

U.S. Department of Health and Human Services
Office of Community Services (OCS)
Community Services Block Grant (CSBG)
Grant Recipient Satisfaction Survey 2023

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 Community Services Block Grant (CSBG) grant recipients. 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 should take no longer than 12 minutes to complete and will be open through Month XX, 2023. It is authorized by the U.S. Office of Management and Budget (OMB) Control No. 0970-0401, which expires on June 30, 2024.

PAPERWORK REDUCTION ACT OF 1995 (Pub. L. 104-13) STATEMENT OF PUBLIC BURDEN:

Public reporting burden for this collection of information is estimated to average 12 minutes per respondent, 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. 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 0970-0401 and the expiration date is 06/30/2024. If you have any comments on this collection of information, please contact Roneika Carr at Roneika.Carr@acf.hhs.gov.

Plan Review and Acceptance

Please think about the CSBG Plan you most recently submitted 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?

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. Purpose of the monitoring process
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 staff provided in the development of any corrective action plan

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 the 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. Consider training and technical assistance on the CSBG State Plan, CSBG Tribal Plan, and CSBG Annual Report, and technical assistance on policies, procedures and regulations, performance management, and promising 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 the CSBG State Plan, CSBG Tribal Plan, and CSBG Annual Report, grant policies, procedures and regulations, performance management and promising 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 training and technical assistance providers, including training and technical assistance on performance management such as data collection and reporting (CSBG Annual Report), organizational standards, learning communities, legal requirements, tribal technical assistance, and regional training and technical assistance provided by the state associations.

Please think about the training and technical assistance provided by the OCS-funded providers 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

Open-Ended Question

- 29. 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. Relevancy of information to support your work
- 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 currently receiving and what is your preferred mode (written, webinars, regional calls, etc.)?

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 CSBG grant recipients in their efforts to help individuals and families with low-incomes to become self-sufficient? 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 CSBG grant recipients meet the needs of individuals and families with low-incomes to become self-sufficient?
- 42. Is there anything else you want to comment on?

Thank you very much for providing your input.