

U.S. Department of Health and Human Services Office of Community Services (OCS) Community Services Block Grant (CSBG) Grantee Satisfaction Survey 2017

Introduction

As part of its current performance management framework, the U.S. Department of Health and Human Services Office of Community Services (OCS) is seeking feedback from our grantees on the Community Services Block Grant (CSBG). We expect the results of this survey to provide OCS with data about its performance on the federal accountability measures and assist us in identifying areas for continued improvement.

Your participation, while voluntary, is critical for us to understand how well we are performing on the federal accountability measures, and how well we are delivering service to you. This information will be used by OCS to make improvements to ensure the best possible customer experience.

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 to identify opportunities for improvement.

This survey will take approximately 10-12 minutes and will be open through November 15, 2017. It is authorized by the U.S. Office of Management and Budget Control No. 1090-0007 which expires on March 31, 2018.

Plan Review and Acceptance

Please think about the plan the State most recently submitted to CSBG and the response you received from OCS. Using a scale from 1 to 10, where 1 is poor and 10 is excellent, please rate the following.

1. Ease of submitting the Plan
2. Timeliness of OCS response to your inquiries
3. Clarity of the feedback from OCS
4. Consistency of the feedback from OCS
5. Usefulness of the feedback from OCS

Open-Ended Question

6. How could OCS improve the process for submitting the Plan to OCS?
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Grant Monitoring and Corrective Action

Please think about the monitoring activities conducted by OCS 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.

7. Relevance of the monitoring procedures
 8. Usefulness of the monitoring visit
 9. Clarity of feedback provided in the monitoring report
 10. Usefulness of feedback provided in the monitoring report
 11. Timeliness of feedback provided in the monitoring report
 12. Clarity of the assistance OCS personnel provided in the development of any corrective action plan
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Open-Ended Question

13. What suggestions do you have for how OCS could improve its monitoring process?

Data Collection, Analysis and Reporting

Please think about grant reporting requirements as it relates to administrative module (Module 1 of the State CSBG Annual Report). Using a scale from 1 to 10, where 1 is poor and 10 is excellent, please rate the following.

- 14. Ease of understanding reporting requirements
- 15. Ease of collecting required data
- 16. Ease of using reported performance data to analyze program performance

Open-ended Question

17. How could OCS improve the process for submitting the Annual Report?

Training and Technical Assistance Provided by OCS Staff

Please think about the Training and Technical Assistance provided by OCS staff including training and technical assistance on CSBG State Plan and Module 1 of the Annual Report, technical assistance on policies, procedures and regulations, performance and good practices. Using a scale from 1 to 10, where 1 is poor and 10 is excellent, please rate the following.

- 18. Ability of OCS staff to answer your questions about grant policies, procedures and regulations, performance and good practices
- 19. Ability of OCS staff to direct you to useful resources/information that address your concerns
- 20. Responsiveness of OCS staff to your requests for technical assistance
- 21. Effectiveness of the technical assistance provided by OCS staff
- 22. Effectiveness of training provided by OCS staff

Open-Ended Question

23. What additional Training and Technical Assistance needs do you want OCS to address?

Training and Technical Assistance Provided by OCS-Funded Providers

Training and Technical Assistance is also provided by OCS-funded providers, i.e., CSBG national partners including training and technical assistance on data collection and reporting (e.g. Modules 2, 3 and 4 of the Annual Report), organizational standards, learning communities, legal requirements, and Regional Performance and Innovation Consortia.

Please think about the Training and Technical Assistance provided by the OCS-funded providers, i.e., CSBG national partners, 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.

- 24. Effectiveness of technical assistance provided
- 25. Consistency of technical assistance with OCS guidance
- 26. Accessibility of training
- 27. Knowledge of trainers
- 28. Effectiveness of the training
- 29. Cost of training

Open-Ended Question

29a. Please provide any additional thoughts you may have regarding the training and technical assistance provided by OCS-funded providers.

Communication

Please think about OCS' communication efforts 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.

- 30. Timeliness of grant award information
- 31. Sufficiency of information provided by OCS to keep you informed
- 32. Frequency of communication
- 33. Clarity of communications
- 34. Consistency of the responses received from OCS staff

Open-Ended Question

35. What kinds of information would you like to receive from OCS that you are not now getting?

Overall Satisfaction

- 36. Overall, how satisfied are you with the services provided by OCS as it relates to CSBG? Please use a scale from 1 to 10, where 1 is *very dissatisfied* and 10 is *very satisfied*?
- 37. 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*.
- 38. 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*.

Outcome Behaviors

- 39. How confident are you that OCS is fulfilling its mission of supporting the States in their efforts to help individuals with low-incomes out of poverty? Please use a scale from 1 to 10, where 1 means not very confident and 10 means very confident.
- 40. How much do you trust OCS to work with you to meet your organization's needs? Please use a scale from 1 to 10, where 1 means not very trusting and 10 means very trusting.

Open-Ended Questions

- 41. What more could OCS do to help the States meet the needs of people with low-incomes?
- 42. Is there anything else you want to comment on?

Thank you very much for providing your input.