# IMPROVING COMMUNICATION: BEST PRACTICES

# NASCSP ACSI Best Practices Working Group Webinar



August 13, 2020 1:00-2:30



# **Webinar Goal**

Learn about "best practices" implemented by states to provide more effective communication to local agencies as they work to serve families and communities of low-income.

# Webinar Agenda

- □ Overview: Results of 2019 ACSI CSBG Survey of Eligible Entities (Kate Blunt)
- □ **Profile**: BPWG Members (Kris Schoenow)
- □ Best Practices: Focus on Communication
  - Beverly Buchanan
  - Veronica Watson
  - Jaimi Clifford
  - Stuart Campbell
  - Heather Howell
  - Matt Fitzgerald
- □ Communication Planning: Beverly Buchanan

# 2019 ACSI Survey of Eligible Entities

**Executive Summary** 

# Summary: Eligible Entities Satisfaction with the States

The Customer Satisfaction Index for the (CSBG) States who serve Eligible Entities was 71, the same score achieved in 2017, which is two points higher than the federal government average of 69.

Driver scores ranged from 57 to 75. Distribution of Funds scored highest (75) and Development of CSBG State Plan scored lowest (57).

Communication (74) was the driver with the greatest impact on satisfaction, similar to 2017; focusing resources on improving this area will produce the best results in terms of increasing the Customer Satisfaction Index.

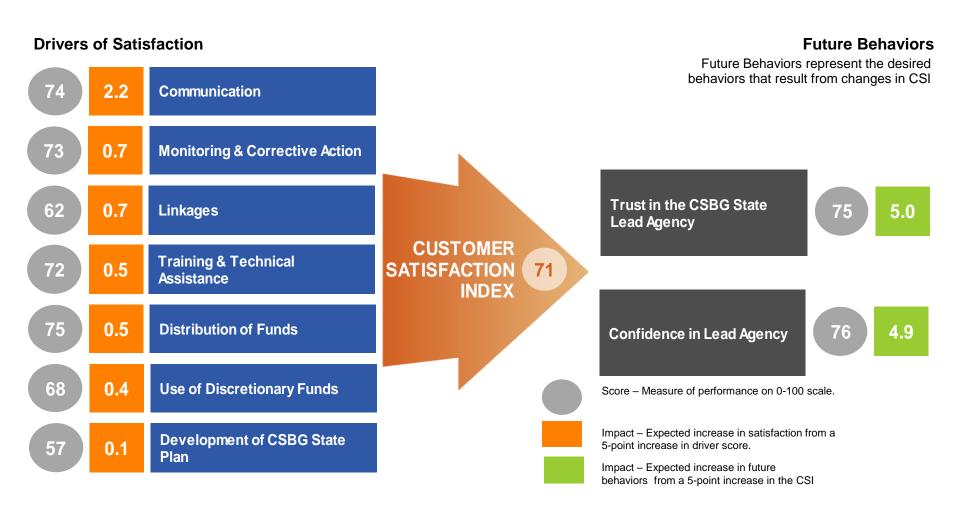
# Summary: Eligible Entities Satisfaction with the States

Monitoring and Corrective Action continues to have a relatively high influence on satisfaction. The score for this driver (73) declined by one point compared to 2017. Consistency and usefulness of visits are the lower scoring attributes in 2019.

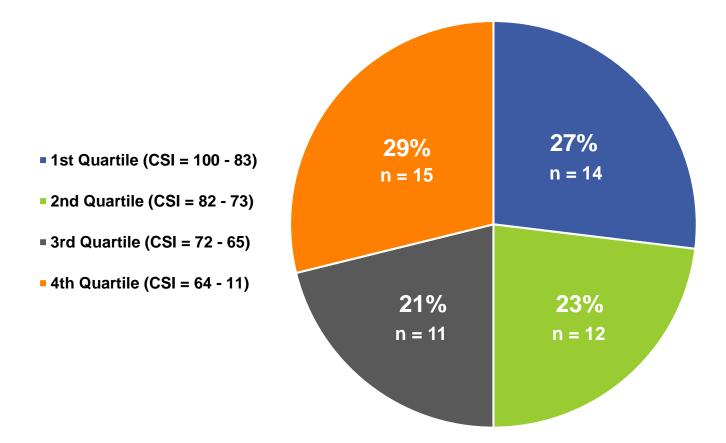
The Linkages driver (separated from the former Communication and Linkages driver in 2017) is among the top three most impactful drivers and continues to be the lowest scoring at 62. Although the improved scores from 2017 have been maintained, there remains room for improvement.

Performance scores for the Outcome metrics are comparable to the improved scores reported in 2017 with Confidence in the Lead Agency at 76 and Trust in the CSBG State Lead Agency at 75.

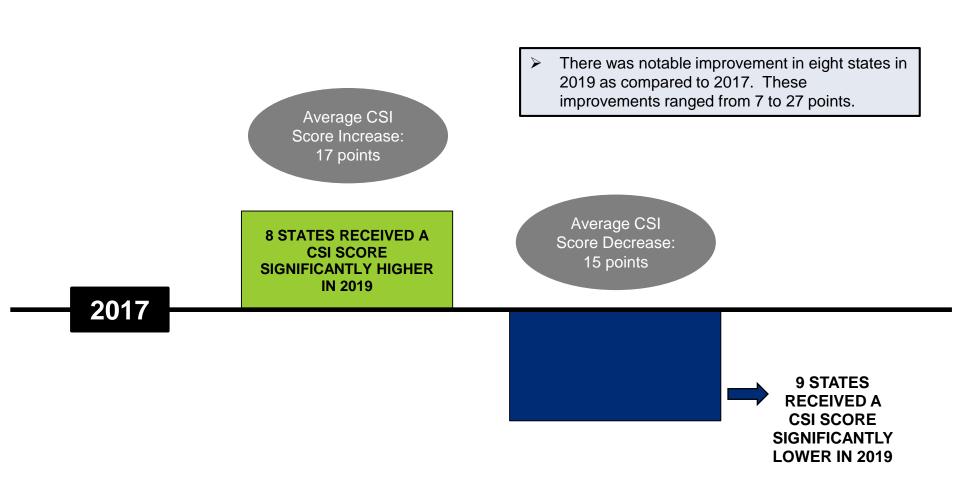
# States/Eligible Entities Satisfaction Model (n=708)



# Percentage of States in Each Quartile (2019)



## 2017 vs 2019 State CSI Score Changes



# **Most Improved States**

Nine states showed significant improvement in either the CSI or one or more of the high impact drivers (communication, grant monitoring, linkages)

- Arkansas
- > Indiana
- Maine
- Maryland
- > Michigan
- > Minnesota
- Missouri
- ➤ Ohio
- Virginia

# **Best Practices Work Group:**A Profile

# Purpose of the BPWG

Identify and share with the network the improvement activities undertaken by States with significantly improved CSI scores in 2019 and/or high-scoring in the high impact areas: Communication, Monitoring/Corrective Action and Linkages.

# **BPWG Members**

State	Contact	Email
Arkansas	Beverly Buchanan	Beverly.buchanan@dhs.arkansas.gov
Indiana	Veronica Watson	vwatson@ihcda.in.gov
IIIulalia	Steve St. John	SStJohn@ihcda.IN.gov
Maine	Christa Elwell	Christa.Elwell@maine.gov
	Jaimi Clifford	Jaimi.Clifford@maine.gov
Maryland	Stuart Campbell	stuart.campbell@maryland.gov
	Sanam Kalhoro-Escoto	sanam.kalhoro-escoto@maryland.gov
Michigan	Kris Schoenow	schoenowk@michigan.gov
Missouri	Heather Howell	Heather.L.Howell@dss.mo.gov
Ohio	Megan Meadows	Megan.Meadows@development.ohio.gov
	Toski Flemister	Toski.Flemister@development.ohio.gov
Virginia	Matt Fitzgerald	matt.fitzgerald@dss.virginia.gov

## **ACSI Profile of BPWG Members**

# BPWG states with statistically significant improved CSI Scores in 2019 and all/most of the Drivers of Satisfaction.

- Arkansas
- Missouri
- Ohio

#### BPWG States with CSI Scores Improved by More than 15 points.

- Arkansas
- Indiana
- Maine
- Missouri

#### **BPWG States in** *Top Two Quartiles*

- Arkansas
- > Indiana
- Maryland
- Michigan
- > Ohio
- Virginia

## **State Profiles**



Allocations ranged from \$3.7 million to \$27.8 million



State capacity ranged from as small as 1 FTE in the state office to up to 9 FTEs



The networks of the states encompass both rural and urban areas, and range in size from 10 agencies up to 48 agencies

# **State Profiles**

2019 Total Allocation	FTEs	Agencies	State	Department/Cabinet
\$3,750,159	1	10	Maine	Department of Health and Human Services
\$9,724,631	6	15	Arkansas	Arkansas Department of Human Services
\$9,813,285	3.5	17	Maryland	Department of Housing and Community Development
\$10,413,402	1	22	Indiana	Indiana Housing and Community Development Authority
\$11,449,969	5	28	Virginia	Virginia Department of Social Services
\$19,790,238	4.2	19	Missouri	Missouri Department of Social Services
\$26,254,635	9	29	Michigan	Michigan Department of Health and Human Services
\$27,878,185	8	48	Ohio	Ohio Development Services Agency

# **Best Practices Focus on Communication**

# Why Focus on Communication?

- Communication is:
  - ✓ critical during the COVID-19 response efforts
  - a major driver of satisfaction among the local agencies
  - a factor that partly drives satisfaction in other high impact areas such as Grant Monitoring and Linkages.

# Why Focus on Communication?



Agencies always need clear lines of communication with state offices, but it becomes even more critical in times of crisis.



Successful communication is not a one-way street—there must be channels for two-way communication between states and locals.

# Why Focus on Communication?



Relevant, timely, and accurate communication builds trust amongst stakeholders. Trust is critical during a crisis.



Communication builds rapport and trust with your grantees

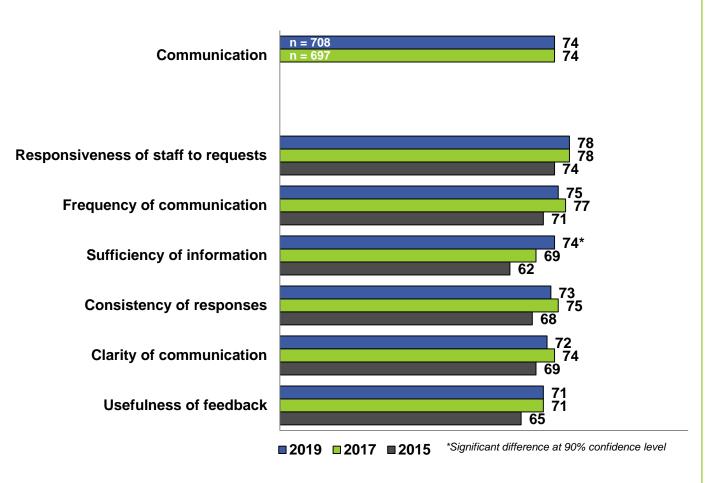
# Discussion

What communication strategies are you using in your area that are working well during the COVID-19 crisis?



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#### Communication



#### Impact 2.2

- Communication received the second highest component level score in 2019 (74) and remained the highest impact component.
- As the component with the highest impact, improvement in Communication should be considered a high priority when developing improvement plans.
- Sufficiency of information, the lowest scoring attribute for this component in 2017, experienced a significant improvement of five points (74).

In 2017 and 2019, attributes related to Linkages were used to calculate a Linkages component (or driver score) apart from the Communication driver. Linkages and Communication were combined in 2015.

# What kinds of information, if any, would you like to receive from the State CSBG Lead Agency that you are not now getting?

I would like for the State Office to advocate for policy changes to eliminate redundancies in information for different state programs. For example, we have to submit copies of insurance policies, indirect cost proposals, board information for each grant instead of one per agency. This is inefficient and burdensome.

Information about initiatives or opportunities for programs or partnerships within other state agencies appropriate for CAAs.

Written updates instead of phone conferences.

Information on ways to help clients achieve economic stability.

More consistent training schedule and release dates. Hard copy reference material is critical. Program partnership information and leveraged programs across the region.

Sharing of good practices observed with other organizations to enhance services across the state.

More education and linkages to alternative funding sources from other state agencies and partners.

It would be helpful to receive more information relative to the services/funding available in the other state agencies. Better communication and coordination between state agencies would be helpful. There is too much duplication of data occurring throughout the state.

Forecasts on the State's efforts to automate their cash disbursements.

Note: All responses are available Appendix C.

# What kinds of information, if any, would you like to receive from the State CSBG Lead Agency that you are not now getting?

Potential funding opportunities, research, regional trends; new opportunities.

More clarity on release of funding.

More information from the various advisory groups that are assisting the State agency.

Clear and timely communication to CAA's regarding monitoring tools and what policies are required.

More lead time on changes and requirements before they come and monitor us on the changes.

# **Guiding Principles**

No Surprises: Be Transparent

Act Proactively: Don't be Late

Share More Information: Get Buy-In

Collaborate: Include the Network in Decision-Making

Set Clear Expectations: Be Specific

Provide a Variety of Communication Methods: Get the Message Across

#### **Best Practices in Communication**

What We Learned from States with High ACSI Scores

# No Surprises: Be Transparent

- "As soon as I know something, you'll know something."
- When changes are made, agencies may not always like all the changes, but they understand the rational and the changes are clear. Not last minute.
- Be visible in creating linkages with and on behalf of agencies.
- □ Raised awareness of structures and processes that agencies were not aware of, i.e. state discretionary funding rules; elements of the State Plan

# No Surprises: Be Transparent

- Provided copy of Monitoring Tool/Checklist to agencies months in advance.
- Sent Self-Assessment Tool for Org Standards monitoring in advance.
- When monitoring, all findings are discussed at the Exit Interview: no adding findings later.
- Toolkit of resources made available on a dedicated website for the local agencies.

### No Surprises: Tools

#### MICHIGAN DEPARTMENT OF HEALTH AND HUMAN SERVICES

#### BUREAU OF COMMUNITY ACTION & ECONOMIC OPORTUNITY MONITORING PROGRAM GUIDE FOR COMPREHENSIVE AND ANNUAL REVIEWS

AGENCY NAME: Choos	e an item.	
MVID:		_ <b>REVIEW:</b> Choose an item.
	DISCRETIONARY GI WEATHERIZATION LOW INCOME HON RESULTS ORIENTEI	VICES BLOCK GRANT (CSBG) RANTS (CSBG-D) ASSISTANCE PROGRAM (DOE) ME ENERGY ASSITANCE PROGRAM (LIHEAP) D MANAGEMENT AND ACCOUNTABILITY (ROMA)
Calendar Year of N	Monitor Visit:	
	Program \	/ear:
	Fiscal Yea	r:
		Agency Questionnaire
	(You may attach a sep	parate sheet with the information to this Questionnaire.)
AGENCY NAME:	Choose an item.	
MVID#:		
BCAEO Monitor:	Choose Below	<b>Date:</b> Click here to enter a date.
To increase efficie	ncv of the programmation	monitoring review and decrease disruptions to the Agency during the

To increase efficiency of the programmatic monitoring review and decrease disruptions to the Agency during the review, please complete the following information and return to the Programmatic Monitor prior to begin date. If the information does not apply, please enter N/A.

This list of questions is a starting point for the BCAEO programmatic monitoring visit. BCAEO monitors will begin with these questions, and will ask further, in depth questions based on the agency's STAR assessment, the agency's recent interactions with BCAEO, and any events that have taken place recently (e.g. turnover of a program manager or member of the executive team)."

nember of the executive team).		
Programs:		
Please list the Agency's CSBG Specific Assistance Programs (as applicable).      Are the programs listed in your current CSBG Plan?      Are there any programs that have been	uiis	
<ul> <li>added or dropped since plan was submitted?</li> <li>Do any programs have a start date after the monitoring review period?</li> </ul>		



Bureau of Community Action & Economic Opportunity

235 S. Grand Ave, Ste 1105 Lansing, MI 48909 www.michigan.gov

STATE OF MICHIGAN

Department of Health &

Human Services

Memo

Tel: 517-241-2613 Fax: 517-335-5042

To:	Kerry Baughman, Executive Director, NMCAA	Date:
From:	From: Steve Listman   Bureau of Community Action and Economic Opportunity	
Subject: Comprehensive Organizational Standards & Programmatic Monitoring Review		

This memorandum is to confirm that I will conduct a desk Organizational Standards and Programmatic Monitoring Review for Northwest Michigan Community Action Agency beginning April 8, 2019.

Please have your Organizational Standards documentation uploaded into relevant FACSPro modules or your SharePoint library as applicable. In addition, please complete the following information in your SharePoint Library no later than **March 18**, 2019.

- Agency General Questionnaire (to be completed by the Executive Director or designee);
- Agency Contacts List:
- FACSPro Case File Lists for the following programs (please include-each program name, customer first and last names, and System IDs) as applicable:
  - CSBG Specific Assistance Programs for FY19
  - CSBG Specific Assistance Programs -if not reviewed during FY18
  - CSBG D Specific Assistance Programs for FY19
  - CSBG D Specific Assistance Programs -if not reviewed during FY18
- Organizational Standards Monitoring Tool;
- Staff Interview list (applicable for onsite visits only)

Closer to the review date, I will schedule an Entrance Conference and send a list of case files for each program that will be reviewed, including a Weatherization case file list for the DOE (PY18) and LIHEAP (FY19) Programs.

Please call 517-241-2613, or email <u>listmans2@michigan.gov</u> if you have questions or need access to SharePoint. Thank you and I look forward to working with you and your staff the week of **April 8**, **2019**.

# **Act Proactively: Don't Be Late**

- Assigned agency representatives/built in back-ups.
- Expanded knowledge base of staff.
- □ State established tight turnaround-time for State response to agency questions/inquiries (24-48 hours for initial response); monitoring reports out within 30 days or less.
- Surveyed agencies post-monitoring to identify ways to improve the monitoring process.
- Surveyed agencies after any major change in manual/policy to get feedback.

# **Act Proactively: Tools**

#### **Community Programs Monitoring Customer Survey**

Please take a few minutes to complete the 2019 Community Programs Monitoring Customer Service Questionnaire survey. Your feedback is important part of assessing the overall monitoring process.

#### **Organization Information**

Organization Name	
Survey Completed by (select one)	O Executive Director O Program Director O Other
Program Monitored (select one)	O CSBG O EAP O IDA O Wx Programmatic O Wx Technical
Type of Monitoring Visit (select one)	On-site Review O Desk-top Review

#### **Monitoring Process: Administration**

O Yes

O Yes

to monitoring, clearly identify the documents and program files that were to be reviewed?	
During the exit conference, were a list of preliminary results (Findings/ Concerns or Partially/Not Mets) discussed?	O Yes O No
During the exit conference, were you informed that the program specific report would be sent within 30 days of the	O Yes O No

exit conference?

During the exit

informed of the appeals process used to dispute the content of the program specific

report?

conference, were you O No

Did the notification letter, received prior

# **Share More Information: Enhance Buy-In**

- Especially about things that are not in the states' control—what's going on; regular, frequent updates.
- Expanded what is communicated; it's not just about compliance.
- □ In-person meeting with any new ED (Orientation Packet).
- Shared info on statewide results on the Organizational Standards.
- STAR Assessment (Star Technical Assistance Report) shared with agencies/agency boards.
- Let agencies know about our efforts to develop linkages and partnerships:
  - Listen to agencies on those areas where linkages/advocacy is needed
  - Key linkages identified by states with high scores in this driver were WIOA and Head Start

# **Share More Information: Enhance Buy-In**

- □ Monthly webinars for all agency staff (peer-focused, issue-based).
- Monthly webinar to discuss monitoring and trends/common findings.
- □ A lot of recorded webinars for on-demand training—good for onboarding new staff.
- One day workshops: review the monitoring tool with all agencies.
- Webinars from other state offices on relevant topics (Office of Aging, Head Start, Energy Office, etc.).
- Monthly CSBG Network Meetings

### **Share More Information: Tools**

#### CSBG Monthly Conference Call

February 11, 2020 – 9am 1-888-537-7715 Participant code: 34235787

#### Agenda

#### Roll Call

CAPNEMO:	CAPSTJOE:
CAASTLC:	CSI:
GHCAA:	DAEOC:
MOCA:	EMAA:
OAI:	ESC:
SCMCAA:	OACAC:
MVCAA:	WCMCAA:
CMCA:	NECAC:
CAAGKC:	JFCAC:
PCAC:	

#### Agenda Items:

- Send agency updates to the <u>CommunitySupportUnit@dss.mo.gov</u>. The updates will continue to be included as part of the meeting minutes.
- FSD Update
  - Calls
    - · Goal is 100% participation!
    - · Review/Corrections to meeting notes from previous call (January 14, 2020)
    - · Your agenda items are always welcome
  - Review of Network Wide Communication Since Last Call (January 14, 2020)
  - o Board Member Updates and Vacancy Information
    - · Vacancies must be filled in 120 days or an extension is needed
    - Extension must be requested in writing
- · Important Upcoming Dates
  - January Invoice February 10, 2020
- Status Updates
  - FFY18 Annual Report
    - Module 1 Accepted
    - Module 2, 3 and 4 pending OCS feedback
  - CSBG State Plan
    - . OCS follow up for clarification of information; Accepted, waiting for approval
  - Missouri's CSBG State Assessment review response RFP pending issuance
  - o Community Needs Assessment
  - TANF Data
    - The report will run the 2<sup>nd</sup> of each month and be shared with the CAAs
  - o Organizational Standards Assessment

# Collaborate: Include the Network in Decision-Making

- Don't work in a vacuum and then share. Rather let people know ahead of time what you are doing and get input/suggestions on how to proceed.
- Used a lot of Task Forces to make recommendations for anything coming up that involves policy or a change.
- Established a CSBG Advisory Committee re: legislation
- Calls with agencies to review and discuss the contract and proposed revisions.
- □ CSBG Plan/Grant Process: worked with the State Association to convene a working group to revise the process for developing the State Plan.

## Collaborate: Include the Network in Decision-Making

- Started conversations much earlier when developing the State Plan.
- □ Brought in experts to help the agencies with data analysis and how to approach the data (for CNA).
- Coordinated with the State Association on all communication efforts.
- Worked closely with the State Association to collaboratively plan the TTA Plan.
- □ Introduced the RIE (Rapid Improvement Events) Process: modified monitoring communication as a result.

### **Collaborate: Tools**

#### Rapid Improvement Event (RIE) by Kaufman Global

The RIE is a standard approach to team-based problem solving. The RIE helps teams focus on process problems that are beyond the day-to-day work. The goal is to streamline processes. RIEs are facilitated sessions that bring those who work within the process together as a team; team members can include anyone from employees to outside partners. The standard sequence of events is to map the process and collect data, identify problem areas within the process, and develop and prioritize solutions.

The RIE that IHCDA Community Programs undertook was a review of our Community Programs Monitoring Process. The objective was to understand the impact and feasibility of having all monitoring conducted in-house for CSBG, EAP and Weatherization. The RIE provided a great opportunity to invite representatives from the community action network to work with our Community Programs mangers and staff. Having the network involved gave community action agencies the opportunity to provide feedback on the current process and make suggestions for improvements; it also allowed them the opportunity to better understand the decision-making process at the State level. Overall, it opened the door for honest communication. Communication can never be overdone.

Process Maps are a great visualization tool. We started with a Brown Paper Fair or a process mapping of the current state of monitoring for the CSBG, LIHEAP and Weatherization programs. This allowed us to compare similarities and differences for each program. Included was a review of the number of steps taken to complete the process, cycle time at each step, and the number of handoffs required to complete the steps. Then we were able to look at possible opportunities for change and determine which changes would have the biggest impact. Lastly, a future state processing map was completed so operating procedures, flow charts, and policies could be developed to implement the new process.

The RIE met its original objectives and opened our eyes to how monitoring is connected within our department. It also opened better lines of communication between our office and the network, and influenced our monitoring across three programs.

## Set Clear Expectations: Be Specific

- Developed a Key Dates Document: provides by month what things the department will be doing, what the agencies should be doing.
- Developed a CNA Template: what data should be included and how to use in the needs document.
- Monitoring Tool: provided a copy of the tool, checklist months in advance.

## **Set Clear Expectations: Tools**

#### **Key Dates for CSBG Activities**

# Contract Years are Color Coded for Ease FFY 2018 FFY 2020 FFY 2021 FFY 2022

#### Contract Cycle

The CSBG contracts align with the federal fiscal year (FFY), which begins on October 1 and concludes September 30. Agencies receive one, 2 year contract, aligning with the federal spend authority of the CSBG funding allocation. There will be no options to renew. Agencies will have the discretion to budget their allocation within the full 24 month period of the federal fund availability. Agencies will also have the discretion to develop a work plan within the full 24 month period of the federal fund availability if they should so choose. Due to continuing resolutions issued in the past few years, agencies are encouraged to keep in mind that funding awards are not always available on October 1. As such, agencies may wish (but are NOT required) to budget a sufficient amount of funding for the first few months of the fiscal year. Beginning with 2021 agencies will also have the discretion to develop multiyear program planning.

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FFY 2020 – Contract extending from October 1, 2019 - September 30, 2021 FFY 2021 – Contract extending from October 1, 2020 – September 30, 2022 FFY 2022 – Contract extending from October 1, 2021 – September 30, 2023
```

<u>September 2019/FFY 2019</u> – DSS issued an One Year Extension amendment, extending FFY 2019 CSBG contract through September 30, 2020 base on the latest budget and budget narrative approved by DSS/FSD. This allowed agencies to continue spending remaining funds of the FFY 2019 contract without the issuance of a carry-forward/carry over amendments as in previous years. This continues the Department's commitment to move away from first in first out processes of the past, allowing agencies access to their allocation the full amount of time under the federal financial authorization.

```
September 10 – August invoice due
September 30 – FFY 2018 funds must be spent by September 30, 2019
September 30 – FFY 2019 ends
```

October 2019/FFY 2020 – On or before October 10, agencies submit their September invoice for FFY 2019 and any final invoice for FFY 2018. Agencies must ensure that all FFY 2018 invoices are paid. DSS processes all FFY 2018 invoices and reconciles grant for FFY 2018 close-out. DSS finalizes the FFY 2018 spend plan for SF 425 reporting in OLDC.

# Provide a Variety of Communication Methods: Get Your Message Across

- □ Diversified the way the state communicates with the network of agencies
  - > Share information face-to-face in multiple settings throughout the year
- Developed a Communication Plan
- □ Talk in person at least once a month with EDs: have agendas for monthly calls
- Weekly emails to share:
- > NASCSP weekly updates
- > Links to articles of interest (especially when a state CAA is in the news)
- > Funding and staff training opportunities
- State legislative and budget updates
- Monthly conference calls with the network (anyone and everyone from the agencies are invited to participate): critical information is provided, i.e. monitoring schedule, deadlines, board vacancies, etc.
- Monthly Newsletter for all staff in the state network—standard format. Replaces other communications, i.e. fewer emails. Coordinate with State Association.

# Provide a Variety of Communication Methods: Get Your Message Across

- Round Tables (Indiana/Virginia)
- Coordinate regional meetings within the state during the off years to develop the State Plan.
- □ Find opportunities to be in front of the agencies.
- □ Travel to agencies to speak on subjects, not just to train
  - > (e.g. kick-off conversations for needs assessment or strategic plan processes, staff ROMA primers before work begins, etc.)
- Attend at least one board meeting every year for each agency.
- Meet with State Association at least three times a year; attend Association Board meetings; present at State Association Conference.
- Peer Groups established (ROMA, Fiscal, Planning, HR) to share information ("Same Page" tool).
- Created a user-friendly website for use by local agencies
- Webinars: more frequent and for all eligible entity staff

### **Provide a Variety of Communication Methods: Tools**



#### VIRGINIA CSBG MONTHLY NEWSLETTER

Resources, events and activities for Virginia Community Action Agencies

April 1, 2020 | Issue 48

#### **Upcoming Events**

April 8th - 1pm Risk Management Webinar

April 24th - Virtual VACAP Meeting

#### **Webinar Spotlight**

Risk Management during COVID-19 Presented by Risk Alternatives April 8, 1pm-2:30pm

Do you have questions about how your nonprofit should respond to the risks presented by the COVID-19 pandemic?

Join Risk Alternatives' founder and CEO, Ted Bilich, and director of operations, Linda Lenrow Lopez, for a free webinar.

We will be responding to questions that have been posed by nonprofits over the past two weeks and identifying resources to help you maintain focus and meet your mission in these challenging times. You may also submit questions to questions@riskalts.com.

Register in advance for this webinar: https://zoom.us/webinar/register/WN dGhTVbB7RMWoeKhCyYHbqA

After registering, you will receive a confirmation email containing information about joining the webinar.

#### 2020-2021 Community Action Plan

The 2020-2021 Community Action Plan is due May 1, 2020. CSBG Staff conducted a <u>webinar</u> on March 27th where we reviewed the Community Action Plan and demonstrated how to complete the three new sections. That webinar is available to view on our website. We also developed a <u>tip sheet</u> to help answer frequently asked questions. If you have any questions or experience any issues please contact your program consultant.

#### 2019-2020 Community Action Plan Updates

Our office expects and encourages changes to the proposed Community Action Plans (CAP) you have in place for this Program Year in light of COVID-19.

- For your programs/outcomes/services, you can create new entries in your CAP that address the new ways you will be working. You can enter new Programs, or add specific initiatives under existing programs.
- You do not need to adjust targets or information in existing initiatives. We will address through reporting any of the discrepancies between targets and actual's that are created as a result of shifting priorities.
- You can make budget modifications within your CAP's that reflect the changes, if necessary.

#### **Community Action Updates**

#### 2019-2020 Remaining TANF Funds

Violet Peyton, Virginia CSBG Fiscal Officer, sent the expended TANF numbers to each agencies Finance Director on March 26th. If you will have any unexpended TANF funds you need to email <u>Violet</u> by April 10th in order for that money to be re-allocated.

#### 2020-2022 State Plan Comment Period

The second comment period for the 2020-2022 CSBG State Plan opened on March 23rd. This comment period will last through April 23rd. This second comment period contains the full CSBG State Plan that is submitted to OCS by September 1st. All state plan documents can be found on our **website**.

The CSBG State Plan is a critical document for both state and federal oversight of CSBG. The CSBG State Plan integrates and aligns requirements from the CSBG Act with elements of the overall CSBG Performance Management and Accountability Framework. There are several elements of the CSBG State Plan which include: State Training and Technical Assistance, State Linkages and Coordination, Tri-Partite Board Compliance and Monitoring practices.

#### Census 2020 - Stay Alert!

As a Community Action Agency, you are integral in ensuring all community members are counted. The Community Action Partnership is part of the **Census Counts** campaign, which involves more than 15 national organizations and dozens of community partners working together to make sure that the 2020 Census is fair and accurate. The Partnership is the lead representative for the low-income "hard-to count" population.

Here are some easy ways you can stay up-to-date on Census News:

- . Subscribe to the Partnership Census 2020 Newsletter
- · Read the Partnership CCC Blog
- . Join the Partnership Census Engagement Group on Facebook

The most important thing about staying up-to-date is sharing the information with your staff, volunteers, and community members. Let's make sure everyone is counted in 2020!

#### **Community Action Resources**

#### **COVID-19 Virginia CSBG Resources**

The Virginia CSBG Office has developed a web page that is updated daily to include all guidance and resources relevant to Virginia Community Action Agencies. We suggest referring to this <u>web page</u> for updated guidance and information. If you come across a helpful resource please feel free to email <u>csbq@dss.virginia.gov</u> and it will be added.

#### **DOE COVID-19 Guidance for Weatherization**



A Communication Plan: What Is It?

# Purpose of a Communication Plan



Educate



Share Knowledge



Involve Stakeholders



Gain Support



Collect Feedback and Input

### **Arkansas' Communication Plan**

## THE FOUNDATION

Listen

Engage

Partner

Celebrate

### **ARKANSAS COMMUNICATION PLAN**

Budget Reports

Monthly

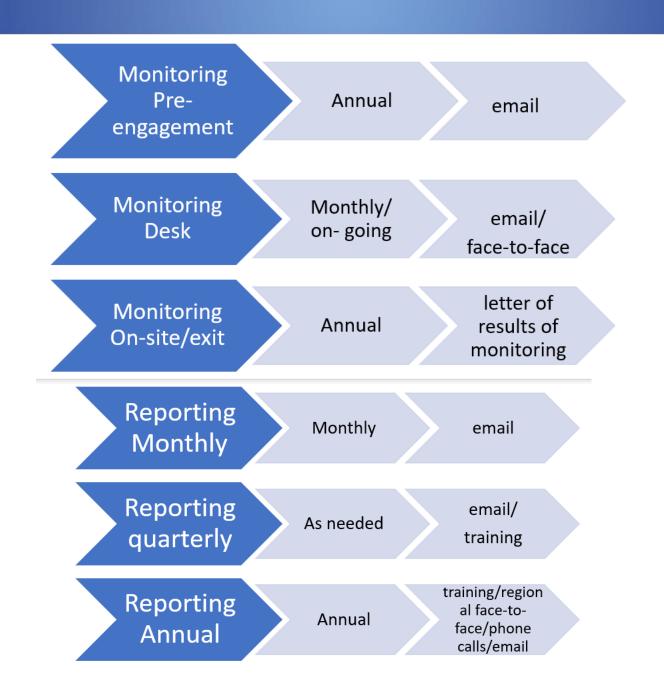
email

Purchase order updates

As needed/or monthly email/faceto-face cap meeting

Late payments

As needed/or monthly email/faceto-face cap meeting



ACSI Best Practices Work Group

8/13/20





# **Guiding Principles**

No Surprises: Be Transparent

Act Proactively: Don't be Late

Share More Information: Get Buy-In

Collaborate: Include the Network in Decision-Making

Set Clear Expectations: Be Specific

Provide a Variety of Communication Methods: Get the Message Across

### **ACSI BPWG Peer Tools and Resources**



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Click on the buttons below to see the tools and resources your peers use for each topic!

Help your peers by submitting your tools and resources to our Peer Resources Library! E-mail your materials to Hugh Poole (hpoole@nascsp.org)





https://nascsp.org/memberresources/csbg-member-onlyresources/peer-to-peerrequests/acsi-best-practice-workgroup/





AR Community Services Block Grant Discretionary RFA (final)

AR CSBG Communications Plan

**Arkansas** 

**AR FY 2019 Monitoring Checklist** 

- + Indiana
- + Maryland

# THANK YOU

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