National Association for State Community Services Programs

20
17 ANNUAL

Training Conference

ACSI Best Practices Work Group

CSBG | 2017 Annual Training Conference | Biloxi, MS

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Presenters

Bill Bolduc, Chief, CSBG Program Operations

Jackie Orr, CSBG State Assistance Director, NASCSP

Kate Blunt, NASCSP/OCS Consultant

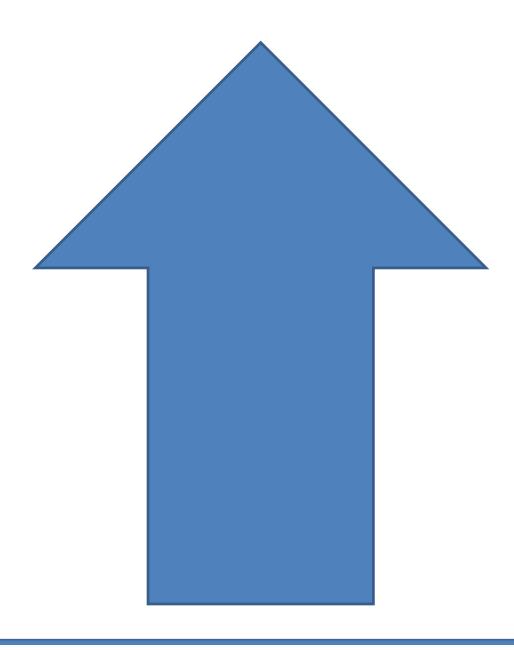**Bill Brand,** Administrator, Iowa Department of Human Rights

Tikki Brown, Director, Office of Economic Opportunity, Minnesota Department of Human Services

Katie Castern, Community Services Block Grant Contract Manager, Wisconsin Department of Children and Families
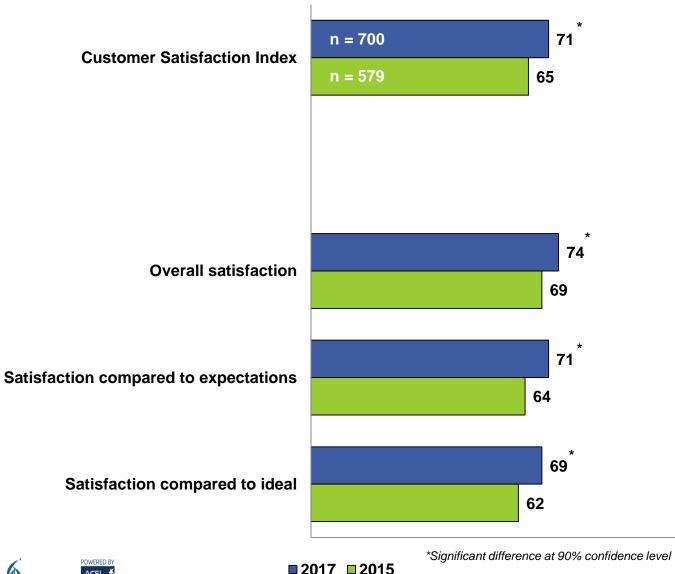
Matt Fitzgerald, Community Service Program Manager, Virginia Department of Social Services

The ACSI
FEDERAL PERSPECTIVE

GREAT NEWS

Customer Satisfaction Index – States/Eligible Entities

Customer Satisfaction Index
- n = 700 : 71 *
- n = 579 : 65

Overall satisfaction
- 74 *
- 69

Satisfaction compared to expectations
- 71 *
- 64

Satisfaction compared to ideal
- 69 *
- 62

*Significant difference at 90% confidence level

■ 2017 ■ 2015

> The Customer Satisfaction Index (CSI) improved a statistically significant 6 points in 2017 to 71.

> The Customer Satisfaction Index score is comprised of a weighted average of three questions; overall satisfaction, satisfaction compared to expectations, and compared to the ideal. All three of these metrics reflect statistically significant improvement this year.

> Overall average 2016 CSI for the Federal Government is 68.

> Scores ranged among states from 24-100

POWERED BY ACSI
American Customer Satisfaction Index
FCG CFI Group

Why Are We Using the ACSI?

❑ The ACSI "cause and effect" model is helpful in identifying *specific improvements* that will have the greatest impact on customer service.

❑ This model will enable OCS and the states to use the results from the surveys to learn about performance in several areas addressed in the *State Accountability Measures*.

❑ The focus is to *improve the efficiency and effectiveness* of the States and to better focus training and technical assistance efforts.

Next Steps

- **OCS/CFI Group will conduct webinars in October to brief all the States and Local Agencies on the full results of the Survey of Eligible Entities.**

- **OCS/NASCSP will conduct five Best Practices Webinars in October and November.**

- **OCS expects the States to share the results of the survey with their local agencies and work with them to identify improvements to make.**

BEST PRACTICES WORK GROUP *OVERVIEW*

Purpose of the Work Group

- Share examples, approaches and strategies used by state offices and identify best practices and in each of the areas scored by the ACSI.
  - **Linkages & Communication**
  - Developing the State Plan
  - Training & Technical Assistance
  - **Monitoring & Corrective Action**
  - Distribution of Funds
  - Use of Discretionary Funds

ACSI Best Practices Work Group Members

Comprised of the States that scored in the **Top 5** in at least one of the areas surveyed.

- California(Sylmia Britt)
- Colorado (Sarah Grazier)
- Idaho (Dawn Boyce/Cherie Smith)
- Illinois (Adrian Angel)
- Iowa (Bill Brand)
- Kansas (Doug Wallace)
- Minnesota (Tikki Brown)

- Nebraska (Jennifer Dreibelbis)
- Nevada (Gary Gobelman)
- South Dakota (Kathleen Skoglund)
- Vermont (Sarah Phillips)
- Virginia (Matt Fitzgerald)
- Wisconsin (Katie Castern)

Work Group Process

First met as a full group and established subgroups.

Subgroups comprised of states that scored the highest in each area.

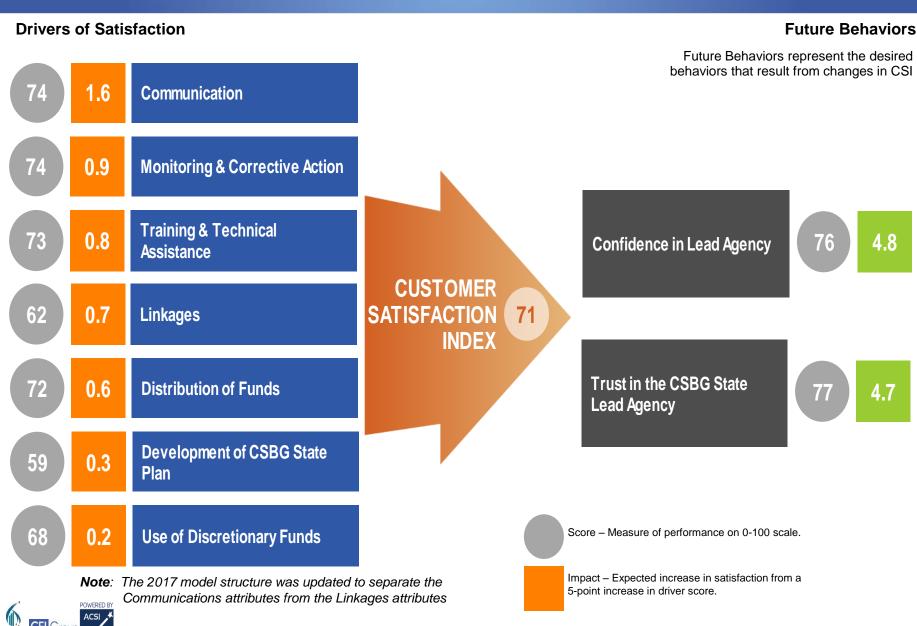**Subgroups met to share examples, approaches and strategies.**

Share with the State office network via webinars and NASCSP conference.

Use of Best Practices Template

- Each State administrator was asked to complete the template which covered areas such as:
  - What is the practice?
  - How does it work?
  - What is innovative about it?
  - When/why was it implemented?
  - What has been the impact?
  - Were there any implementation issues?
  - Were there any budget implications?
  - What would you do differently?

ACSI SURVEY RESULTS
OVERVIEW

States/Eligible Entities Satisfaction Model (n=700)

Drivers of Satisfaction

Future Behaviors

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

| 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

| **Confidence in Lead Agency** | 76 | 4.8 |

| **Trust in the CSBG State Lead Agency** | 77 | 4.7 |

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

Score – Measure of performance on 0-100 scale.

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

Key Findings & Actionable Suggestions

Key Findings

Communication

➤ Communication is a relative strength. Based on feedback from the eligible entities it is among the highest rated drivers and has a strong influence on the CSI score.

➤ *Usefulness of feedback* and *Sufficiency of information* are the lowest rated attributes related to this driver.

Actionable Suggestions

➤ Due to the potential impact that improvement in Communication offers, continued focus in this area is warranted. Attribute scores suggest a need for reflecting on the feedback provided to eligible entities to ensure it is useful. Consider assembling a group of representatives from the eligible entities who score this attribute particularly low and discuss their concerns and/or suggestions for improving in this area. At the same time, outreach to those states who score well should be used as a resource for identifying best practices.

➤ Communication regarding ROMA Next Gen is a common theme in respondent comments related to Communication and Training. Efforts to increase the information available is recommended. A review of the materials and communications available to date is also recommended to determine what changes could be made to clarify the organization standards, reporting requirements and other aspects of the quality improvement system that **is** relevant to the eligible entities.

Key Findings & Actionable Suggestions

Key Findings

Actionable Suggestions

Monitoring and Corrective Action

➤ Monitoring and Corrective Action is the driver with the second highest impact. While this year there was notable improvement for all attributes, *Consistency of monitoring* continues to be relatively low scoring and is a topic touched on in many of the open end comments.

➤ Continued focus on achieving as much consistency in the monitoring process as possible is recommended. A review of suggestions made by survey respondents is a good place to start in terms of developing a plan of action. These suggestions include providing consistent training to monitors and the use of consistent methods by monitors. In addition, consistent staffing of monitors from year-to-year is suggested.
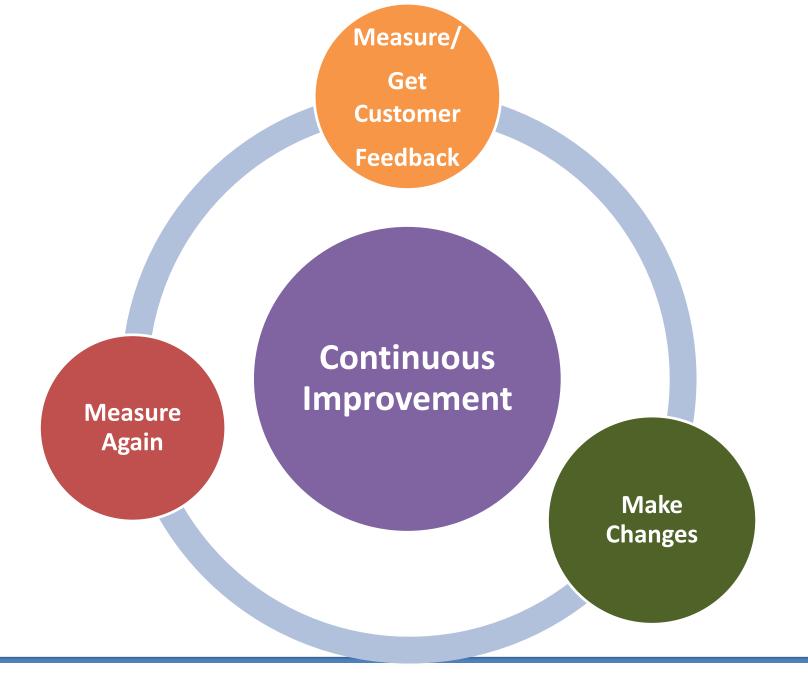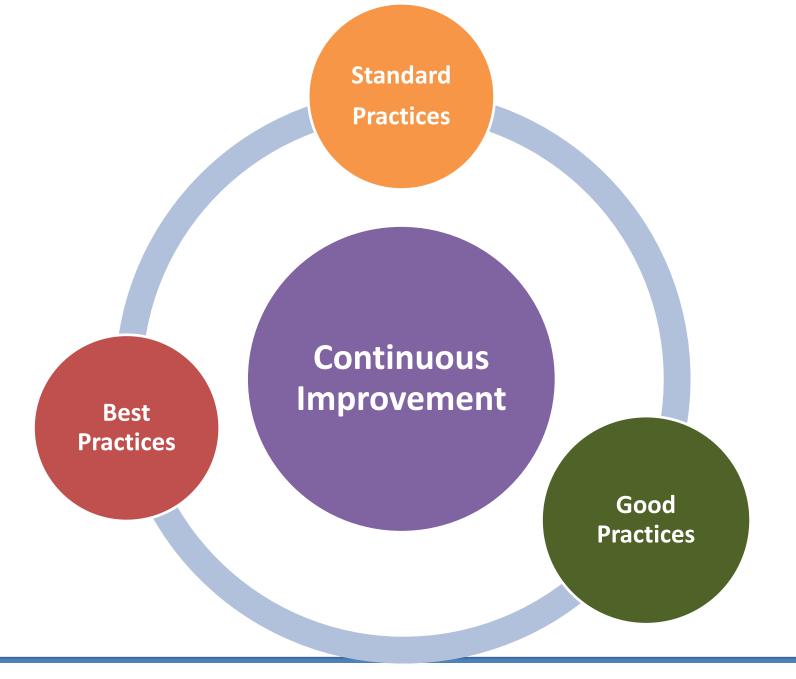
Linkages

➤ Decoupling Linkages from Communication this year revealed two important findings. First, as a stand along driver, its impact is not inconsequential. Second, performance is low. This combination makes the Linkages driver one that should be addressed when developing plans for improving satisfaction.

➤ While the survey does not ask a specific written response question regarding Linkages, the topic is mentioned in many of the open-end responses. These responses express frustration about the lack of information about Linkages and a strong desire for transparency regarding partnerships or potential partnerships. Leveraging the lessons learned by states who perform well in this area is recommended. In addition, efforts to keep entities informed about work being done to form partnerships even when met with challenges will increase their faith that forming Linkages is a priority.
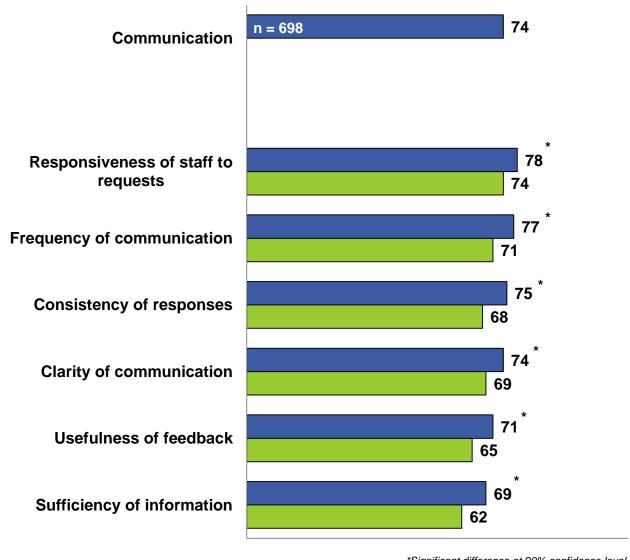
CONTINUOUS IMPROVEMENT

COMMUNICATION AND LINKAGES

Communication

Communication — n = 698 — 74

Responsiveness of staff to requests — 78 * (2017) — 74 (2015)

Frequency of communication — 77 * (2017) — 71 (2015)

Consistency of responses — 75 * (2017) — 68 (2015)

Clarity of communication — 74 * (2017) — 69 (2015)

Usefulness of feedback — 71 * (2017) — 65 (2015)

Sufficiency of information — 69 * (2017) — 62 (2015)

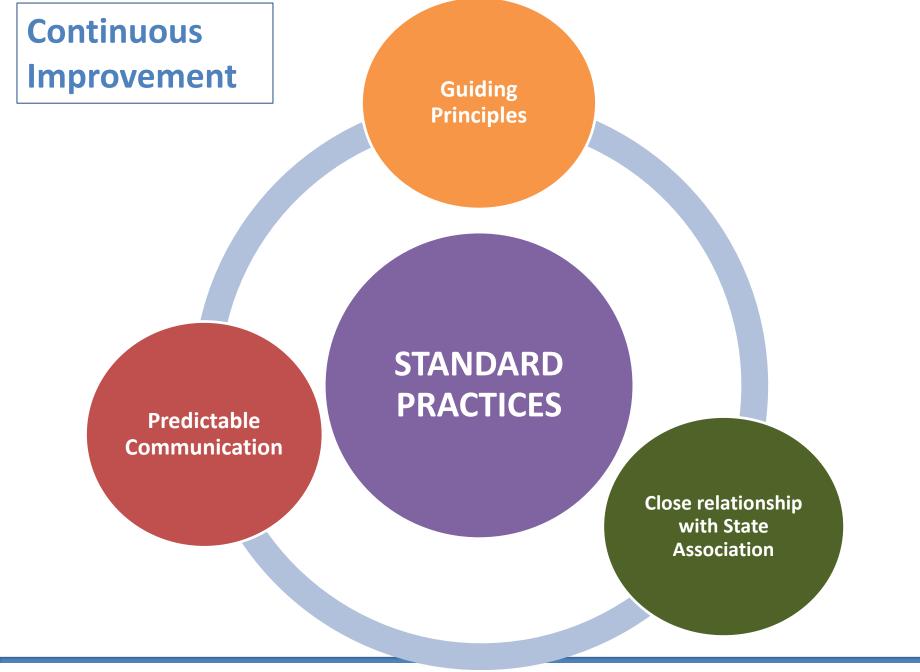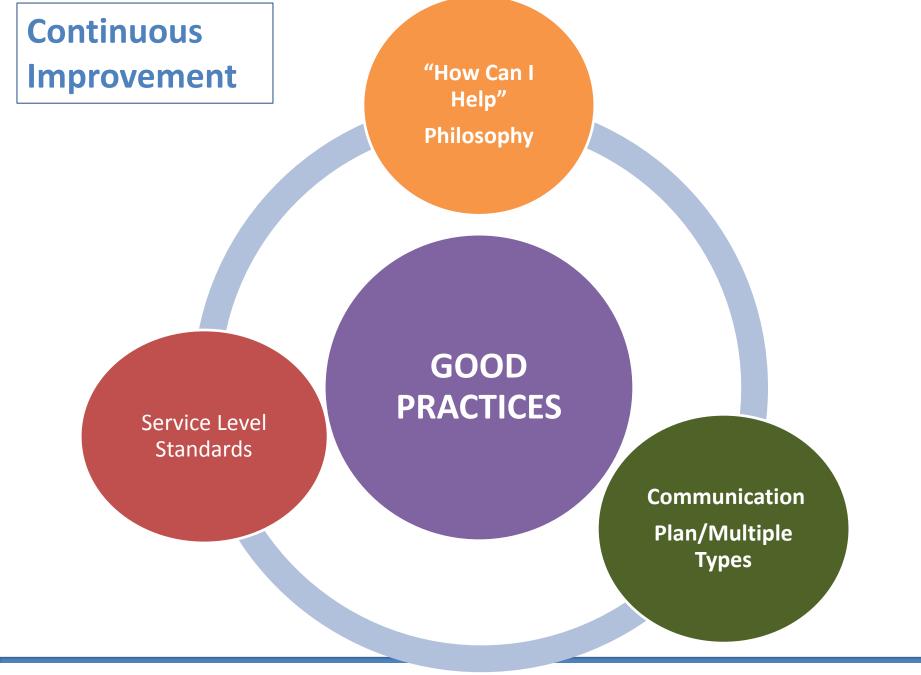*Significant difference at 90% confidence level*

■ **2017** ■ **2015**

- *Communication* is one of two components receiving the highest component level score of 74.

- As the component with the highest impact, improvement in *Communication* should be considered a high priority when developing improvement plans.

- *Communication* attribute ratings are improved across the board and all of them are statistically significant.

- Although notably improved compared to last year, *Usefulness of feedback* (71) and *Sufficiency of information* (69) *r*emain the lowest scoring attributes and should be considered areas of focus for further improvement.

Note: Linkages & Communication latent now split into "Linkages" and "Communication"

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Continuous Improvement

Guiding Principles

STANDARD PRACTICES

Predictable Communication

Close relationship with State Association

Continuous Improvement

"How Can I Help" Philosophy

GOOD PRACTICES

Service Level Standards

Communication Plan/Multiple Types

Continuous Improvement

Be the CA Rep --Serve on Advisory Boards/ Committees

Community Action Commission

BEST PRACTICES

"One Stop" Shop

MONITORING AND CORRECTIVE ACTION

Monitoring and Corrective Action

Monitoring & Corrective Action
- n = 687 — 74 *
- n = 571 — 69

Adherence to plan
- 78 *
- 75

Clarity of feedback
- 76 *
- 71

Clarity of process
- 75 *
- 68

Usefulness of visits
- 72 *
- 68

Timeliness of feedback
- 72 *
- 66

Consistency of monitoring
- 71 *
- 67

*Significant difference at 90% confidence level

■ **2017** ■ **2015**

> ➤ Monitoring and Corrective Action improved a significant 5 points compared to last year, landing at 74.

> ➤ Ratings for all Monitoring and Corrective Action related attributes also experienced notable improvement with *Clarity of process* improving the most, up 7 points to 75.

> ➤ Lower scoring attributes offering opportunity for further improvement include *Usefulness of visits* (72), *Timeliness of feedback* (72), and *Consistency of monitoring* (71).

Continuous Improvement

Guiding Principles

STANDARD PRACTICES

Timely follow-up

Clear Communication

Continuous Improvement

Share expectations

GOOD PRACTICES

Partnership Philosophy

Encourage transparency : "good "and "bad" news from CAA/open door policy

Continuous Improvement

CAA Input

BEST PRACTICES

Provide recommendations

Clear process for QIP and TAP

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NEXT STEPS