

## Comprehensive Community Services Block Grant (CSBG) Training and Technical Assistance (T/TA) Needs Assessment

PAPERWORK REDUCTION ACT OF 1995 (Pub. L. 104-13) STATEMENT OF PUBLIC BURDEN: The purpose of this information collection is to inform the creation of a Community Services Block Grant (CSBG) training and technical assistance (T/TA) Learning Agenda to guide the development and meaningful delivery of T/TA for the CSBG Network. Public reporting burden for this collection of information is estimated to average 25 minutes per response, including the time for reviewing instructions, gathering, and maintaining the data needed, and reviewing the collection of information. This is a voluntary collection of information. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information subject to the requirements of the Paperwork Reduction Act of 1995, unless it displays a currently valid OMB control number. The OMB # is 0970-0531 and the expiration date is XX/XX/XXXX. If you have any comments on this collection of information, please contact [CSBGStates@acf.hhs.gov](mailto:CSBGStates@acf.hhs.gov).

### Introduction

As noted in our Community Service Block Grant (CSBG) Dear Colleague Letter (DCL) ([22-28, Training and Technical Resources FY 2023](#)), published on April 27, 2022, the Office of Community Services (OCS) within the Administration for Children and Families (ACF) is intensely focused on strengthening the training and technical assistance (T/TA) that we provide. This survey will help OCS identify the most pressing T/TA needs across the Network.

Due to the comprehensive nature of the survey, we anticipate that it will take each respondent approximately 20 to 30 minutes to complete the survey. The survey results will inform OCS' T/TA Learning Agenda and will help determine how CSBG T/TA funding is utilized. We encourage multiple staff at each agency to respond to the survey, especially if staff have different T/TA needs; this will allow OCS to gather diverse and complete responses.

Please complete and submit this survey by 11:59pm (ET) on Friday, July 8, 2022. If you have any questions, please contact [CSBGStates@acf.hhs.gov](mailto:CSBGStates@acf.hhs.gov).

(Note: \* indicates that a response is required for the question).

### Section 1: Tell Us About Yourself

OCS is committed to safeguarding the information and identity of survey participants. Your responses to this survey will be kept **private**. Your responses will only be used for T/TA analysis purposes and your information will not be shared. Data results and comments will **not** be attributed to a particular person, program, office, or agency. OCS may use respondents' names and email addresses to follow up if we have questions regarding your responses. OCS may also use this information to help identify candidates for T/TA listening sessions or focus groups.

1. \*Your Name:
2. \*Your Work Email Address:
3. \*Your State or Territory:

4. **\*Your Entity** (drop-down menu: State Lead Agency, State Association, Eligible Entity/Community Action Agency, or Tribe/Tribal Organization)
5. **\*Your Role (Please describe your primary role in carrying out the CSBG Program)** (drop-down menu: Authorizing Official, CSBG State Administrator, Executive Director for an Eligible Entity, Executive Director for a State Association, Deputy Director, Chief Operating Officer, CSBG Manager, Tribal CSBG Manager/Tribal CSBG Administrator, Board Member, Program Specialist, Intake Specialist, Eligibility Specialist, Chief Financial Officer, Finance Director, Financial Specialist, Administrative Specialist, Grants Management Specialist, Head Start Coordinator, Head Start Teacher, or Other: )
6. **\*Number of Years You Have Worked in the CSBG Network** (drop-down menu: Less than 1 year, 1-2 years, 2-4 years, 5-10 years, over 10 years)

### Section 2: Potential CSBG T/TA Topics

Section two contains a list of potential T/TA topics by category. For each individual topic area, please choose one of the following responses for each of the T/TA topics below:

- **Essential Need** (the training topic is crucial, and T/TA is needed immediately),
- **High Priority Need** (the training topic is important, and T/TA is needed as soon as possible),
- **Medium Priority Need** (the training topic is needed; however, the need is not urgent),
- **Low Priority Need** (this training topic would be beneficial; however, it is not a top priority), or
- **Not a Need / Not Applicable** (the training topic is not a need for your organization or not applicable to your role)

Each T/TA category section also includes an optional response box for the respondent to provide additional feedback, comments, or questions about the T/TA topics in that section.

CSBG - THE BASICS						
No.	T/TA TOPICS	ESSENTIAL NEED	HIGH PRIORITY NEED	MEDIUM PRIORITY NEED	LOW PRIORITY NEED	NOT A NEED/ NOT APPLICABLE
7.	<b>* CSBG Orientation for New Employees</b> (including the history of community action, legislation, and the structure of the CSBG Network)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(Optional) Do you have feedback, comments, or questions about the CSBG - The Basics training topic? If so, please include your input here.						

DATA COLLECTION AND ANALYSIS						
No.	T/TA TOPICS	ESSENTIAL NEED	HIGH PRIORITY NEED	MEDIUM PRIORITY NEED	LOW PRIORITY NEED	NOT A NEED/ NOT APPLICABLE
8.	<b>*Collection, Analysis, and Sharing of Data</b> (including collecting demographic data to identify high priority populations and their service needs, analyzing outcomes, tracking the progress toward outcomes to ensure robust results, and creating	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	<i>data dashboards/customer databases to inform daily decision-making. This also includes improving data quality to ensure accuracy, consistency, reliability, and timeliness of collecting and reporting your data)</i>					
9.	<b>*CSBG Storytelling and Messaging</b> (including how to demonstrate the impact of collective efforts, report achieved outcomes, and highlight CSBG success stories to internal and external stakeholders by effectively using CSBG data to communicate compelling stories)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	(Optional) Do you have feedback, comments, or questions about the Data Collection and Analysis training topics? If so, please include your input here.					

### SERVICE MODELS, STRATEGIES, AND PARTNERSHIPS

No.	T/TA TOPICS	ESSENTIAL NEED	HIGH PRIORITY NEED	MEDIUM PRIORITY NEED	LOW PRIORITY NEED	NOT A NEED/ NOT APPLICABLE
10.	<b>*Developing Effective Community Needs Assessments (CNA) Community Action Plans (CAP), and Strategic Plans (with Goals and Outcomes)</b> (including ensuring alignment between the CNA, CAP, and strategic plan, and using research to identify issues and needs, set goals, and provide best practices in partnering with communities to understand poverty conditions and the opportunities to alleviate the causes and conditions of poverty)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11.	<b>*Developing Implementing, and Evaluating a Broad Range of Services and Strategies as Identified Through the CNA and CAP</b> (including implementing models to increase human capacity to provide and sustain services to diverse populations and, in turn, transform communities and identify improvement areas to enhance services and outcomes)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12.	<b>*Customer Engagement</b> (including determining strategies to empower customers living in low-income communities to respond to the unique problems and needs in their communities through their maximum feasible participation in advising, planning, and evaluating CSBG programs and services)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13.	<b>*Identifying and Implementing Innovative Community-based Approaches to Build Family Economic Security and Well-Being</b> (including approaches with a measurable impact on addressing the causes and alleviating the effects of poverty such as economic mobility, workforce	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	<i>development, and whole family approaches that create opportunities for, and address the needs of, parents and children together)</i>					
<b>14.</b>	<b>*Identifying, Implementing, and Sharing Best Practices and Results-Driven Strategies</b> (including understanding current innovative programs/projects using CSBG resources and/or leveraging other public/private resources)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>15.</b>	<b>*Serving Underserved Areas</b> (including strategies for engaging hard to reach populations and working in areas or communities with limited community services)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>16.</b>	<b>*Developing and Sustaining Strategic Partnerships to Leverage Funds and Other Resources to Improve Outcomes and Drive Community-level Transformation</b> (including identifying opportunities to braid (weave together) federal, state, local, and private funding streams to improve program impacts and outcomes within communities)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>17.</b>	<b>*Identifying and Implementing Strategies to Improve Coordination and Link Resources Across OCS-Administered Programs</b> (including Community Economic Development (CED), Low Income Home Energy Assistance Program (LIHEAP), Low Income Household Water Assistance Program (LIHWAP), and the Rural Community Development Program (RCD))	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>18.</b>	<b>*Ensuring Equity</b> (including strategies and tools to conduct an Equity Assessment to identify and address challenges to advance equity across programs and processes, with a focus on people who have been historically underserved, marginalized, and adversely affected by persistent poverty and inequality)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>19.</b>	<b>*Developing and Implementing Training Activities for CSBG Staff and Board Members</b> (including training on place-based strategies that effectively address the needs of low-income families and communities through coordinated investment and integrated service delivery)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	(Optional) Do you have feedback, comments, or questions about the Services, Strategies, and Partnerships training topics? If so, please include your input here.					

FINANCIAL						
OVERSIGHT/ADMINISTRATION						
No.	T/TA TOPICS	ESSENTIAL NEED	HIGH PRIORITY NEED	MEDIUM PRIORITY NEED	LOW PRIORITY NEED	NOT A NEED/ NOT APPLICABLE
20.	<b>*Financial Management and Accountability</b> (including grant management procedures and policies {e.g., OMB Uniform Guidance and cost principles}, cost allocation, management of funds, redistribution of funds, developing budget plans, tracking spending, limitations on the use of funds, and developing a framework for internal controls to avoid fiscal errors)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21.	<b>*Overcome Obstacles in Distributing CSBG Funding in an Efficient and Timely Manner</b> (including identifying and assisting grant recipients in overcoming those obstacles)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	(Optional) Do you have feedback, comments, or questions about the Financial Oversight/Administration training topics? If so, please include your input here.					

MANDATORY CSBG REPORTING REQUIREMENTS						
No.	T/TA TOPICS	ESSENTIAL NEED	HIGH PRIORITY NEED	MEDIUM PRIORITY NEED	LOW PRIORITY NEED	NOT A NEED/ NOT APPLICABLE
22.	<b>*Mandatory CSBG Reporting Requirements</b> (including the purpose and use of the State Plan, Annual Report, Accountability Measures, and the National Performance Indicators (NPIs). This also includes using NPIs to demonstrate the impact of programs and activities)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23.	<b>*Best Practices for Developing and Implementing the CSBG State Plan</b> (including meeting the OCS submission timeline and best practices for engaging local agencies in state planning)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24.	<b>*Best Practices for Developing the Annual Report</b> (including meeting the OCS and state submission timelines)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25.	<b>*Setting Realistic Goals and Targets</b> (including determining goals/targets {expectations about the capacity to deliver results} and creating Logic Models to present expected outcomes and illustrate the interconnectedness of the activities and resources that are a part of achieving outcomes)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	(Optional) Do you have feedback,					

	comments, or questions about the Mandatory CSBG Reporting Requirements training topics? If so, please include your input here.
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<b>MONITORING</b>						
No.	T/TA TOPICS	ESSENTIAL NEED	HIGH PRIORITY NEED	MEDIUM PRIORITY NEED	LOW PRIORITY NEED	NOT A NEED/ NOT APPLICABLE
26.	<b>*Preparing for a Federal Monitoring Review</b> (including compliance requirements, gathering documents for OCS' review, ensuring financial and data tools are available for viewing, and participation of key program, administrative, and fiscal staff)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27.	<b>*Best Practices for States when Conducting Monitoring Visits</b> (including monitoring checklists for administrative operations, financial operations, and program operations)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28.	<b>*Eligible Entity/CAA Preparation for a State Monitoring Visit</b> (including developing internal procedures and proactively working with other CAA management and staff to prepare for a monitoring visit)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	(Optional) Do you have feedback, comments, or questions about the Monitoring training topics? If so, please include your input here.					

<b>ORGANIZATIONAL CAPACITY</b>						
No.	T/TA TOPICS	ESSENTIAL NEED	HIGH PRIORITY NEED	MEDIUM PRIORITY NEED	LOW PRIORITY NEED	NOT A NEED/ NOT APPLICABLE
29.	<b>*Assessing Organizational Capacity Through the Organizational Standards</b> (including building agency capacity to meet the organizational standards and advance beyond compliance to ensure mission-driven operations)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30.	<b>*Developing and Implementing Processes Relating to Corrective Action, Termination, or Reduction of Funding for Underperforming Eligible Entities</b> (including statutory and regulatory requirements and procedures such as hearing procedures, federal reviews, and continuing support services in	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	<i>communities following a de-designation of an agency)</i>					
<b>31.</b>	<b>*Monitoring and Evaluating the Progress of Eligible Entities with Technical Assistance Plans (TAP) or Quality Improvement Plans (QIP)</b> <i>(including developing TAPs and QIPs and creating processes to track progress)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<i>(Optional) Do you have feedback, comments, or questions about the Organizational Capacity training topics? If so, please include your input here.</i>					

### ORGANIZATIONAL PERFORMANCE

No.	T/TA TOPICS	ESSENTIAL NEED	HIGH PRIORITY NEED	MEDIUM PRIORITY NEED	LOW PRIORITY NEED	NOT A NEED/ NOT APPLICABLE
<b>32.</b>	<b>*Understanding and Implementing the Concepts of Performance Management</b> <i>(including the Results Oriented Management and Accountability (ROMA) cycle, using output and outcome indicators to track progress towards achieving goals, and promoting continuous improvement of performance management)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>33.</b>	<b>*Assessing Organizational Culture</b> <i>(including implementing a process to conduct an organizational culture assessment to identify supportive and challenging factors towards implementation of the full ROMA cycle and ensure that your organization is results-oriented)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>34.</b>	<b>*Measuring the Effectiveness of CSBG T/TA</b> <i>(including creating a plan for measuring T/TA performance by designing a Logic Model for your T/TA activities and goals, identifying what you most want to learn, choosing measures, and monitoring and using data to improve the effectiveness of your T/TA)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<i>(Optional) Do you have feedback, comments, or questions about the Organizational Performance training topics? If so, please include your input here.</i>					



### GOVERNANCE AND TRIPARTITE BOARDS

No.	T/TA TOPICS	ESSENTIAL NEED	HIGH PRIORITY NEED	MEDIUM PRIORITY NEED	LOW PRIORITY NEED	NOT A NEED/ NOT APPLICABLE
35.	<b>*Developing Comprehensive and Effective State CSBG Policies and Procedures</b> (including bylaws and other governing documents)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
36.	<b>*Tripartite Board</b> (including the rules and guidance for tripartite boards, structure/composition, selection procedures {e.g., recruiting, selecting, and replacing board members} the roles and responsibilities of board members, training to support active community input through tripartite boards, and ongoing capacity building for a tripartite board to fulfill its functions at the highest level while also benefitting the Eligible Entity and the community)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(Optional) Do you have feedback, comments, or questions about the Governance and Tripartite Boards training topics? If so, please include your input here.						

### DISASTER/CRISIS RESPONSE & RELIEF

No.	T/TA TOPICS	ESSENTIAL NEED	HIGH PRIORITY NEED	MEDIUM PRIORITY NEED	LOW PRIORITY NEED	NOT A NEED/ NOT APPLICABLE
37.	<b>*Developing a Disaster/Crisis Response Strategy</b> (including effective service delivery strategies such as virtual service offerings in response to customer needs and agency capacity, and innovative strategies for spending supplemental disaster/crisis response funds and promoting environmental justice)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(Optional) Do you have feedback, comments, or questions about the Disaster/Crisis Response & Relief training topic? If so, please include your input here.						



**LEGAL CONSULTATION**

No.	T/TA TOPICS	ESSENTIAL NEED	HIGH PRIORITY NEED	MEDIUM PRIORITY NEED	LOW PRIORITY NEED	NOT A NEED/ NOT APPLICABLE
38.	*Legal Consultation Relating to Organizational Challenges	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
39.	*Legal Consultation Relating to Fiscal Challenges	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
40.	*Legal Consultation Relating to Incorporating Organizational Standards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(Optional) Do you have feedback, comments, or questions about the Legal Consultation training topics? If so, please include your input here.						

**WORKFORCE MANAGEMENT**

No.	T/TA TOPICS	ESSENTIAL NEED	HIGH PRIORITY NEED	MEDIUM PRIORITY NEED	LOW PRIORITY NEED	NOT A NEED/ NOT APPLICABLE
41.	*Strategies for Recruiting, Selecting, and Onboarding Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
42.	*Strategies for Reducing Turnover, Retaining Staff, and Succession Planning (including professional/leadership development for key CSBG personnel)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
43.	*Workforce Diversity, Equity, and Inclusion (including eliminating barriers to growth and opportunity, allowing employees to contribute their full measure of talent, and building capacity to deliver innovative, effective, and culturally relevant services)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
(Optional) Do you have feedback, comments, or questions about the Workforce Management training topics? If so, please include your input here.						

**Section 3: Feedback on Active CSBG T/TA Grants**

44. (Optional) OCS currently supports 15 active CSBG T/TA grants. Brief summaries are included in the following link: <https://www.acf.hhs.gov/ocs/csbg-training-and-technical-assistance-cooperative-agreements>. Based on your experience, what T/TA support from these grants has been most

successful or useful in meeting your organizational needs, and which T/TA support requires improvement or change?

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#### Section 4: Additional Feedback

45. *(Optional)* Please let us know if you have any other high priority T/TA needs.

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46. *(Optional)* We would also love to hear your feedback on this survey and how we can improve future surveys. Please provide your comments here.

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FINAL DRAFT