

Office of Community Services (OCS) Grantee Satisfaction Survey 2012 Final Version

Introduction

The Office of Community Services (OCS) is seeking feedback from our grantees on the Community Services Block Grant (CSBG) Program and Low Income Home Energy Assistance Program (LIHEAP). Your participant, while voluntary is critical for us to understand how well we are delivering service to you and how we can better serve you.

This survey is being administered by CFI Group, an independent third-party research group. Your answers will remain anonymous and will be combined with those from other respondents for research and evaluation purposes only.

This survey is authorized by the U.S. Office of Management and Budget Control No. 1090-0007 and will take approximately 10 minutes.

Grant Requirements and Reporting

Please think about the grant requirements and reporting as it relates to the following areas. Using a scale from 1 to 10, where 1 is poor and 10 is excellent, please rate the following.

1. Ease of obtaining information concerning grant requirements
2. Ease of understanding award requirements
3. Timeliness of grant award information
4. Ease of understanding reporting requirements
5. Ease of completing the CSBG Information System Survey (only ask CSBG grantees)
6. Ease of completing the Household Report (only ask LIHEAP grantees)
7. Ease of using reported information to better manage your program

Accessing Grant Funds

Please think about the accessing grant funds as it relates to the following areas. Using a scale from 1 to 10, where 1 is poor and 10 is excellent, please rate the following.

8. Clarity of requirements and process for accessing grant funds
9. Timeliness of funds being available after a request is submitted

Technical Assistance Provided by OCS Staff

Please think about the technical assistance provided by the OCS staff as it relates to the following areas. Using a scale from 1 to 10, where 1 is poor and 10 is excellent, please rate the following.

10. Ease of reaching OCS staff
11. Ability of OCS staff to direct you to useful resources/information that address your concerns
12. Timeliness of receiving requested information
13. Quality of the technical assistance provided

14. Ability of OCS staff to answer your questions about grant policies, procedures, regulations and legislation
15. Clarity and consistency of assistance/guidance provided
16. Ease of access to program information/updates

Training Provided by OCS Staff (webinars, teleconferences, conferences)

Please think about the training provided by the OCS staff as it relates to the following areas. Using a scale from 1 to 10, where 1 is poor and 10 is excellent, please rate the following.

17. Relevancy of training provided by OCS staff
18. Effectiveness of training provided by OCS staff
19. Staff providing training is knowledgeable about subject area

OCS-Funded Technical Assistance/Training Providers

Please think about the technical assistance provided by OCS-Funded providers as it relates to the following areas. Please note, this does not include the technical assistance provided directly by OCS staff.

Using a scale from 1 to 10, where 1 is poor and 10 is excellent, please rate the following.

20. Ability of OCS-funded technical assistance providers to answer your questions
21. Ability of OCS-funded technical assistance providers to direct you to resources (i.e. publications, training, subject matter experts, grant resources) that address your concerns
22. Usefulness of the assistance provided in meeting your needs
23. Assistance provided is relevant and practical
24. Timeliness of response to your request for assistance
25. Training is easily accessible
26. Training is presented by knowledgeable trainers
27. Training provided is well-tailored to your needs
28. Training is worth the cost

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29. Overall, how satisfied are you with the services with the Office of Community Services as it relates to the CSBG or LIHEAP program? Please use a scale from 1 to 10, where 1 is *very dissatisfied* and 10 is *very satisfied*?
30. How well do the services from OCS meet your expectations? Please use a scale from 1 to 10, where 1 means *falls short of expectations* and 10 means *exceeds expectations*.
31. How do the services from OCS compare to an ideal grant awarding agency? Please use a scale from 1 to 10, where 1 means *not very close to the ideal* and 10 means *very close to the ideal*.

Open ended questions

32. How would you improve OCS' monitoring of grantees?
33. What suggestions do you have for improving OCS?

Those are all of the questions that we have. Thank you very much for participating.