Chester Wheeler III

- HUD Audit required the City to complete and submit a Management/Staffing Plan
- Community Development Strategies (CDS) Consulting was hired
- CDS conducted a Program Assessment and has provided recommendations
- Mr. Wheeler will provide brief comments on the study

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Questions