



Administration for Children and Families

Office of Community Services

Division of State Assistance

# State and Federal Accountability Measures

## ***USE OF THE AMERICAN CUSTOMER SATISFACTION INDEX (ACSI)***

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## Overview/Discussion

- Why This Initiative Now
- Benefits for the Network
- Survey of the States
- Survey of the Eligible Entities
- Use of the ACSI



## Why This Initiative Now

- Part of the new CSBG Performance Management Framework
  - **Measure the Success** of Community Action and CSBG
  - **Enhance Accountability**- State and Federal Measures
  - **Drive Improvements** in how the State and Federal Levels of the CSBG Network perform
- Executive Order 13571: Improving Customer Service

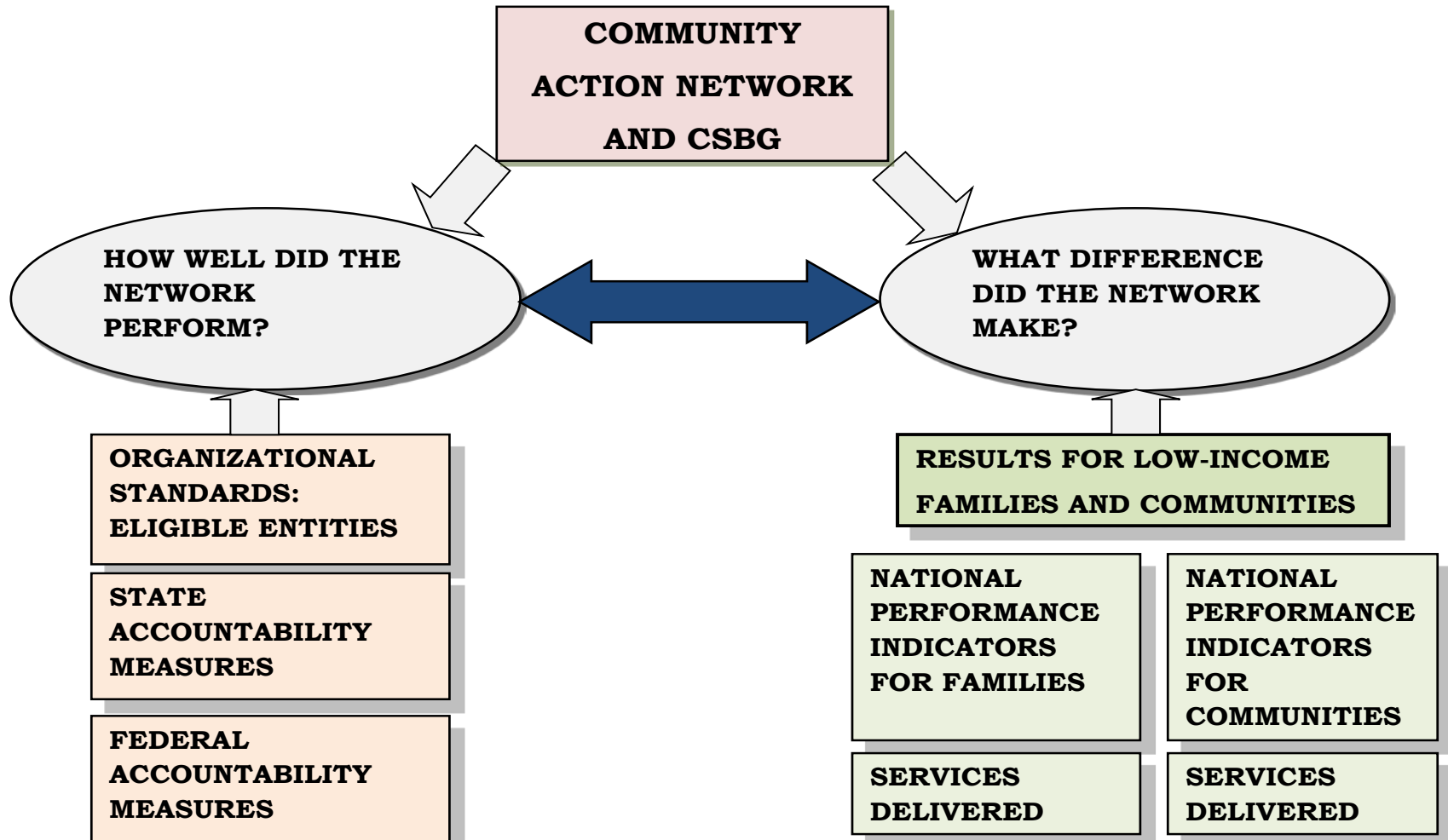


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## MEASURING THE SUCCESS OF COMMUNITY ACTION AND CSBG





## Benefits for the Network

- *Provide OCS and the States with **actionable insights** to improve their customer experience and boost program results (in the context of the State and Federal Accountability Measures)*



## Benefits for the Network

- *Provide OCS, the States, and Eligible Entities with:*
  - ***Information about priority areas*** needing focus and assistance
  - ***Information about best practices*** in the areas covered by the survey



## Benefits for the Network

- Opportunity for the States and Eligible Entities to:
  - **Provide constructive feedback**
  - **Open a dialogue** about program improvements



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# **ACSI SURVEY OF THE STATES**





## First State Survey

- First ACSI Survey of the States conducted in 2012; baseline data established
- Survey Results indicated OCS should focus on improving
  - Timeliness of grant award information
  - Grant Reporting Requirements
  - Training and Technical Assistance



## **Actions Taken by OCS**

- Training and Technical Assistance (T/TA)
  - Organizational Standards Center of Excellence
  - Learning Communities Resource Center
  - Risk Mitigation T/TA Center
  - Legal T/TA Center
- Revisions and Automation to the State Plan and Annual Report
- Efforts to get out grant award information more quickly
- Federal Accountability Measures
- Frequent Dear Colleague Letters and Webinars to the Network
- Grant Monitoring Improvements (Working Group)



## **Next State Survey**

- Second State Survey anticipated later this year
- Focus: Federal Accountability Measures
- Use ACSI Methodology



# State Survey Instrument

## *Questions to be Developed Around Six of the Federal Accountability Measures*

1. State Plan Review and Acceptance
2. Grant Administration: Distribution of Funds
3. Grant Monitoring and Corrective Action
4. Data Collection, Analysis, and Reporting
5. Training and Technical Assistance
6. Communication Efforts



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# **AMERICAN CUSTOMER SATISFACTION INDEX**



## Use of the ACSI

- Independent, cost-effective, highly valid and reliable
- Allows for the collection of consistent, uniform information
- OMB-approved for government-wide use
- ACSI methodology is the “gold standard”; useful “cause and effect” methodology
- [www.theacsi.org](http://www.theacsi.org)



## Key Points to Remember

- The ACSI is a tool, used by high-performing organizations, to gain actionable information for improving client/partner experiences and boosting program results.
- OCS has found the ACSI valuable and is extending its use across all the States.
- The survey results are an integral part of the State and Federal Accountability Measures and the Model State Plan.
- States and Local Entities representatives will participate in the execution of this initiative.



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# **ACSI SURVEY OF ELIGIBLE ENTITIES**





## Goals for the First Survey of Eligible Entities

- *Establish a **baseline measure** of satisfaction using the methodology of the ACSI*
- ***Provide data** to inform the 2017 State Plan*



## Benefits for the States

- *Help the States **become better at what they do—partnering** with the local agencies to improve the lives of low-income people.*



## Survey Administration

- Third Party: CFI Group
- Survey Work Group: State and Eligible Entities Reps
- States' Role: Provide eligible entities' contact information (emails/phone numbers)
- Roll-out this summer/fall
- Results available 1<sup>st</sup> Q 2016
  - Individual State survey results sent to that State



## **ACSI Survey Working Group**

- OCS Lead: Josezetta Alexander
- Facilitator: Kate Blunt
- State Representatives
- Local Entity Representatives



**Eligible Entity Survey Instrument**  
***Questions to be Developed Around Five***  
***of the***  
***State Accountability Measures***

1. Development of the State Plan: Participation of Local Entities
2. Grant Administration: Distribution of Funds
3. Use of Remainder/Discretionary Funds including Training and Technical Assistance provided to local entities
4. Grant Monitoring and Corrective Action
5. Communication Efforts



## Use of the Survey Results

### *Continuous Improvement*

- Discussions with OCS/Eligible Entities
- Refine 2017 State Plan

*“Using data from a nationally administered survey of eligible entities, and feedback for OCS and other sources, the State adjusted its plan to improve...”*



## Key Points to Remember

- The survey results are an integral part of the State Accountability Measures and the Model State Plan.
- The ACSI is a cost-effective tool that will provide uniform, consistent data across the Network.
- The ACSI is a sophisticated “cause and effect” model that identifies where to focus improvement efforts.



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# Q & A