

CSBG Performance Management Framework Focused Monitoring

2017 NASCSP Annual Training Conference

Monday, September 18, 2017, 10:45am

Presenters: Seth Hassett, Director, Division of Community Assistance &
Elisha Anderson, Auditor, Financial Operations & Accountability Branch



CSBG Performance Management Vision

- Takes an inclusive, multi-pronged approach
- Provides accountability at 3 levels (local, state, federal)
- Ensures efficiency and effectiveness
- Incorporates extensive input from the CSBG Network
- Demonstrates stronger results for low-income families and communities nationwide



Theory of Change

The National Community Action Network Theory of Change

Community Action Goals

Goal 1: Individuals and families with low incomes are stable and achieve economic security.

Goal 2: Communities where people with low incomes live are healthy and offer economic opportunity.

Goal 3: People with low incomes are engaged and active in building opportunities in communities.



Services and Strategies

Employment



Education & Cognitive Development

Income, Infrastructure & Asset Building



Housing

Health/Social Behavioral Development



Civic Engagement & Community Involvement

Core Principles

- Recognize the complexity of the issues of poverty
- Build local solutions specific to local needs
- Support family stability as a foundation for economic security
- Advocate for systemic change
- Pursue positive individual, family, and community level change
- Maximize involvement of people with low incomes
- Engage local community partners and citizens in solutions
- Leverage state, federal, and community resources

Performance Management

How well does the network operate?

What difference does the network make?

- Local Organizational Standards
- State and Federal Accountability Measures
- Results Oriented Management and Accountability System
- Individual and Family National Performance Indicators
- Community National Performance Indicators

A national network of over 1,000 high performing Community Action Agencies, State Associations, State offices, and Federal partners supported by the Community Services Block Grant (CSBG) to mobilize communities to fight poverty.

This publication was created by NASCSP in the performance of the U.S. Department of Health and Human Services, Administration for Children and Families, Office of Community Services, Grant Number 90ET0431.



Community Action & CSBG Efficiency & Effectiveness

Performance Management

How well does the
network operate?



What difference does
the network make?



- Local Organizational Standards
- State and Federal Accountability Measures
- Results Oriented Management and Accountability System



- Individual and Family National Performance Indicators
- Community National Performance Indicators



CSBG Performance Management Framework - Implementation

- Performance Management Framework
 - Organizational Standards
 - State Accountability Measures
 - ROMA Next Generation
- Data Collection Mechanisms
 - CSBG Model State Plan
 - State CSBG Annual Report
 - ACSI Survey



Organizational Standards

- Purpose – to ensure that all eligible entities have appropriate organizational capacity
- Implemented in FY 16
- Detailed in [IM No. 138](#) released January 26, 2015
- CSBG Organizational Standards Center of Excellence (COE) – 3 thematic groups; 9 categories; 58 standards
- Assessed for the 1st time in FY 2016 Annual Report



State Accountability Measures - Background

- Purpose – to track performance about critical activities and functions
- Developed with extensive CSBG Network input
- Detailed in [IM No. 144](#) released on October 2, 2015
- Implementation tools: Revised Model State Plan and the Annual Report
- Implementation year: FY 2016



State Accountability Measures

- Measures efficiency and effectiveness characteristics:
 - State plan development
 - Distribution of funds
 - Use of remainder/discretionary funds
 - Grantee monitoring and corrective action
 - Data collection, analysis, and reporting
 - Organizational standards for eligible entities
 - State linkages and communication



Results Oriented Management and Accountability System (ROMA) Next Generation

- Revised set of National Performance Indicators (NPIs) to measure impact of CSBG
- A system for quality improvement to allow the network to measure, analyze and communicate performance
- Developed by the ROMA NG Center of Excellence
- Final NPIs: January 2017
- Implementation tools: Revised Annual Report
- Implementation year: FY 2017
- Included in first Annual Report: 3/31/2018



CSBG Model State Plan & Annual Report – Module 1

Model State Plan	Annual Report – Module 1
Automated application in OLDC	Automated application in OLDC
Initiated Organizational Standards	Auto-populated responses from the CSBG Model State Plan
Collects information on <u>planned</u> performance in these critical areas: <ul style="list-style-type: none"> • Development of state plan • Use of funds • Grant monitoring • Training and technical assistance 	Collects information on <u>actual</u> performance in these critical areas: <ul style="list-style-type: none"> • Development of state plan • Use of funds • Grant monitoring • Training and technical assistance
Review Tool/Initial feedback from OCS	Review Tool/Initial feedback from OCS
Updated Model State Plan FY 2018	Automate Modules 2-4 in March 2019



American Customer Satisfaction Index (ACSI)

- OMB-approved for government-wide use
- Allows for the collection of consistent and uniform information
- OCS uses ACSI to survey all states and territories on OCS performance and assess eligible entities on state performance
- Initial scores set baseline and identify priority areas for improvement

COMMUNITY SERVICES BLOCK GRANT	U.S. Department of Health and Human Services Administration for Children and Families Office of Community Services Division of State Assistance 330 C Street, S.W. Washington, D.C. 20201
Information Memorandum	
Transmittal No. 150	Date: August 22, 2016
TO:	State and U.S. Territory Community Services Block Grant (CSBG) Administrators, Eligible Entities, and State Community Action Associations
SUBJECT:	Use of the American Customer Satisfaction Index (ACSI) to Improve Network Effectiveness
RELATED REFERENCES:	Community Services Block Grant Act, Title VI, Subtitle B, of the Omnibus Budget Reconciliation Act of 1981, Public Law 97-35, as amended; Human Services Amendments of 1994, P.L. 103-252; the FY 1996 CSBG Appropriation Legislation, P.L. 104-134; CFR Title 45, Part 96; Coats Human Services Reauthorization Act of 1998, P. L. 105-285; Department of Health and Human Services Block Grant Regulations and Current Poverty Income Guidelines.
<p>In fall 2015, the Office of Community Services (OCS) used the American Customer Satisfaction Index (ACSI) to obtain feedback from CSBG eligible entities about services provided by the state CSBG Lead Agencies, as detailed in the new State Accountability Measures. OCS also obtained feedback from state CSBG Lead Agencies on services provided by the federal agency, as outlined in the new Federal Accountability Measures. Both OCS and state CSBG Directors received their state survey results in February 2016.</p> <p>OCS Expectations for States States are expected to share the survey results with their local agencies and use the survey information, in collaboration with those agencies, to identify improvement strategies for meeting specific State Accountability Measures. Each state will report on its planned improvement strategies, along with the ACSI overall satisfaction score and what target score is being set for next year's ACSI satisfaction score, in the FY 2017 State Plan, due September 1, 2016. In the CSBG Model State Plan (Question 3.5), labeled "Eligible Entity Overall Satisfaction," applicants are asked to provide the state's target for eligible entity Overall Satisfaction during the performance period.</p> <p>As part of their FY 2016 Annual Report submission, due March 31, 2017, states will also report on how they considered feedback, including ACSI survey results, from their eligible entities in</p>	



Questions?

