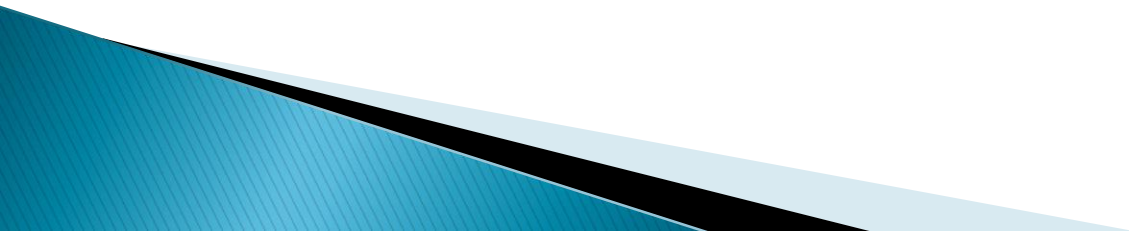# Making the Most of
THE ACSI

It's Required

because...

Satisfaction of Eligible Entities…

Is embedded in the State Accountability Measures

Drives

The development of:
- **State T&TA**
- **CSBG State Plan**
- **Annual Report**

WIIFM

Improves Relationships

Increases Effectiveness

Reduces Redundancy

Improves Performance

ROMA

ACSI

Handout #1

State and Federal Accountability Measures → State Plan → State T&TA Plan → State CSBG Annual Report

Plan outcomes

TAPs

Report Results

Organizational Standards
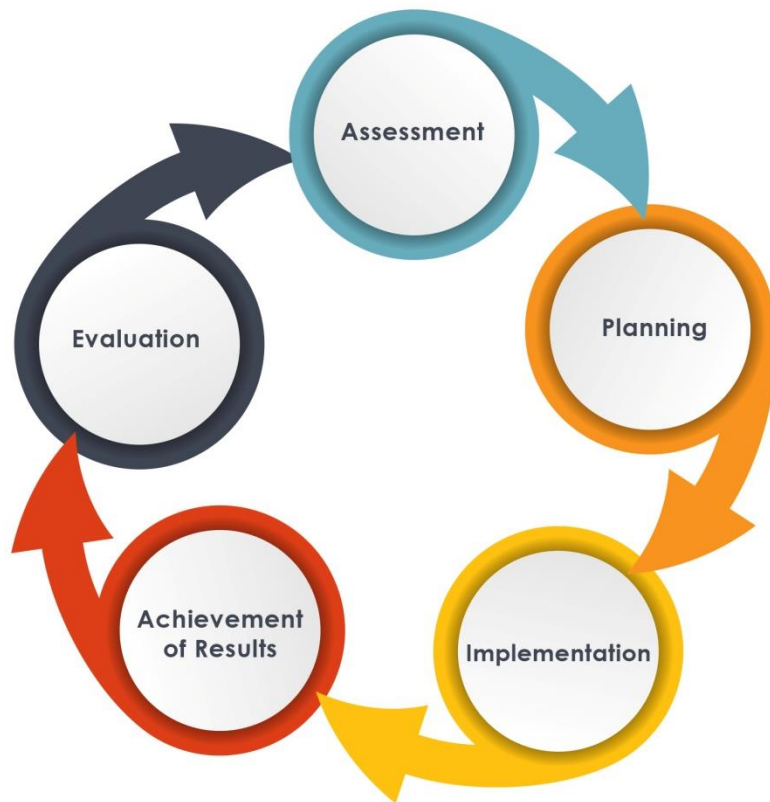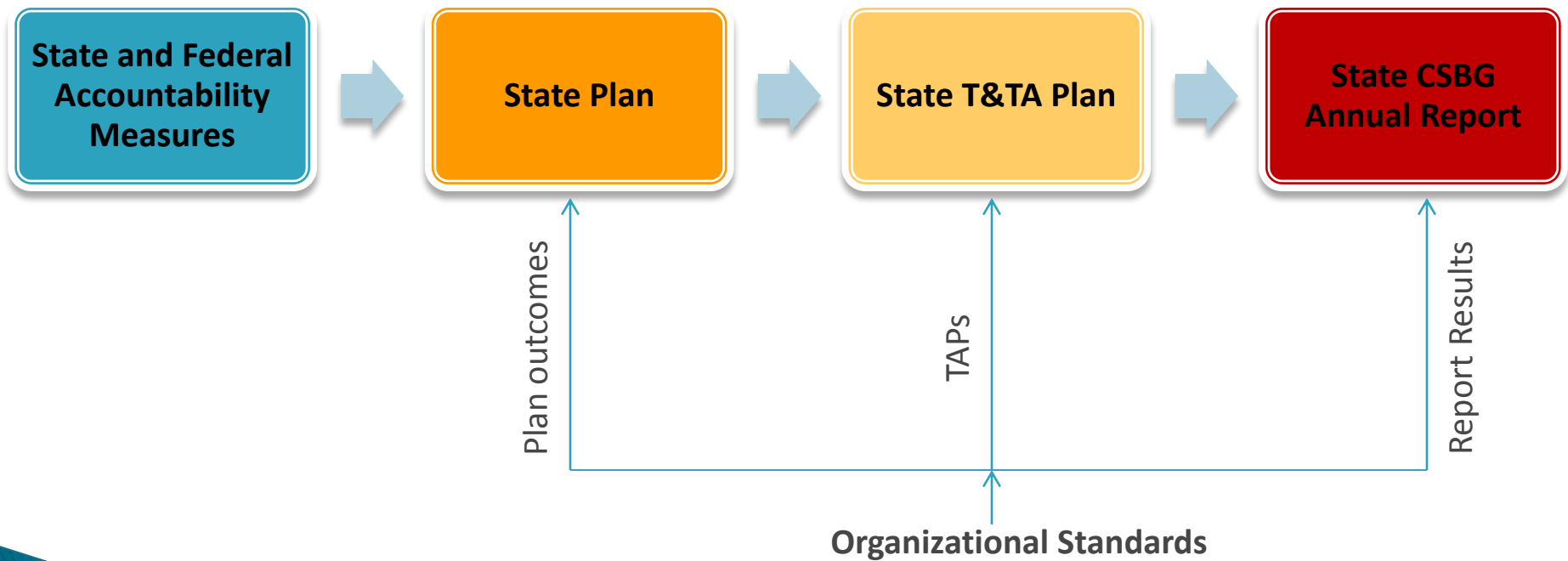
TEXAS –Where We Started

Drivers	2015 Score	2015 Impact
Development of CSBG State Plan	31	0.4
Distribution of Funds	57	0.5
Use of Discretionary Funds	42	0.4
Training & Technical Assistance	46	0.5
Monitoring & Corrective Action	35	0.8
Linkages	42	2.5
Communication	45	2.5
Customer Satisfaction Index Scores	44	N/A
Confidence in Lead Agency	47	5.1
Trust in CSBG State Lead Agency	49	5.1

Handout #2

How To

Read the ACSI Report

Organize and assess the survey data

Involve local agencies

Develop the Action Plan
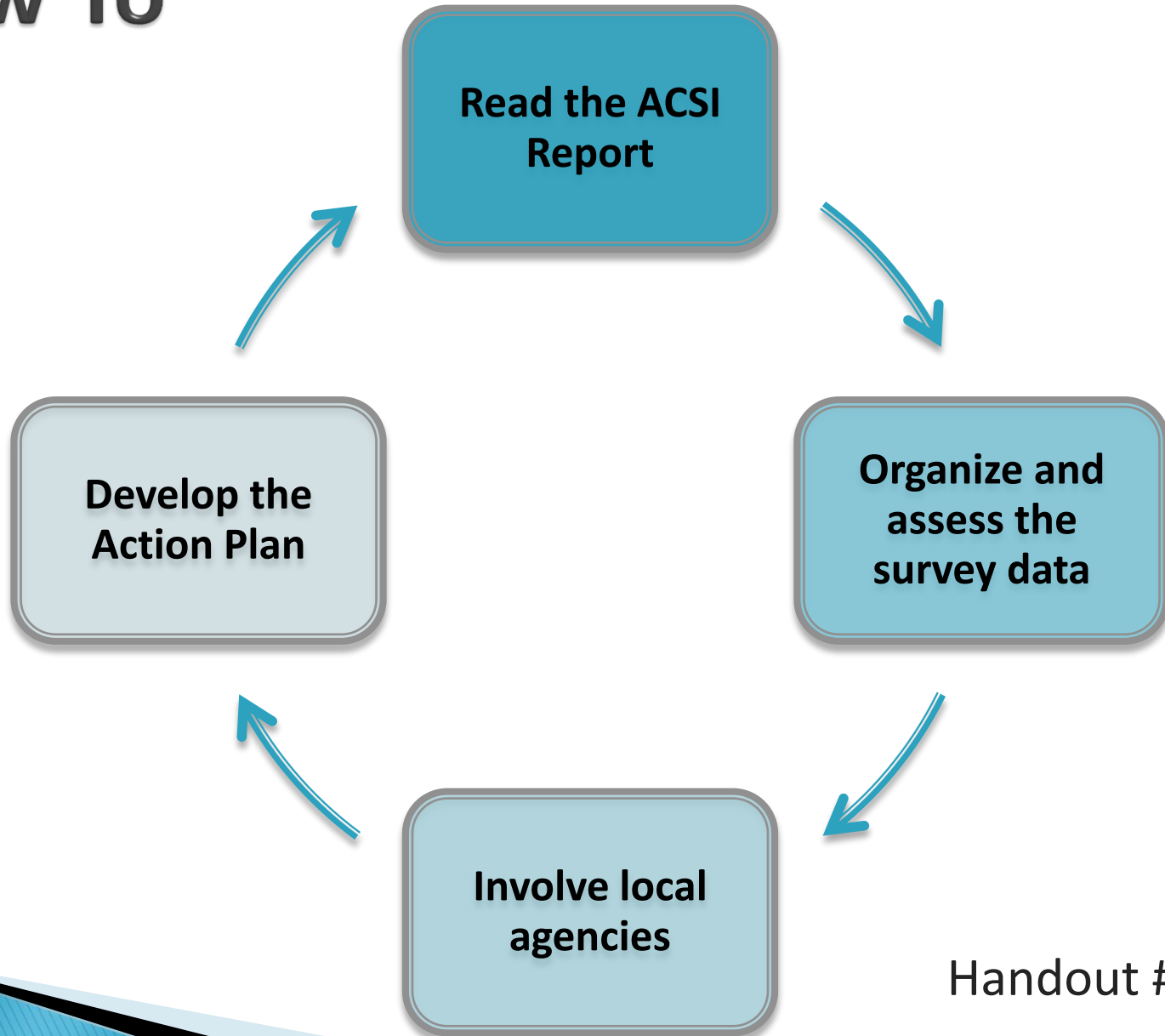
Handout #3

Read the ACSI Report

Understand how to use the numbers:

- ✓ Customer Satisfaction Index
- ✓ Driver Scores
- ✓ Question Scores
- ✓ Future Behavior Scores
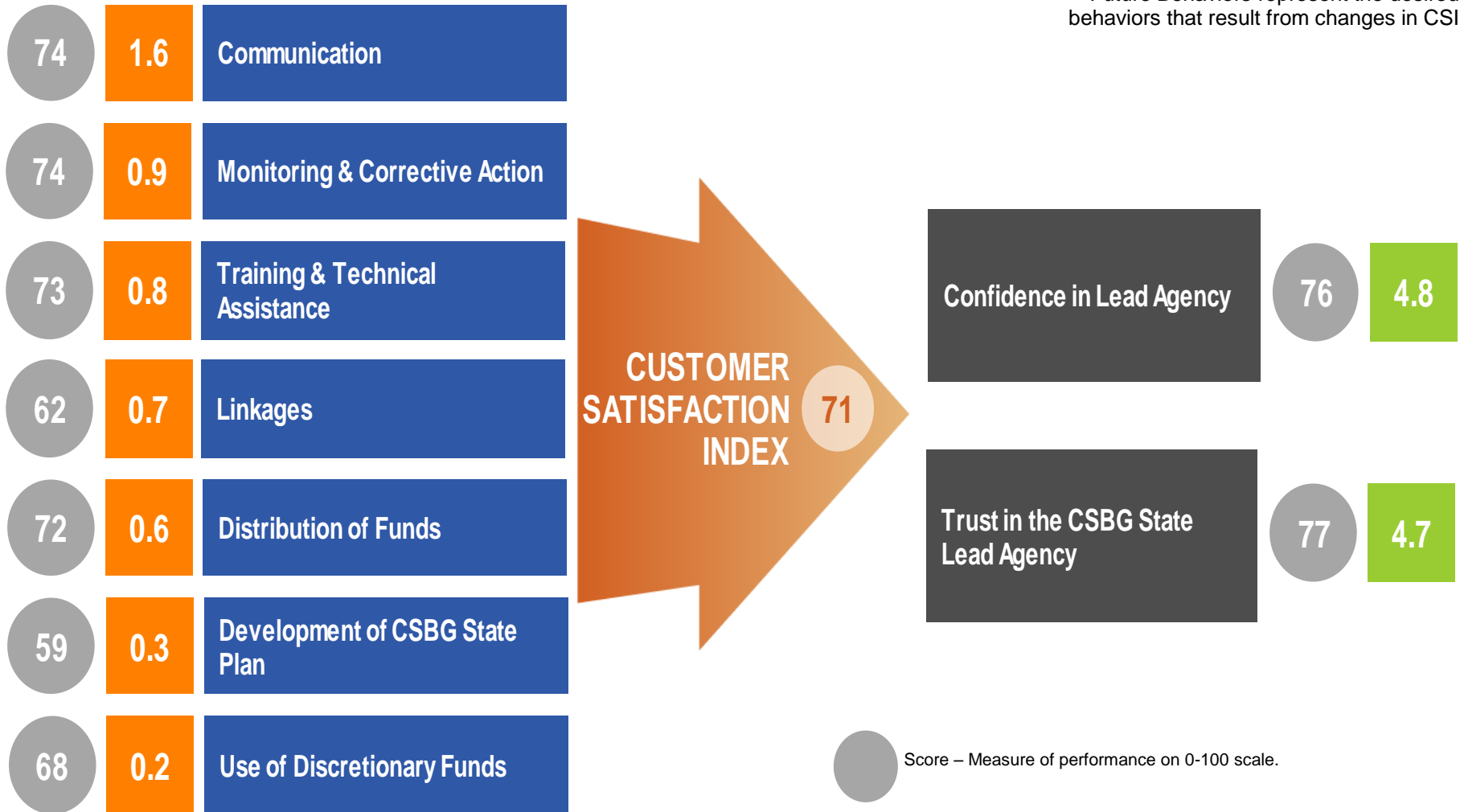- ✓ Impact
- ✓ Confidence Levels and Intervals

KEEP CALM AND READ ON

States/Eligible Entities Satisfaction Model (n=700)

Drivers of Satisfaction

Score	Impact	Driver
74	1.6	Communication
74	0.9	Monitoring & Corrective Action
73	0.8	Training & Technical Assistance
62	0.7	Linkages
72	0.6	Distribution of Funds
59	0.3	Development of CSBG State Plan
68	0.2	Use of Discretionary Funds

CUSTOMER SATISFACTION INDEX — 71

Future Behaviors

Future Behaviors represent the desired behaviors that result from changes in CSI

Behavior	Score	Impact
Confidence in Lead Agency	76	4.8
Trust in the CSBG State Lead Agency	77	4.7

Score – Measure of performance on 0-100 scale.

Impact – Expected increase in satisfaction from a 5-point increase in driver score.

Note*: The 2017 model structure was updated to separate the Communications attributes from the Linkages attributes*

POWERED BY ACSI
American Customer Satisfaction Index®

FCG CFI Group

14

Summary: Eligible Entities Satisfaction with the States

The Customer Satisfaction Index for the (CSBG) States who serve Eligible Entities experienced a statistically significant increase to 71, which is 3 points higher than the federal government average of 68. Scores ranged by State from 24 to 100.

All drivers of satisfaction are also significantly improved with driver scores ranging from 59 to 74. Communication and Monitoring and Corrective Action score highest (both 74) and Development of CSBG State Plan scores lowest (59).

Communication is the driver with the greatest impact on satisfaction; focusing resources on improving this area will produce the best results in terms of increasing the Customer Satisfaction Index.

Summary: Eligible Entities Satisfaction with the States

Monitoring and Corrective Action also has a relatively high influence on satisfaction. The score for this driver improved 5 points compared to 2015. Consistency remains a key issue to address.

The newly defined Linkages driver (separated from the former Communication and Linkages driver) has a moderate impact and the second lowest performance score. While improvements are evident compared to 2015, more work on forming and leveraging effective partnerships is needed according to many respondents.

Performance for the Outcome metrics remains high with a 7 point improvement in the score for Confidence in the Lead Agency and an 8 point increase for Trust in the CSBG State Lead Agency.

Activity 1: Read the Report

- Determine the top 2-3 impact areas
- List the comments from those driver sections to gain more insight.
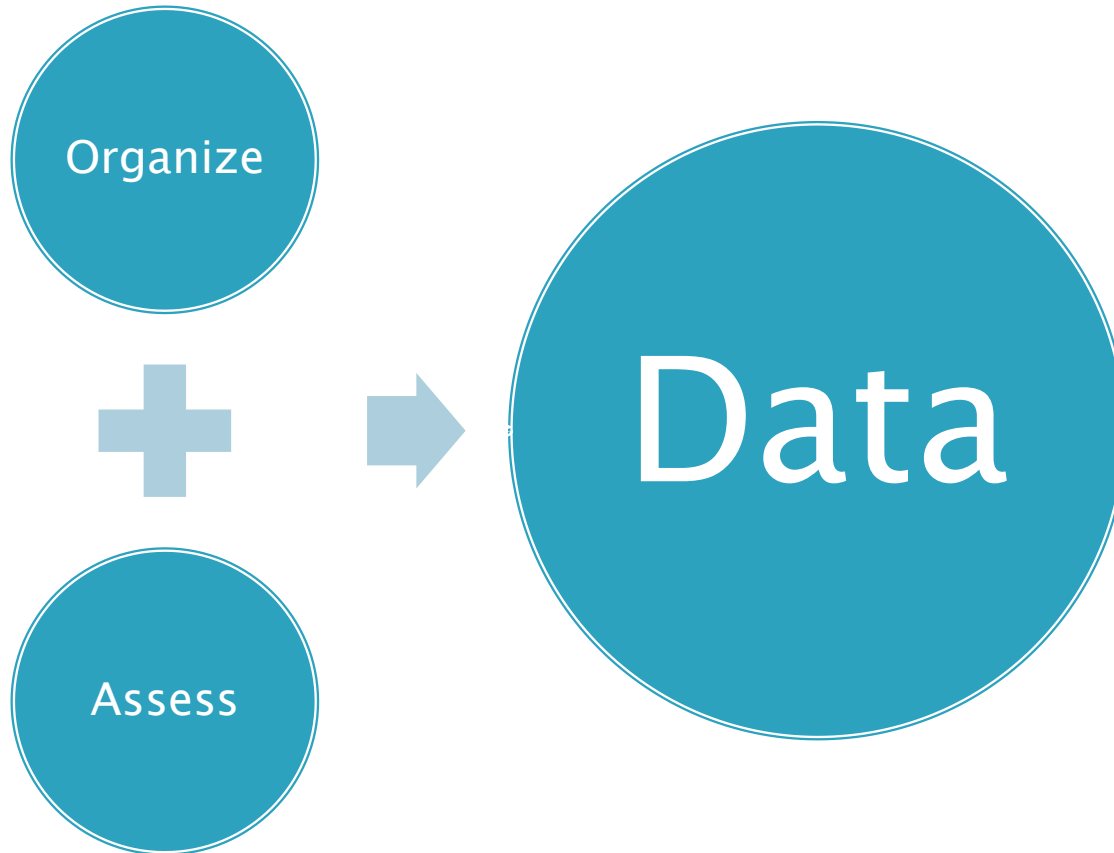
Organize and Assess the Survey Data

Categorize and Identify

- ✓ What are the high impact areas?

- ✓ What should be tackled first?

- ✓ What changes were already made?

- ✓ What still needs to be done?

- ✓ What's unclear and needs more info?

Activity 2:

Organize

Assess

Data

Activity 2: Organize and Assess the Data

	A	B	C	D
	Subrecipient Survey Categories	**Actions Taken by TDHCA**	**Timeline**	**Actions To Be Taken**
	Training Needs	Fraud, waste and abuse training available upon request		
		Community Needs Assessment Guide, CAP Plan template and Strategic Plan Training Guide. Individualized T&TA to CAP Submissions. Regional training series on CAP evaluations and replanning. CAP and budget review criteria.		Will get CNA and Strategic at TACAA conference in May 2017
		NPIs quick guides; NPI analysis; link to instructions and individualized training as requested. In addition, our reporting staff provide monthly NPI guidance.		2017 regional series on new NPIs and reporting requirements.
		TAC Rules rewritten to streamline, organize and remove redundancy. Effective 12/4/2016.		A review of TAC Rules will be in May 2017 for effectiveness.
		Built multiple resources for Network; data analysis tools, dashboards, guides, webinars, links to best practices; links to online trainings.		Hanna's white paper - consider a webinar on collaboration

Involve Local Agencies

Get input:
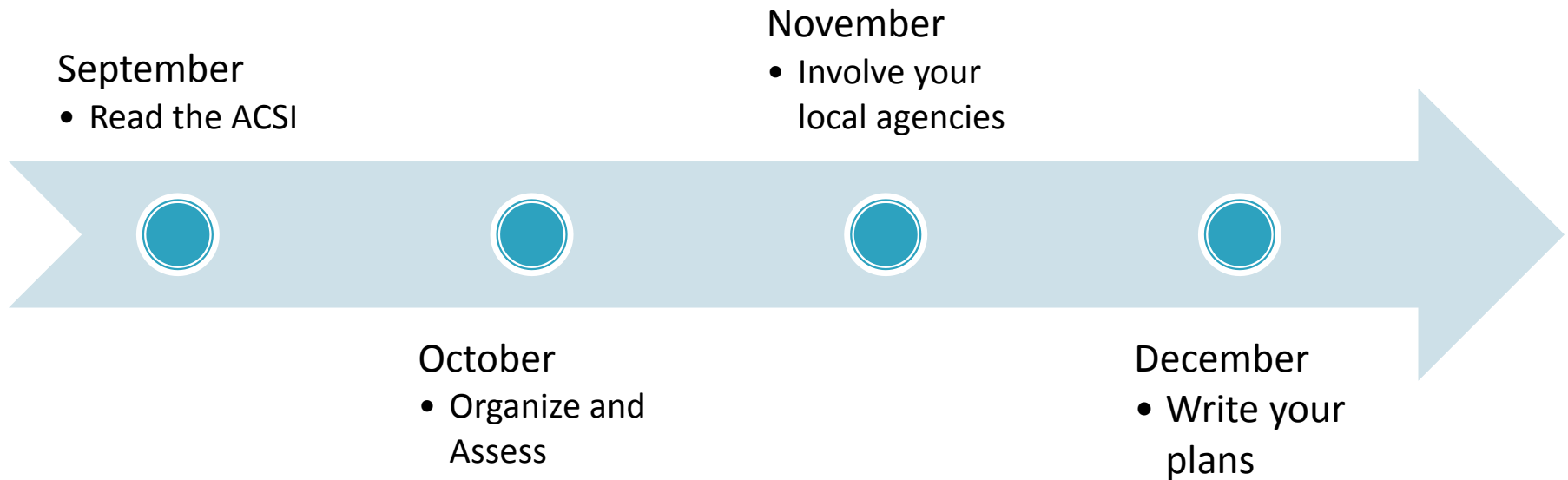
- Surveys
- Workgroups
- Network Sessions

How to present the data:

- Identify key areas
- Describe:
  ◦ Concern
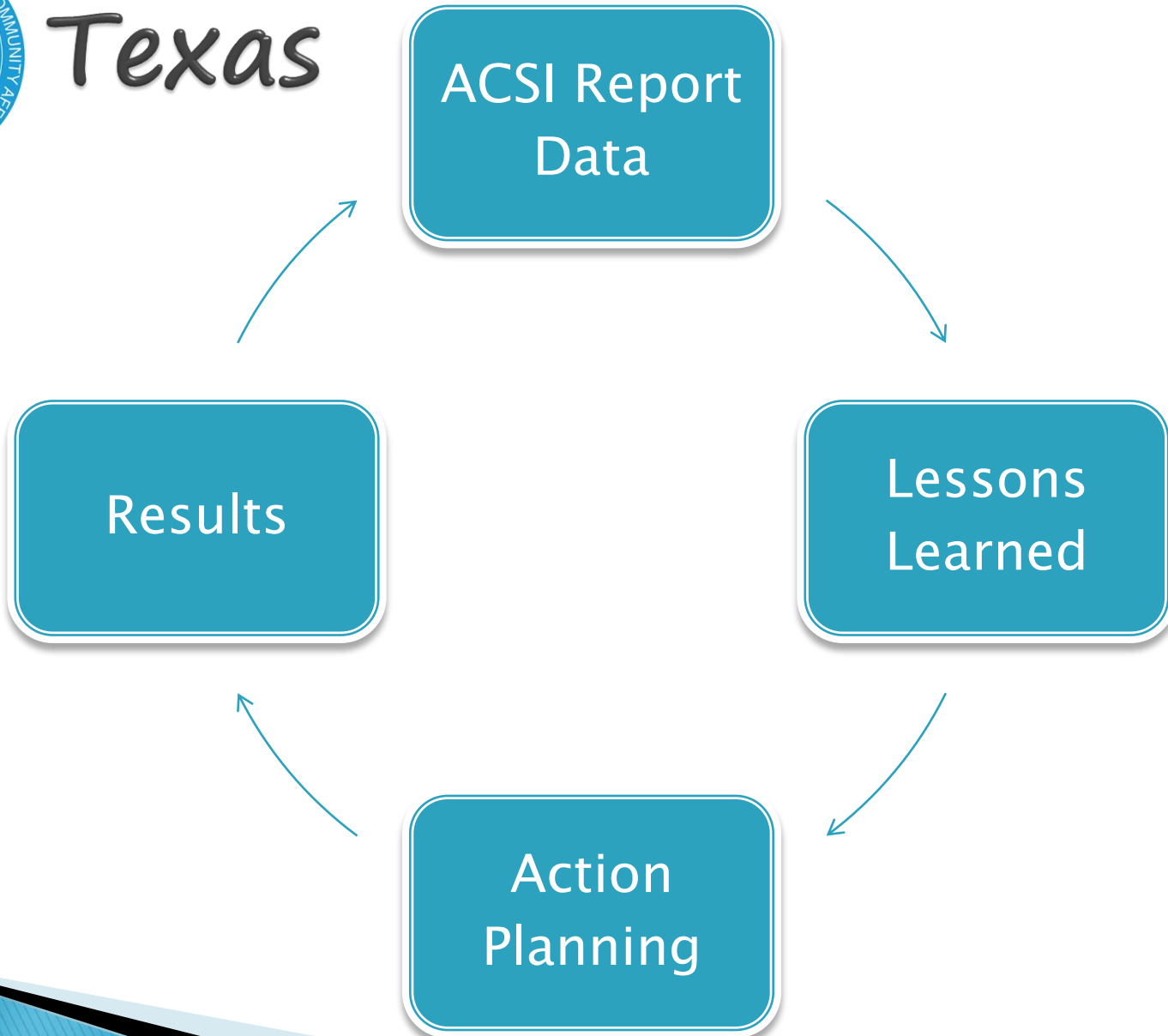 ◦ Action taken or to be taken
  ◦ Ask for clarification if unsure

Activity 3: Involve Local Agencies

▸ What ways will you involve your agencies?
▸ Make a list and timeframe

September
- Read the ACSI

October
- Organize and Assess

November
- Involve your local agencies

December
- Write your plans

TEXAS SCORES			
Drivers	**2015 Score**	**2017 Score**	**2017 Impact**
Development of CSBG State Plan	31	53	0.3
Distribution of Funds	57	68	0.6
Use of Discretionary Funds	42	77	0.2
Training & Technical Assistance	46	75	0.8
Monitoring & Corrective Action	35	64	0.9
Linkages	42	60	0.7
Communication	45	66	1.6
Customer Satisfaction Index Scores	44	67	N/A
Confidence in Lead Agency	47	72	4.8
Trust in CSBG State Lead Agency	49	72	4.7

Action Planning

- ✓ Develop the Action Plan
- ✓ Utilize Best Practices from other states
- ✓ Determine what, how, who, when

Activity 4: Action Plan

▶ Accountability Measures
  ◦ Assessment
▶ State CSBG Plan
  ◦ What do I plan to do in 2018
▶ State T&TA Plan
  ◦ Use to plan T&TA to deliver
▶ Annual Report
  ◦ Summarize outcomes
  ◦ Results:
    • Pre/post 2015/2017 scores

Progress Towards Perfection