



**Administration for Children and Families**

Office of Community Services

Division of State Assistance

# **Update from the Federal Office of Community Services**

**NASCSP 2016 Annual Training Conference**

Wednesday, September 28

Seth Hassett, Director, Division of State Assistance

Dave Barrie, Branch Chief Financial Operations, Division of State Assistance

Josezetta Alexander, Program Specialist, Division of State Assistance

Isaac Davis, Program Specialist, Division of State Assistance



## Administration for Children and Families

Office of Community Services

Division of State Assistance

# Agenda

- OCS Organizational Updates
- OCS Customer Service
- FY17 State Plan Reviews and Feedback on ACSI Elements
- CSBG Training and Technical Assistance
- CSBG State Assessments



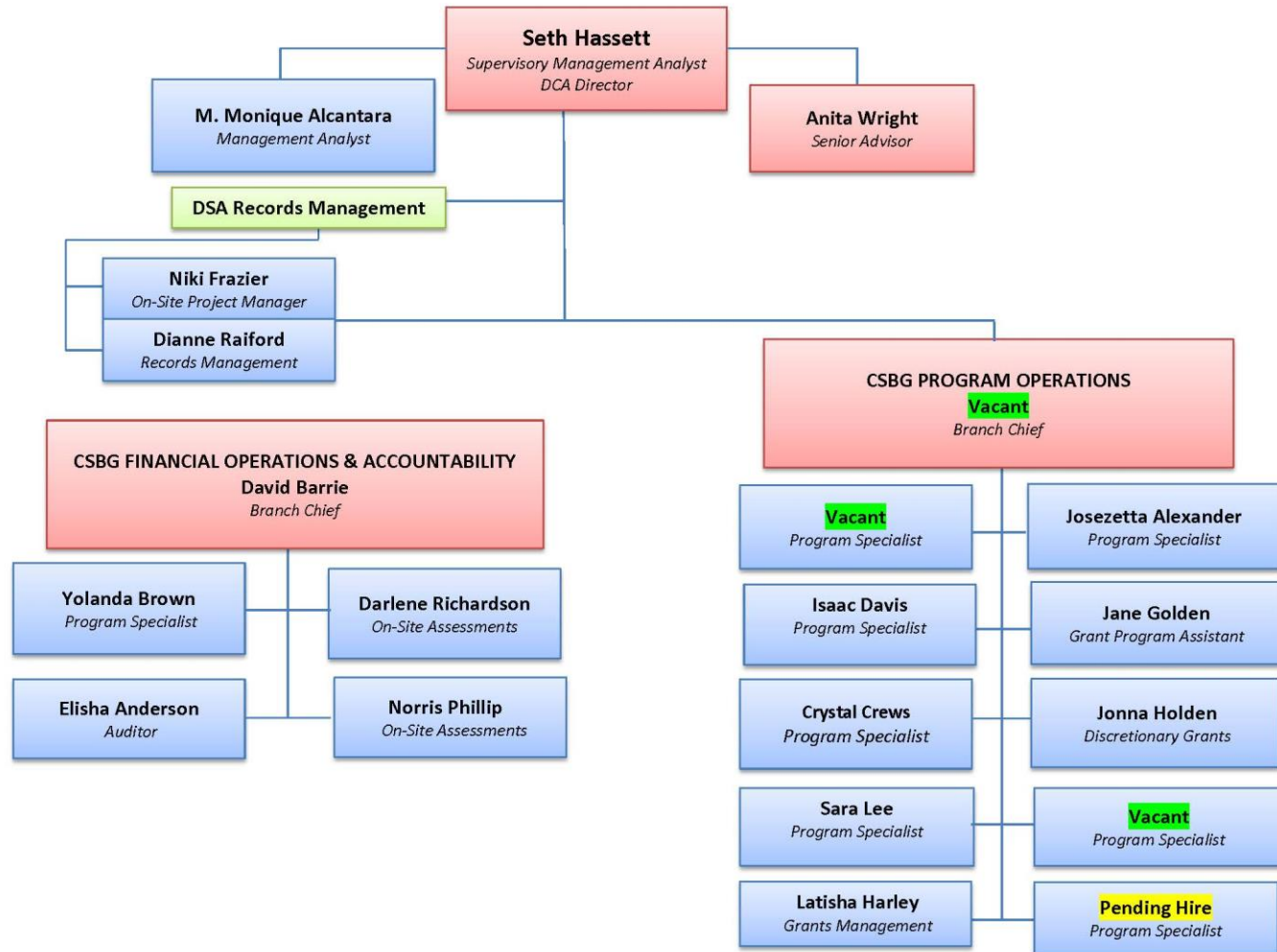
# Administration for Children and Families

## Office of Community Services

### Division of State Assistance

Division of Community Assistance (DCA) Org Chart  
as of August 25, 2016

OCS/DSA  
Org chart





## Staff Updates

- Andrala Walker, CSBG Branch Chief, departed OCS in August 2016
  - OCS is currently recruiting for a Supervisory Community Services Program Specialist for the Community Services Block Grant program in the Division of State Assistance; please visit [usajobs.gov](http://usajobs.gov) for more information
- OCS will also fill additional Program Specialist vacancies



# Restructuring

- Both the Community Services Block Grant (CSBG) and Social Services Block Grant (SSBG) have undergone significant changes in volume of oversight and complexity in the last several years
- OCS will separate the Division of State Assistance (DSA) into two divisions, the Division of Community Assistance (DCA) and the Division of Social Services (DSS)
- Under this structure DCA will be responsible for the CSBG and DSS will be responsible for SSBG



## Administration for Children and Families

Office of Community Services

Division of State Assistance

# OCS Customer Service



## OCS Customer Service

- CSBG quarterly Calls were instituted to provide the States with key OCS updates, discuss the status of CSBG State Plan implementation, discuss technical assistance needs, take note on success stories and note any questions or concerns of the grantee.
- Each call provides room for considerable customization by the Program Specialist based on the grantees situation and/or needs which may vary from quarter to quarter.



**Administration for Children and Families**

Office of Community Services

Division of State Assistance

# **FY17 State Plan Reviews and Feedback on ACSI Elements**





# FY 2017 CSBG Model State Plan Submission Status

- 12 *Group A* States with Accepted Two-Year Plans ending September 30, 2016
- 13 *Group B* States with Accepted One-Year CSBG plans ending September 30, 2016
- 23 *Group C* States with Currently Accepted Two-Year Plans ending September 30, 2017



# FY 2017 CSBG Model State Plan Where We Are

- **FY17 State Plan Reviews**

- OCS Program Specialists are currently reviewing the submitted FY17 State Plans
- In compliance with Federal Accountability Measure 1F(a)(i), OCS will review and provide responses for State plans within 45 calendar days of receipt of the submitted State plan
  - If additional follow-up is required, States will receive a letter indicating that the Fiscal Year 2017 CSBG Plan has been accepted conditionally by OCS with the requirement that the State provide responses to issues identified during the Model State Plan review process by the required follow up deadline.
- We anticipate that all plans will be accepted within 60 days of submission in compliance with Federal Accountability Measure 1F(a)(ii)



## Feedback on ACSI Elements

- On August 22, 2016, OCS published IM #150, Use of the American Customer Satisfaction Index (ACSI) to Improve Network Effectiveness, which outlined:
  - OCS Expectations for States
  - How ACSI Survey Results Will Be Used
  - Setting Targets for the ACSI
  - Specific State Accountability Measures Related to ACSI Measurement



## Feedback on ACSI Elements

- OCS Program Specialists will be conducting a crosswalk of the State Plans and the State Accountability Measures to review each element of the State Plan that corresponds to an ACSI-driven Accountability Measure
- The key is to determine whether the State used the survey data to develop strategies to improve performance and set reasonable targets
- OCS will provide feedback to States on revising/setting achievable targets



**Administration for Children and Families**

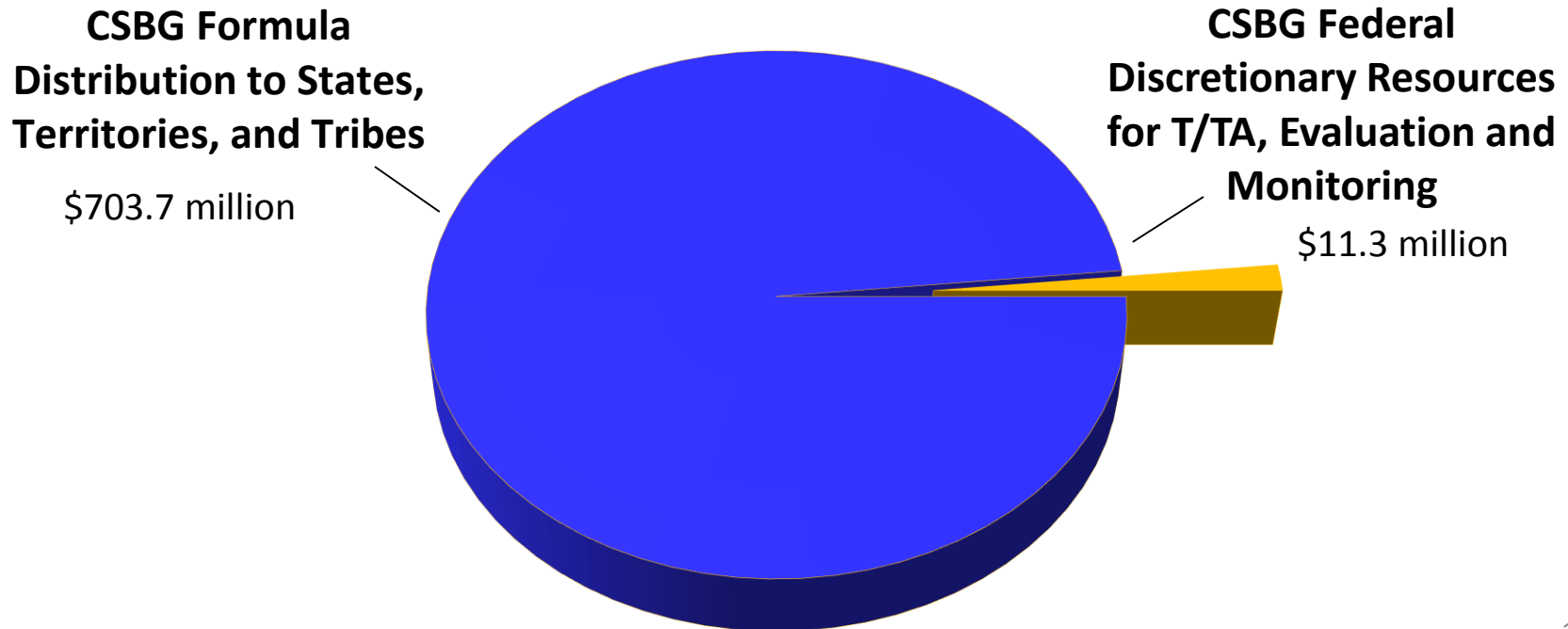
Office of Community Services

Division of State Assistance

# **CSBG Training and Technical Assistance**

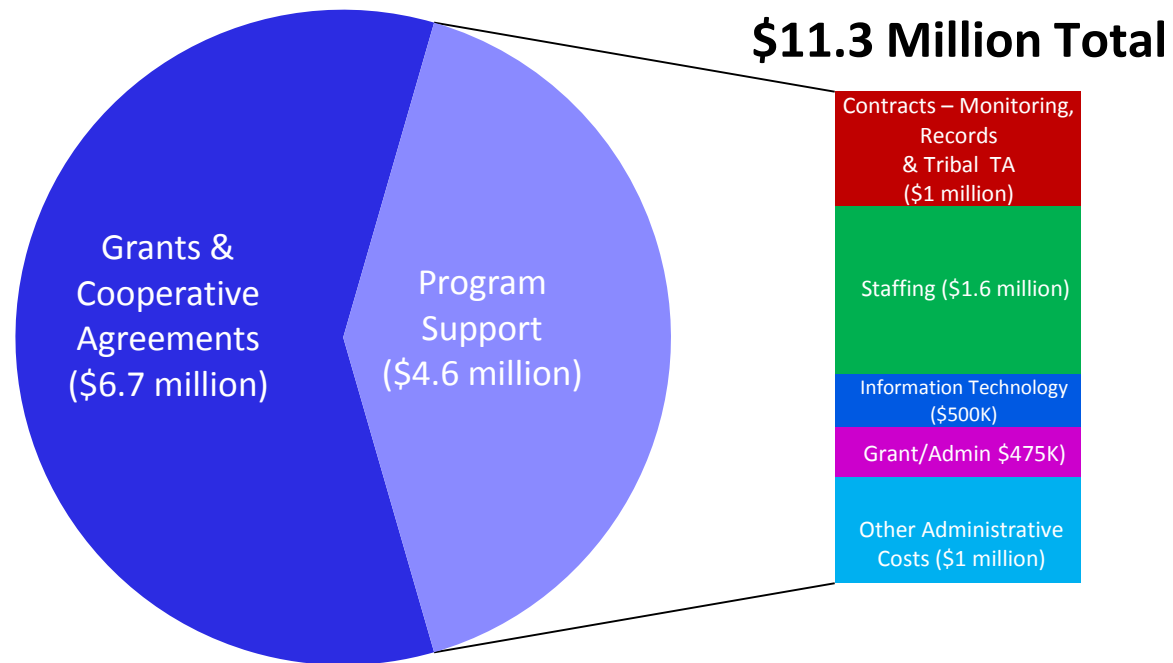


# FY 2016 CSBG Formula and Discretionary Funding



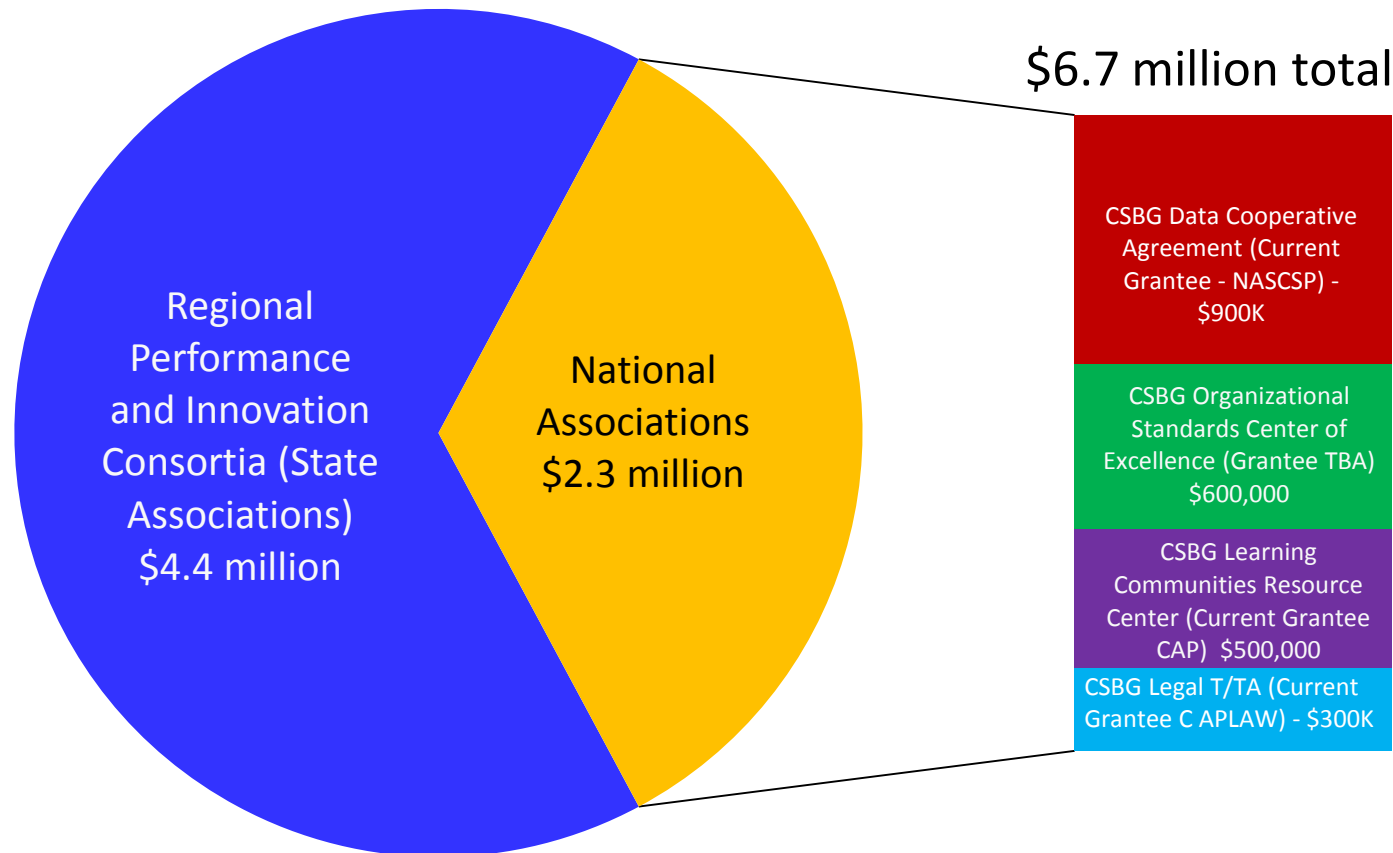


# FY 2016 CSBG Federal Discretionary Funding Breakdown





# FY 2016 CSBG Discretionary Grants and Cooperative Agreements







## New FY 2016 Award Expectations

### Organizational Standards Center of Excellence (COE)

- Next phase of the Organizational Standards COE
- Ensure that all State CSBG Lead Agencies and local CSBG-eligible entities are able to meet:
  - high-quality organizational standards,
  - State Accountability Measures, and
  - other CSBG Performance Management Framework efforts.
- Support an enhanced ongoing state, regional, and national T/TA strategy for meeting CSBG Performance Management Framework efforts
- Regionally focused initiatives, including facilitating the development of state-specific T/TA plans to assure high quality services for low income people and communities.

### Regional Performance and Innovation Consortia (RPIC)

- Ensure that states, State Associations, and CSBG-eligible entities utilize and adhere to all aspects of the CSBG Performance Management Framework, including:
  - organizational standards and
  - ROMA Next Generation efforts.
- Participate in regionally focused technical assistance convenings and initiatives.
- Advise, consult with, and participate in regionally focused T/TA efforts in 2 - 3 regions each year over a 3-year period.



## Administration for Children and Families

Office of Community Services  
Division of State Assistance

# CSBG State Assessment “What to Expect”



# Administration for Children and Families

## Office of Community Services

### Division of State Assistance

#### Federal Monitoring

Annual Review of State  
CSBG Plan to assure  
compliance with Statutory  
requirements  
(CSBG Act –  
Public Law 105-285)

Prioritization Schedule  
Up to Six (6) On-Site State  
Assessments reviews

Ad-Hoc performance reviews  
(financials, corrective action  
plans, and single audit  
reports, along with other  
reviews as appropriate to  
ensure program integrity).



## Administration for Children and Families

Office of Community Services

Division of State Assistance

# Moving in the Direction of Performance Monitoring

## Federal Monitoring

Evaluate Accepted State Plan to ensure results through performance Monitoring

Prevention Planning Tools: Corrective Action Plans, Financial Ratios, board composition matrices, changes in population served or external factors not previously noted in prior accepted State Plans



## State Assessments Evaluation Criteria

- Accepted State Plan and Assurances
- Organizational Standards (IM 138)
- Internal Controls
  - Policies and Procedures
- Programmatic Analysis:
  - Tripartite Board Composition
  - Monitoring of Eligible-Entities and Training & TA
  - Annual & ROMA Reporting
- Data Analysis:
  - Distribution and Use of Discretionary Funds
  - Carry Over Balances



# State Assessments Performance Monitoring

## Evaluation Criteria:

- Federal Reporting
  - Standard Form 425
  - Single Audit Reporting
  - Federal Awardee Performance & Integrity Information System ( FAPIIS)
- Site visits to eligible entities
- Report Delivery
  - Closing Meeting
  - Final Summary report



# State Assessment Observations

## Common Issues

- **Board Composition**
  - Lack of policies to address vacancies
- **Internal Controls**
  - Procedures not formalized
  - Policies and Procedures not consistent with current regulation and/or practice
- **Incomplete Documentation**
  - Follow up on monitoring or A-133 issues not well documented
- **Federal Reporting , Fiscal Controls and Single Audit Reporting**
  - Errors in the SF-425
  - Follow up on submission of A-133 to the Clearinghouse
  - FFATA Compliance – may be included in FY 2017 state assessments
- **Communication**
  - Opportunities to improve formal communication with the eligible entities
- **Organizational Standards**
  - Incorporation into monitoring and oversight.



## Administration for Children and Families

Office of Community Services

Division of State Assistance



**QUESTIONS**  
**And**  
**Answers**

A magnifying glass with a black handle and a silver rim is positioned over the text. The lens of the magnifying glass is focused on the word "QUESTIONS", which is significantly enlarged and appears to be floating above the other text. The words "And" and "Answers" are in a smaller font size and are positioned below "QUESTIONS".