

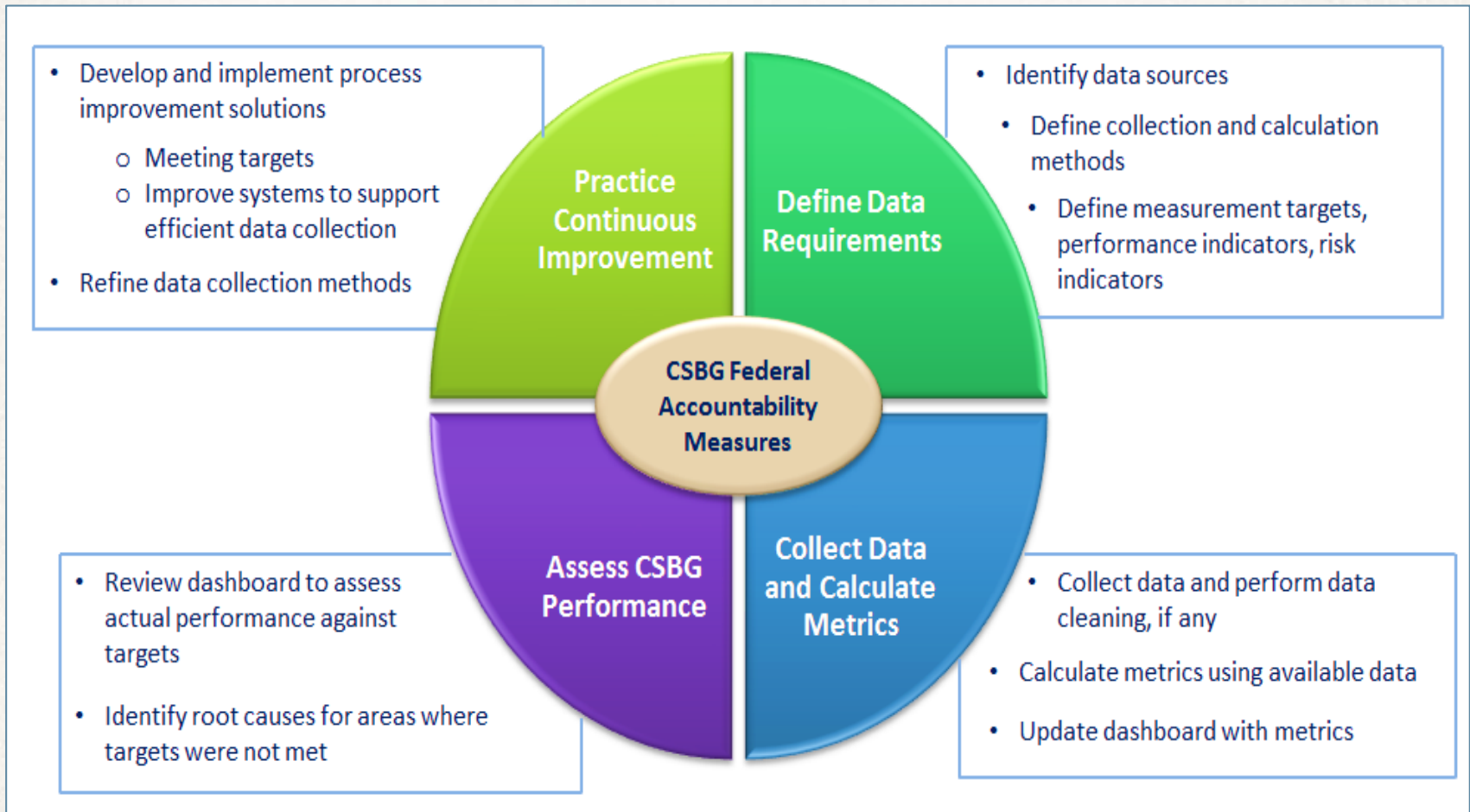
Conversations with OCS “Continuous Improvement”

2018 NASCSP Winter Training Conference
Thursday, March 1, 2018, 10:15 am

Presenters: Seth Hassett, CDR Bill Bolduc, David Barrie,
Elisha Anderson, Monique Alcantara, Jonna Holden,
Crystal Crews, Isaac Davis, Jamia Furbush, Latisha
Harley & Roneika Carr



Federal Accountability Implementation Strategy



Federal Accountability FY18 Status Update

- OCS' CSI score improved from 58 in 2015 to 62 in 2017. This improvement was based on higher scores for all three customer satisfaction metrics.
- Grantees reported a greater level of Trust in OCS; up six points from 60 to 66.
- The 2017 OCS Federal Accountability Measures Report outlines the top priority areas of improvement for [Grant Monitoring](#), [Training and Technical Assistance provided by OCS staff](#), and [State Plan Review and Acceptance](#).

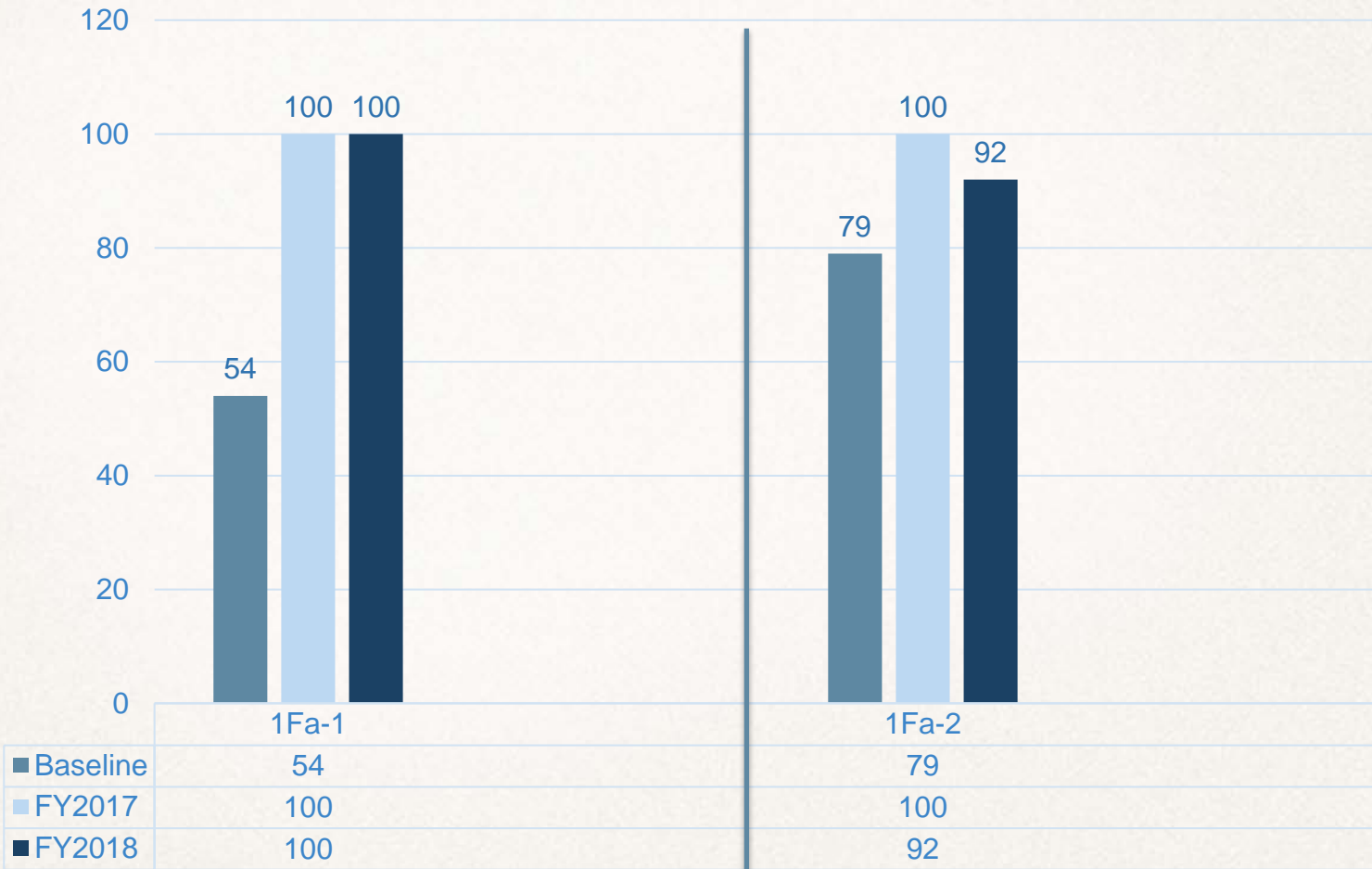


State Plan Review and Acceptance



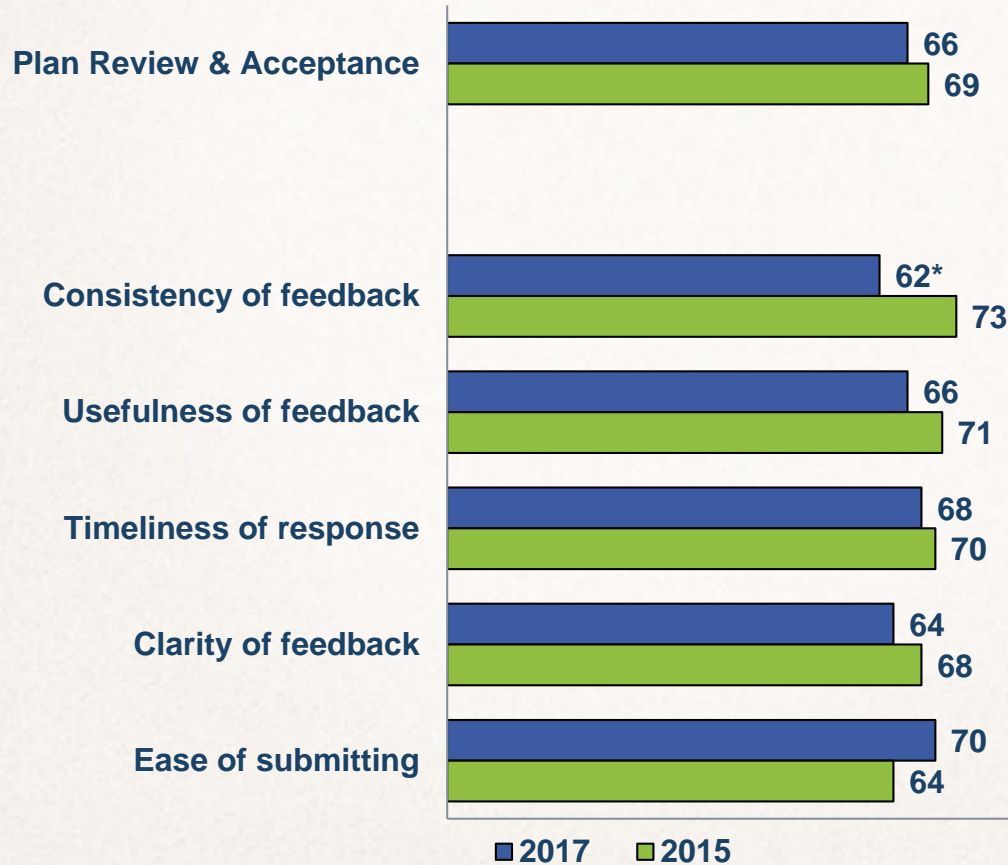
State Plan Review and Acceptance

Federal Accountability Measures Results



State Plan Review and Acceptance

ACSI Results



➤ Four of the five related attributes declined between 2 and 11 points.

➤ In 2017 Consistency of feedback presented the most concern.

➤ Performance on the state's ease of submitting the plan went up from 64 in 2015 to 70 in 2017.



State Plan Review and Acceptance

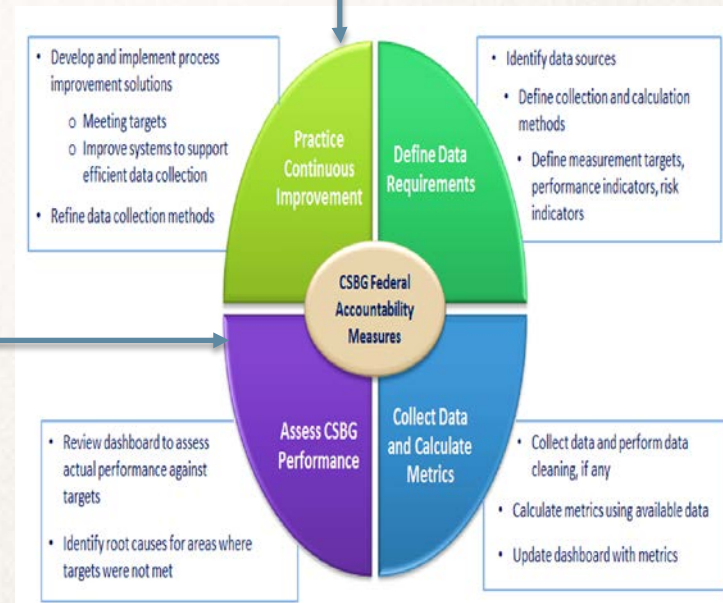
Next Steps

Practice Continuous Improvement

- OCS Program Specialists will host quarterly 1:1 and regional meetings with State CSBG Administrators.
- OCS Program Specialists will provide technical assistance on the State Plan reviews as needed.
- OCS will coordinate with national partners including NASCSP and RPICs to ensure consistent feedback.

Assessing CSBG Performance

- OCS is open to additional feedback and encourages CSBG state administrators to reach out to their Program Specialists or the CSBG Program Operations Branch Chief directly.

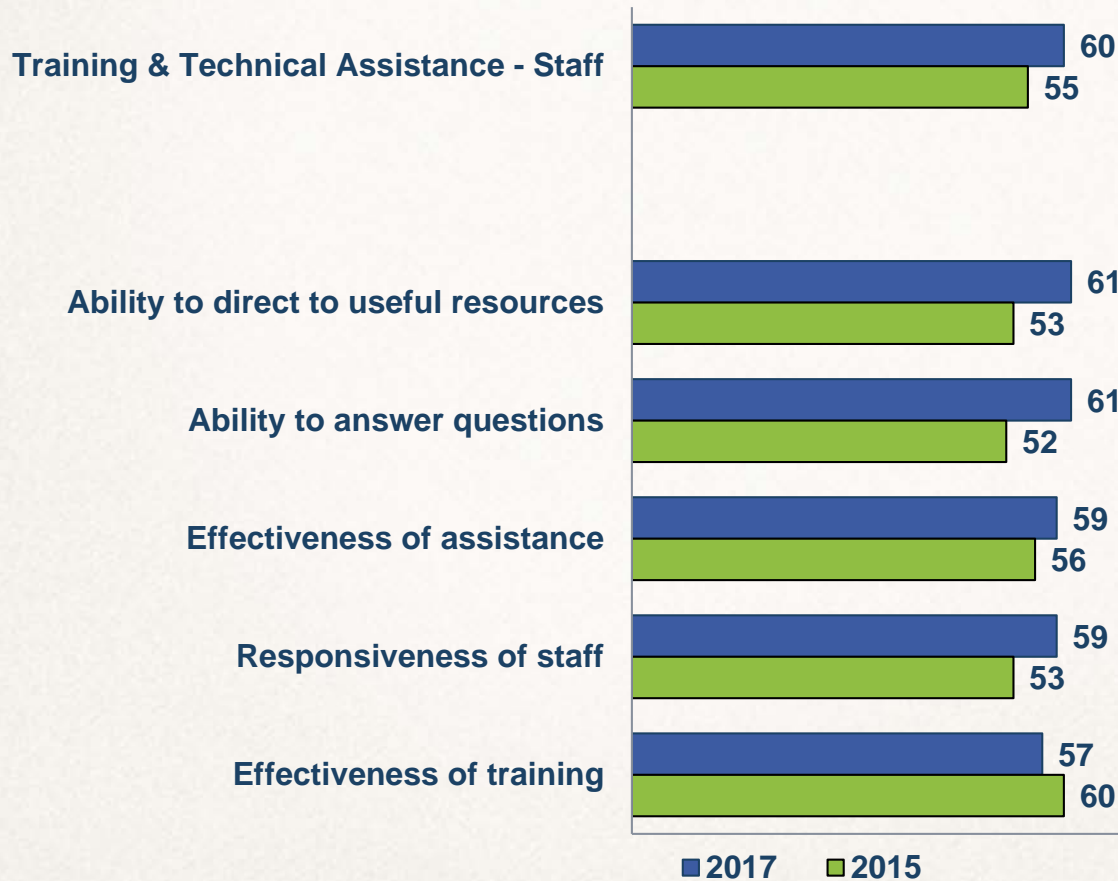


Training and Technical Assistance by OCS Staff



Training and Technical Assistance – OCS Staff

ACSI Results



- A 5 point increase from 55 in 2015 to 60 in 2017.
- The combination of low performance and a relatively high impact makes this driver a strong candidate for prioritization when developing process improvement plans.



Training and Technical Assistance – OCS Staff

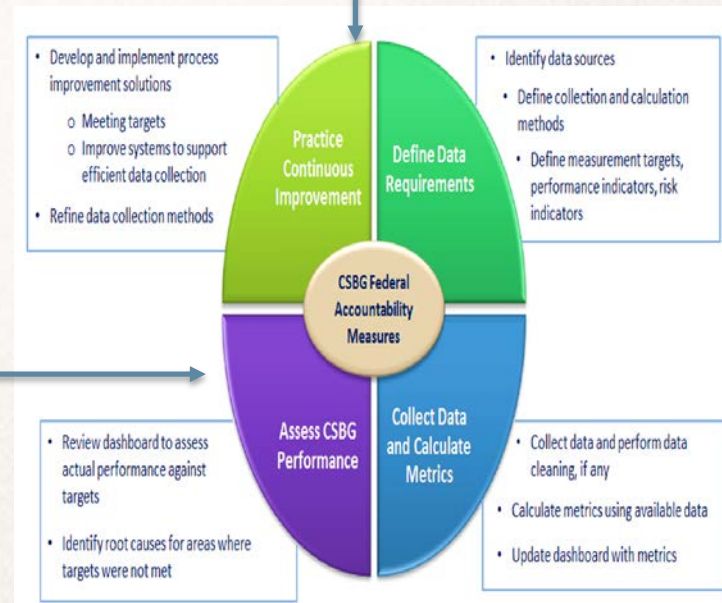
Next Steps

Practice Continuous Improvement

- Create an indexed file of common topics (such as Tripartite Board, IM 116 questions) for CSBG Program Specialists for faster response to inquiries.
- Will consider an FAQ supplement to send to State CSBG Lead Agencies.
- OCS will begin a process of creating a “tool kit” for State CSBG Lead Agencies.

Assessing CSBG Performance

- OCS will conduct a webinar series with current guidance and topics.

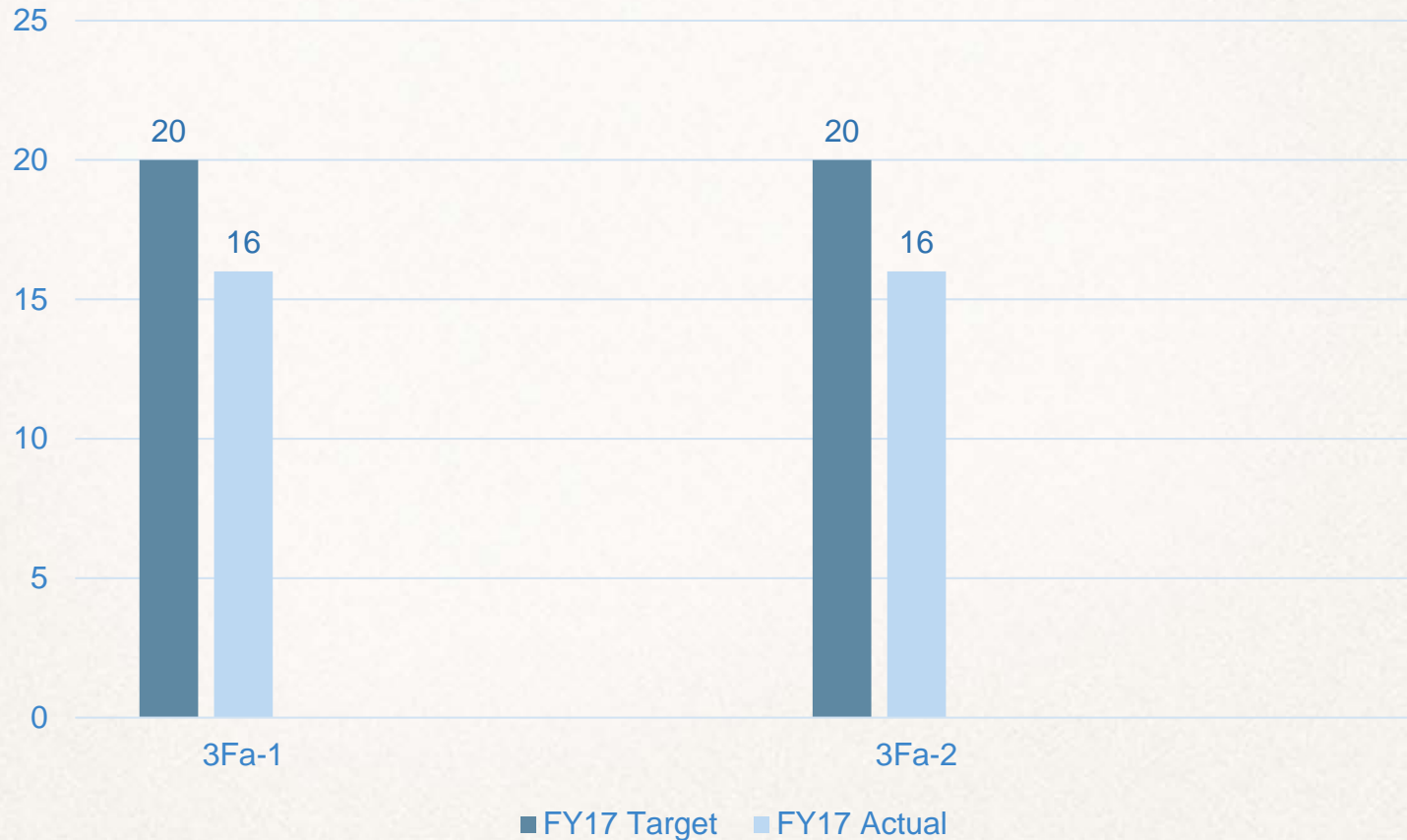


Grant Monitoring



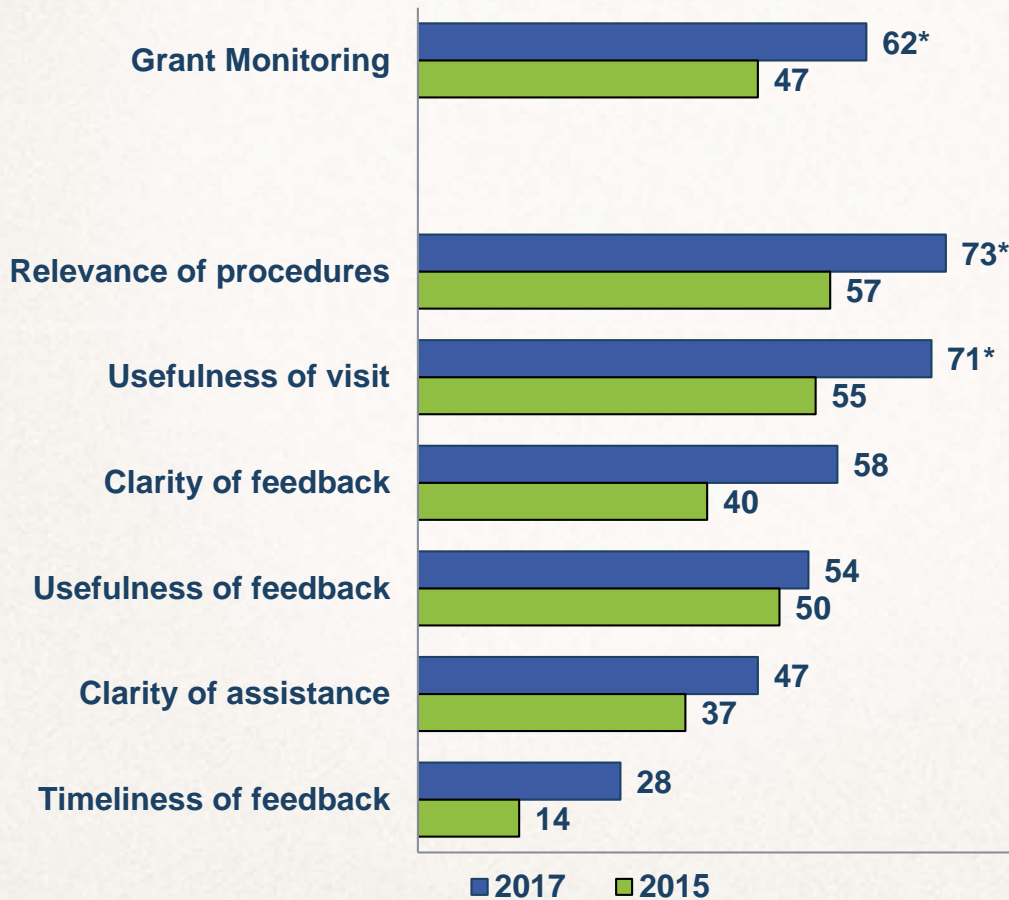
Grant Monitoring

Federal Accountability Measures Results



Grant Monitoring

ACSI Results



- Grant Monitoring, improved a significant 15 points to 62.
- *Relevance of procedures and Usefulness of visit* improving significantly.
- *Timeliness of feedback*, remained the lowest scoring attribute (28). However, this score represents a 14 - point increase as compared to 2015.

* Indicates significant difference at 90%



Grant Monitoring

Results & Improvements

- Major reduction in the amount of days for submitting draft state assessment reports; from 696 average days in FY15 to 146 in FY17.
- OCS changes in draft/initial report approval process.
- OCS issued one draft/initial report within the 30 day goal.
 - Factor: Information received from the state months in advance.



Grant Monitoring

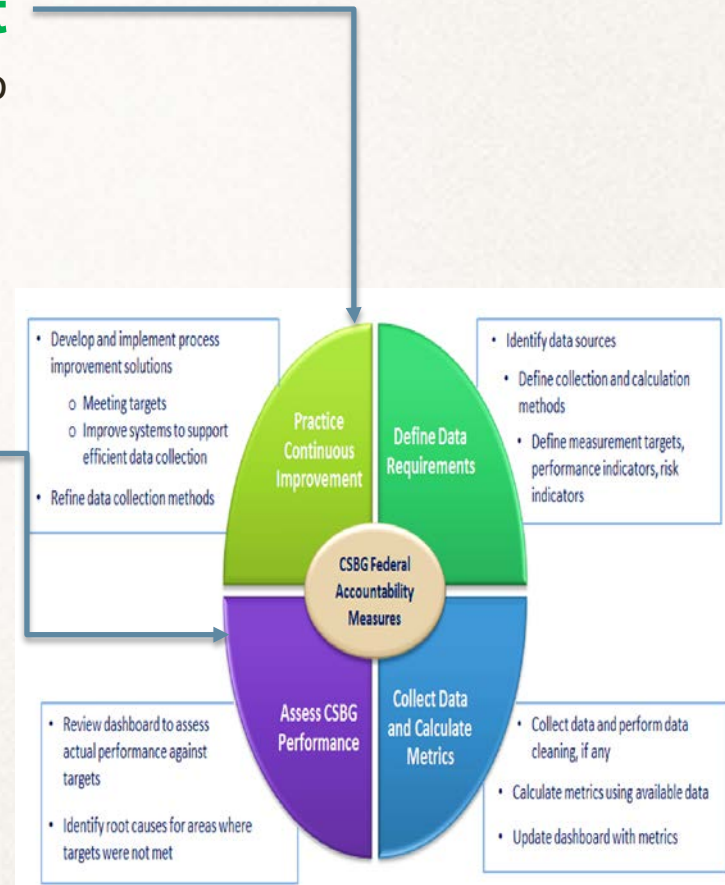
Next Steps

Practice Continuous Improvement

- Working with OCS and State Monitoring Group to improve communication.
- OCS is looking at risk assessments to justify reduced testing/evidence.

Assessing CSBG Performance

- OCS will make document requests as early as possible.



Thank You

