

SACRAMENTO CITY UNIFIED SCHOOL DISTRICT
BOARD OF EDUCATION

Agenda Item 9.2

Meeting Date : October 4, 2018

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 accountability 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 CSO plays a leading role in resolving operational conflicts with constituents,

Documents Attached:

1. Executive Summary

Estimated Time of Presentation : 10 minutes

Board of Education Executive Summary

I. Overview/History of Department or Program

The Governing Board and the Superintendent are committed to ensuring that management take responsibility for helping constituents receive the services they request and in a timely many. The SCUSD 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 and update to the Board on CSO activities from mid July 2018 through September 2018.

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 constituent requests and respond in a timely manner.

1.