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EDMUND G. BROWN JR.
GOVERNOR

December 4, 2014

Dear CSD Provider:

The Department of Community Services and Development's (CSD) Provider website is a centralized portal for CSD funded entities to access pertinent information such as boilerplate contracts, reporting forms, CSD program notices, retrieve blogs, and other contractual documents. In addition, the email feature is utilized to communicate and distribute information to the Network. Recently, CSD received feedback from the Network on the accessibility and functionality of the CSD Provider's website.

At the most recent Low-Income Home Energy Assistance Program Service Providers (LIHEAP) meeting and Community Services Block Grant (CSBG) Advisory Committee (CAC) meeting it was brought to our attention that registered users for the Provider's website have encountered challenges with resetting their password and requested a reduction in the number of times the user needs to update their password.

In response to these concerns CSD's Information Technology Services Unit has identified enhancements to remedy these issues:

1. **Extending the password expiration to 120 days.** This should reduce the necessity for the user to use the password reset feature. Additionally, CSD will create a guide to advertise the "Remember Login" feature already on the site.
2. **Modifying language in the password reset email.** This change will provide better instructions to the user on how to copy and paste the system generated temporary password.
3. **Changing password reset function to use email address instead of user name.** Typically, users have many different usernames and IDs used by various systems. This change will eliminate confusion by using an identifier that is typically not changed by a user while they are conducting business with CSD.

The new enhancements will be implemented on the CSD Provider's website effective December 5, 2014.

CSD Provider's Website

December 4, 2014

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At the CAC meeting, feedback was also provided that it is difficult to find information on the CSD Provider's website and that we should modify the layout to improve the usability. CSD agrees that there is room for improvement in this area and will look at both the CSBG and LIHEAP web pages to make adjustments that are consistent between both pages and will make it easier for providers to locate information. Lastly, a suggestion was made that a link to the CSD Provider's website be added to CSD's Public website for quick accessibility. The link has been added and is titled "Grantee Portal". It is located at the bottom far right side of the page.

CSD appreciates the feedback and will continue to make improvements that increase the usability and efficiency of the Provider's website. Additional feedback on how to improve the Provider website experience can be sent to csdprovidersweb@csd.ca.gov.

Sincerely,

A handwritten signature in black ink, appearing to read "Linne Stout". The signature is written in a cursive, flowing style.

LINNÉ STOUT
Director