

## Appendix 3

### FEDERAL ACCOUNTABILITY MEASURES

These measures are tied to the critical roles and responsibilities of the Office of Community Services (OCS), as required by the CSBG Act, and are an indication of its *effectiveness and efficiency* as well as the *impact* its efforts had on improving the performance of the States and Territories<sup>1</sup>. The “performance period” for each of the measures is generally the Federal Fiscal Year.

#### State Plan Review and Acceptance

*During the performance period...*

1Fa. OCS

- i. reviewed and provided a response<sup>2</sup> for “x” percent of State plans within 45 calendar days of receipt of the submitted State plan;
- ii. accepted “x” percent of State plans within 60 calendar days of receipt of the submitted State plan<sup>3</sup>; and
- iii. responded to “x” percent of State inquiries regarding a State plan within 10 calendar days.<sup>4</sup>

1Fb. Using data from a nationally administered survey<sup>5</sup> of the States and other appropriate data, OCS made organizational adjustments, as appropriate, to improve performance regarding its grant management services.

#### Distribution of Funds

*During the performance period...*

2Fa. “x” percent<sup>6</sup> of States with accepted State plans received funding within 21 calendar days of OMB/Department of Health and Human Services (HHS) apportionment of funds.

#### Grant Monitoring and Corrective Action

*During the performance period...*

3Fa. OCS

- i. sent “x” percent<sup>7</sup> of *draft* State assessment reports to the appropriate State within 30 calendar days of the State assessment site visit; and

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<sup>1</sup> For the purposes of these measures, the term “State” encompasses both States and Territories, as appropriate.

<sup>2</sup> Examples of responses include requests for more information and requests for revisions.

<sup>3</sup> The submitted State plan receipt date for measure 1Fa(ii) is the same date of receipt as in measure 1Fa(i), and does not change even if OCS asks the State to make a revision of its submitted plan.

<sup>4</sup> OCS will establish a baseline percentage for the number of State plans reviewed within 45 calendar days; the number accepted within 60 calendar days; and the number of inquiries responded to within 10 calendar days. In subsequent years, OCS will set targets to improve its performance and track and report on the results.

<sup>5</sup> OCS will use the American Customer Satisfaction Index (ACSI), OMB-approved methodology.

<sup>6</sup> The goal for this measure is 100%. If the baseline percentage is less than 100%, OCS will track and report on improvements in subsequent years.

- ii. sent “x” percent<sup>8</sup> of *final* State assessment reports to the appropriate State within 30 calendar days from receipt of the State’s response to the draft report.
- 3Fb. OCS provided a response within 30 calendar days for “x” percent<sup>9</sup> of corrective action plans submitted by the States.
- 3Fc. “x” percent<sup>10</sup> of States met the agreed upon schedule to resolve corrective action plans required by OCS as a result of State assessments.
- 3Fd. Using data from a nationally administered survey<sup>11</sup> of the States and other appropriate data, OCS made organizational adjustments, as appropriate, to improve its grant monitoring activities.
- 3Fe. Decrease<sup>12</sup> in the number of States with repeat audit findings.

### Data Collection, Analysis, and Reporting

#### *During the performance period...*

- 4Fa. OCS reviewed and provided feedback on “x” percent<sup>13</sup> of State annual reports (and any required quarterly or semi-annual reports) within 60 calendar days of receipt of the report.
- 4Fb. Using data from a nationally administered survey<sup>14</sup> of the States and other appropriate data, OCS made organizational adjustments, as appropriate, to improve the quality of feedback provided by OCS about the State reports.

### Organizational Standards

#### *During the performance period...*

- 5F. “x” percent increase<sup>15</sup> in the number of eligible entities that met 100% of the organizational standards.

### Training and Technical Assistance

#### *During the performance period...*

- 6Fa. OCS staff identified and provided effective training and technical assistance to grantees.<sup>16</sup>
- 6Fb. Using data from a nationally administered survey<sup>17</sup> of the States and feedback from other sources, OCS made organizational adjustments, as appropriate, to improve training and technical assistance provided by contractors and OCS staff.

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<sup>7</sup> OCS will establish a baseline percentage in the first year and set targets for subsequent years.

<sup>8</sup> OCS will establish a baseline percentage in the first year and set targets for subsequent years.

<sup>9</sup> OCS will establish a baseline percentage in the first year and set targets in subsequent years.

<sup>10</sup> OCS will establish a baseline percentage in the first year and set targets in subsequent years.

<sup>11</sup> OCS will use the ACSI, OMB-approved methodology.

<sup>12</sup> OCS will establish a baseline in the first year and set targets in subsequent years.

<sup>13</sup> OCS will establish a baseline percentage in the first year and set targets in subsequent years.

<sup>14</sup> OCS will use the ACSI, OMB-approved methodology.

<sup>15</sup> OCS will establish a baseline percentage in the first year and set targets in subsequent years.

<sup>16</sup> OCS will collect data on this measure through the national survey, using ACSI.

<sup>17</sup> OCS will use the ACSI, OMB-approved methodology.

Communications

*During the performance period...*

- 7Fa. OCS provided to its network partners timely and clear communications about program requirements and opportunities, performance of the network, and the results obtained for low-income families.<sup>18</sup>
- 7Fb. Using data from a nationally administered survey<sup>19</sup> of the states and other appropriate data, OCS made organizational adjustments, as appropriate, to improve its communications.

Grantee Satisfaction

*During the performance period...*

- 8F. By 20xx, OCS achieves an OVERALL SATISFACTION score of “x” (TBD).<sup>20</sup>

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<sup>18</sup> OCS will collect data on this measure through the national survey, using ACSI.

<sup>19</sup> OCS will use the ACSI, OMB-approved methodology.

<sup>20</sup> The target will be determined based on the ACSI survey results.