

CSBG Monthly Webinar—ACSI & State Plan Development

April 26, 2018

Housekeeping

- Request for how to allocate CR#5 sent 4/23/18---**response due by next Wed. 5/2/18**

- All IS corrections requested from NASCSP have been submitted

- RPIC webinar on Needs Assessment—4/23/18—very good

Recorded and will be posted to:

[http://www.capnd.org/who we are/region-8-association/regional-activities.html](http://www.capnd.org/who_we_are/region-8-association/regional-activities.html)

- **RPIC webinar Mon 4/30/18—Strategic Planning (9:00 am)**
- **As collect data for Module 3 initiatives—consult instructions-sent 4/25/18**
- Next webinar—Tuesday May 22---Community Needs Assessment

Background—Why the ACSI?

- ACSI= American Customer Satisfaction Index
 - national indicator of customer evaluations of goods and services available to U.S. residents—used by federal government to evaluate more than 100 federal programs—since 1999
 - First administered for CSBG program in the Fall of 2015
 - Sent to eligible entities (and in 2017 also sent to State Associations)—by third party= CFI Group
 - OCS uses as a *way to measure State Office performance* on the *State Accountability Measures*
 - Next ACSI is planned for 2019
 - Participation is key
 - Make sure *SCSO knows who in your agency should be contact for receiving link to survey*—link for survey cannot be forwarded
 - Guidance on ACSI and how will be used—IM 150

ACSI and State Accountability Measures

- State and Federal Accountability Measures are part of the new performance management framework—which also includes the organizational standards and annual report
- State and Federal Accountability Measures:
 - detailed in IM 144
 - in combination with the organizational standards and ROMA Next Gen—the performance management framework answers the questions: **How well did the Network perform? What difference did it make?**
- “The final State and Federal accountability measures are designed to create transparency and accountability for performance at the State and Federal levels, and to help OCS and the States identify successful practices and areas for improvement.” IM 144

State Accountability Measures

From IM 144:

The State accountability measures capture performance data about the critical activities and functions performed at the State level. They indicate ***how efficiently and effectively*** a State implements the activities described in their State plan, and ***what impact*** the State's efforts have on the performance of local eligible entities.

The State accountability measures address efficiency and effectiveness characteristics such as **timeliness, accuracy, standards, and stakeholder satisfaction in the critical activities and functions** listed below:

- Development of the State plan
- Implementation of the State plan, including:
 - Distribution of funds
 - Use of remainder/discretionary funds
 - Grantee monitoring and corrective action
 - Data collection, analysis, and reporting
 - Organizational standards for eligible entities
 - State linkages and communication

Accountability Measures /State Plan/ACSI

Note: The scope of the State Accountability Measures include the development and implementation of the State Plan—and are measured by the ACSI

1. *(a bit too obvious...)* Development of the State Plan—this should be collaborative work with SCSO ultimately being responsible for its submission to OCS
2. There are 15 Sections of the State Plan—the plan addresses each of the following—also **asked on the ACSI**:
 - Distribution of funds
 - Use of remainder/discretionary funds
 - Grantee monitoring and corrective action
 - Data collection, analysis, and reporting
 - Organizational standards for eligible entities
 - State linkages and communication

State Plan & the ACSI

- As we work on the plan---this is ***what we plan to do***
- As we implement the plan—this is ***what we do***—and agencies hold SCSO accountable
- As agencies complete the ACSI---provide all important feedback on ***how we did/how we can improve***
- ACSI ***“Overall Satisfaction Score”*** reported on the Annual Report along with target for coming year in State Plan:
 - 2015—70 (set goal of 74)
 - 2017—83 (reported in August 2017)
 - 2019—target per guidance below—84—***hope to do even better***

OCS Guidance for targeting—IM 150

- For ACSI scores currently in the 80s, **a 1-point gain might be realistic;**
- For ACSI scores in the 70s, a 2-3 point gain is reasonable;
- For ACSI scores in the 60s, 3-5 points may be attainable; and
- For ACSI scores in the 50s, 5-10 points should be possible.

ACSI

Questions that measure the State's performance (scale 1-10):

1. Development of the State Plan:

- Extent of CAA involvement in development
- Caliber of opportunities provided to participate
- Degree to which State Plan reflects input
- (narrative) How improve State Plan dev. process?

2. Distribution of Funds:

- Degree to which state's distribution of funds ensured no interruption of services to clients
- Quality of state's process for executing grant awards

3. Use of Remainder/Discretionary Funds:

- Transparency of how discretionary funds were used and distributed
- Degree to which use of network funds was responsive to network needs

ACSI

4. Training and Technical Assistance:

- Effectiveness of training provided by state of state-funded providers
- Effectiveness of tech. assistance provided by state of state-funded providers
- Responsiveness of State Office to your request for tech assistance
- Overall amount of T/TA provided
- (narrative) What, if any, T?TA needs do you want State Office to address?

5. Monitoring and Corrective Action:

- Consistency of monitoring across CSBG network
- Adherence to established monitoring plan for on-site visit
- Usefulness of monitoring visits
- Clarity of feedback provided in the monitoring report
- Timeliness of feedback in the monitoring report
- Clarity of the state's Corrective Action/Quality Improvement Plan process
- (narrative) What, if any, suggestions for improving state's monitoring process?

ACSI

6. Linkages:

- Awareness of the State Office's efforts to create linkages
- Sufficiency of the State Office's linkages with other state partners
- Effectiveness of the partnerships created in the State to meet the needs of eligible entities

7. Communication:

- Sufficiency of information provided by State Office to keep you informed
- Usefulness of feedback received from the State Office about work plans, performance, and monitoring activities
- Frequency of communication from State Office
- Clarity of communication from the State Office
- Responsiveness of State Office to your requests for information
- Consistency of responses received from State Office
- (narrative) What kinds of information, if any, would you like to receive from the State Office that you are not getting now?

8. Overall Satisfaction:

- Overall—how satisfied are you with State Office services as they relate to CSBG?
- How well do services from the State Office meet your expectations?
- How do services from State Office compare to an ideal grant awarding agency?

ACSI

9. Outcome Behaviors:

- How confident are you that the State Office is fulfilling its mission of supporting eligible entities in their mission of helping low-income individuals out of poverty?
- How much do you trust the State Office to work with you to meet your organization's needs?
- (narrative) What more could OCS do to help the states and eligible entities meet the needs of low-income people in the state?

Scores are like grades:

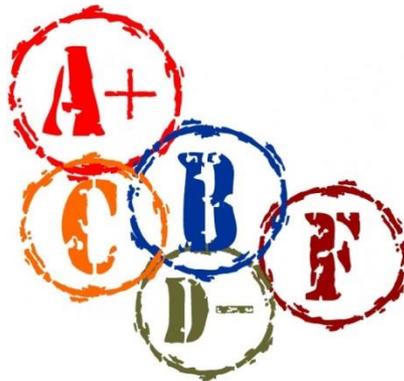
9-10 = A

8 = B

7 = C

6 = D

1-5 = F



Roundtable & Survey Takeaways:

T/TA:

1. Request to have some in-person trainings (rotate location—provide opportunity for networking)---mixed in with webinars
2. Request for master training schedule for all sources (SCSO, CAP Utah, RPIC, NASCSP, CAP, etc)
3. Interest in CSBG 101—perhaps canned and available for new staff
4. Barriers to travel/conferences discussed—support for bringing more national speakers to Utah
5. Specific topics: CSBG program overview and reporting; self-care; trauma informed care; data analysis; data sharing—how to; IGP; board training; risk assessment; annual report; performance measures; needs assessment; succession planning; prioritization of services; ROMA

Roundtable & Survey Takeaways:

Discretionary Funds:

1. FY15-FY17 posted on website
2. Interest in greater input into allocation of discretionary funds.
3. Endorsement of use to support T/TA—including bringing in national level speakers
4. Several expressed support that be used for statewide benefit:
 - Specific suggestions:
 - State Assoc support all agencies—poverty conference
 - UAH gather data for all food pantries in state
 - Advocacy (statewide benefit)
 - Use for emergency situations—ie. recent floods
 - Data assistance —ie. IGP/homeless
 - Capacity building (ie VISTA)
 - Database cost support
5. Appreciate transparency

Roundtable & Survey Takeaways:

- Linkages:
 1. Data sharing agreements—SCSO will look into drafts
 2. Connect with Rural Planning Group
 3. Request for help with connection to school districts (homeless liaisons)
 4. Help contact/coordination for securing VISTA volunteers (Corporation for National and Community Service)
 5. IGP—help with data, ensure CSBG presence and participation
 6. Request for a modified org chart—listing programs and who is over each
 7. Request for linkage with DHS programs (DCFS and Systems of Care)
 8. State office regularly visit CAAs off the Wasatch Front

Roundtable & Survey Takeaways:

Community Participation:

1. Reach out to all stakeholders (school districts/universities)
2. Build personal connections with community partners
3. Inclusive approach to needs assessment
4. Learn how other orgs utilize social media
5. Attend board meetings of community partners
6. Accountability—builds brand in community

CSBG Funds and Food Distribution:

- A few agencies—unduplicated service and needed by community
- a few agencies—duplicated—but gateway to additional services
- QEFAF/EFN less demanding resources
- Reporting challenges with new Module 4
- a few noted CSBG burdensome for food distribution
- a few have subcontracts with food—can be a challenge

Additional Thoughts.....?



Questions or Comments...?

