



# SACRAMENTO CITY UNIFIED SCHOOL DISTRICT BOARD OF EDUCATION

Agenda Item# 10.2

**Meeting Date:** August 1, 2019

**Subject:** Constituent Services Report

- Information Item Only
- Approval on Consent Agenda
- Conference (for discussion only)
- Conference/First Reading (Action Anticipated: \_\_\_\_\_)
- Conference/Action
- Action
- Public Hearing

**Division:** Deputy Superintendent's Office

**Recommendation:** Receive information and updates from the Constituent Services Office.

**Background/Rationale:** The Board of Education and Superintendent are committed to ensuring that District staff is accountable for helping constituents receive the services they request in a timely manner. As a result of this commitment, the Constituent Services Office was established in 2017 to assist with ensuing information and requests are fulfilled. The office was placed under the supervision of Director Stephan Brown for the 2018-19 school year. The CSO plays a leading role in resolving any conflicts with constituents, school sites, and district departments.

**Financial Considerations:** None

**LCAP Goal(s):** College, Career and Life Ready Graduates, Safe, Emotionally Healthy and Engaged Students, Family and Community Empowerment Operational Excellence

**Documents Attached:**

1. Executive Summary

<p><b>Estimated Time of Presentation:</b> 10 minutes <b>Submitted by:</b> Stephan Brown, Director <b>Approved by:</b> Jorge A. Aguilar, Superintendent</p>
--

# Board of Education Executive Summary

## Constituent Services

Constituent Services Report

August 1, 2019



### I. Overview/History of Department or Program

The Governing Board and the Superintendent are committed to ensuring that management takes responsibility for helping constituents receive the services they request and in a timely manner. The SCUSD Constituent Services Office (CSO) was established in 2017 to play a leading role in ensuring our constituents request for assistance and information are fulfilled.

The purpose of the presentation is to provide an update to the Board on CSO activities from July 1, 2018 through June 30, 2019.

### II. Driving Governance:

The Board of Education develops policies and initiatives that support Operational Excellence across the District as outlined in the Strategic Plan and Local Control Accountability Plan. The Board of Education also realizes that its role in appropriate constituent service is to facilitate management's ability to resolve problems efficiently and effectively without becoming personally involved in solving problems or handling management issues.

### III. Budget: N/A

### IV. Goals, Objectives and Measures:

The policy update is consistent with the district's commitment to receive complaints and requests and respond in a timely manner.

1. Facilitate Complaint Resolution
2. Support School Sites and Department
3. Identify, Track and Report Trends
4. Develop and Propose Ideas for Goal Achievement

### V. Major Initiatives:

1. Quarterly Report to Board
2. Strengthen Communication with Constituents
3. Provide Timely Information to Constituents
4. Coordinate responses between school, departments, and constituents

### VI. Results:

Informational

### VII. Lessons Learned/Next Steps:

Policies that ensure District responses to constituent interest and complaints ensure transparency and awareness of the importance for public confidence.

# Board of Education Executive Summary

## Constituent Services

Constituent Services Report

August 1, 2019

