



2024 NASCSP Winter Training Conference

Maximizing Performance through Targeted Training and Technical Assistance

Division of Community Assistance (DCA)
Office of Community Services (OCS)

March 14, 2024

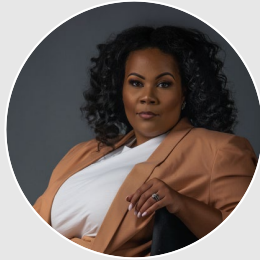
Agenda

- Welcome
- Background
- Overview of PEAAK
- CSBG TTA Needs Survey
 - Responding to TTA Needs
- FY2023 American Community Satisfaction Index Survey
 - Enhancing Federal Capacity
- Discussion



Meet the Presenters

Division of Community Assistance



**Minette C.
Galindo**

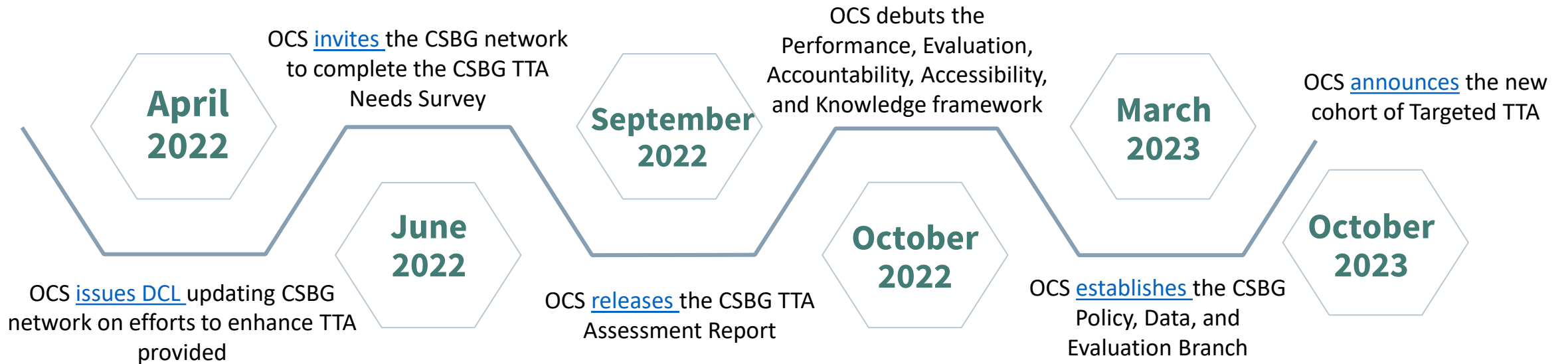
Branch Chief



Verna P. Best

Branch Chief

Timeline

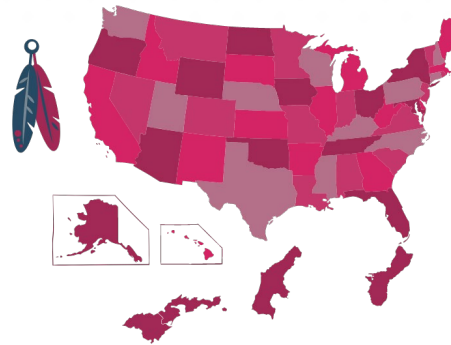


Scope of Training and Technical Assistance



Community Action Agencies

Community Action
Mobilize funding to deliver services
Develops a community needs assessment



State Lead Agencies
Territories
Tribes
Grant Recipient
Administers CSBG

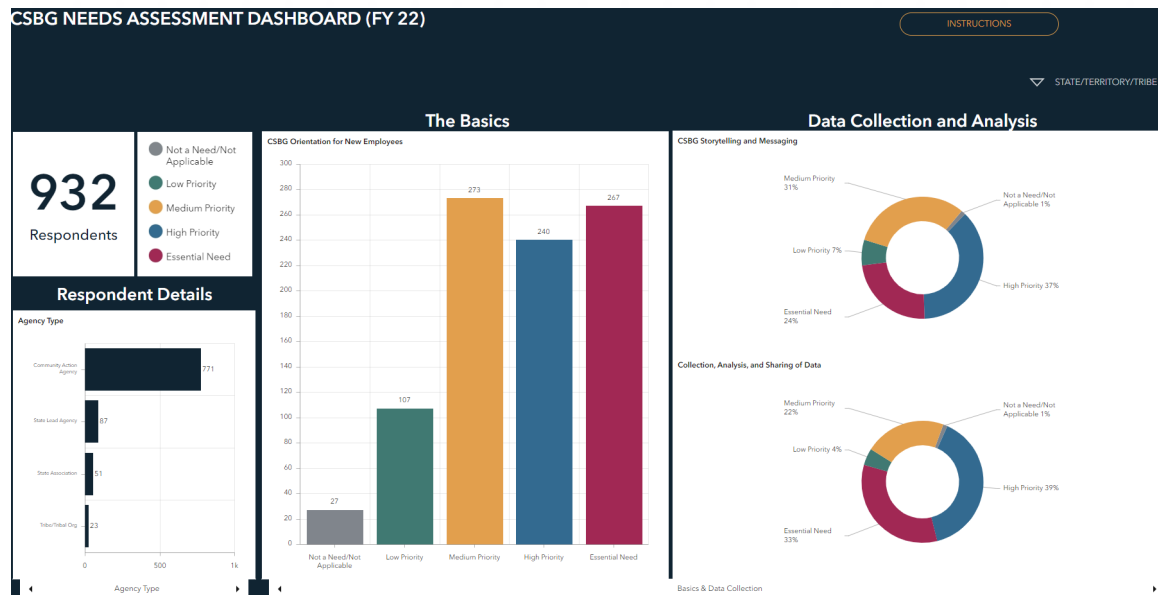


Federal Office
HHS/ACF/OCS/DCA
Grantor
Funds CSBG and oversees
national implementation



| Performance | Evaluation | Accountability | Accessibility | Knowledge |
|---|---|---|---|---|
| <ul style="list-style-type: none">• Community Needs Assessment• American Customer Satisfaction Index (ACSI)• Organizational Standards• Accountability Measures• ROMA Next Gen• Training and Technical Assistance | <ul style="list-style-type: none">• Organizational Standards• Accountability Measures• ROMA Next Gen• Monitoring• Oversight• Training and Technical Assistance | <ul style="list-style-type: none">• Monitoring• Oversight• CSBG State Plan• CSBG Annual Report• Training and Technical Assistance | <ul style="list-style-type: none">• Making the CSBG Story Available<ul style="list-style-type: none">▪ OCS Annual Report▪ Congressional Report▪ CSBG Performance Management website• Training and Technical Assistance | <ul style="list-style-type: none">• How well do you know your CSBG Story?<ul style="list-style-type: none">▪ CSBG State Plan▪ CSBG Annual Report▪ CSBG Performance Management website• Training and Technical Assistance |

National Training and Technical Assistance Needs Survey



- Launched on June 8, 2022, found 12 emerging areas for technical assistance.
- These 12 areas became the focus of *targeted* training and technical assistance for the Community Services Block Grant.
- Learn more, [CSBG-DCL-2022-47 T/TA Needs Assessment Summary Report and Dashboard FY 2022 | The Administration for Children and Families \(hhs.gov\)](#)

CSBG Needs Assessment Dashboard

- Scan the QR code to view the interactive dashboard that highlights the key areas of need for training and technical assistance.



Targeted Training and Technical Assistance Areas



The Basics



Data Collection and Analysis



Service Models, Strategies, and Partnerships



CSBG Requirements



Monitoring



Financial Oversight and Administration



Organizational Capacity and Performance



Governance and Tripartite Board



Workforce Management



Disaster Crisis Response and Relief



Legal Consultation



Other

Network Wide Targeted Training and Technical Assistance



- Performance Management Alignment Training and Technical Assistance (PMATTA)
- Regional Performance and Innovation Consortium (RPIC) Capacity Building and Quality Improvement (CBQI)



Performance Management Alignment Training and Technical Assistance

- **Award Recipient:** National Association for State Community Services Programs
- **Target Population:** CSBG States and Territories
- Collaborates with OCS to provide enhanced TTA to the CSBG Network to improve the administration of CSBG and better document the successes through enhanced data quality, data validity, data equity, and data messaging to result in higher quality CSBG State Plan and CSBG Annual Reports



Regional Performance and Innovation Consortium (RPIC) Capacity Building and Quality Improvement

- **Award Recipients:**
 - Community Action Partnership of North Dakota
 - Washington State Community Action Partnership
 - New York State Community Action Association
 - California Community Action Partnership Association
 - Connecticut Association for Community Action
 - Wisconsin Community Action Programs Association
 - Community Action Kentucky
 - Oklahoma Association of Community Action Agencies
 - Kansas Association of Community Action Programs
 - Maryland Association of Community Action Agency
- **Target Population:** CSBG States
- Implements strategies focusing on building knowledge, capacity, and ability of the regions; establishing service delivery models, strategies, and partnerships; designing activities to address the collaboration, capacity building, quality improvement, and TTA needs; and telling the CSBG story through strategic messaging



Measuring TTA Partner Outcomes

- OCS has increased emphasis on substantial involvement across our discretionary grants to include:
 - Establishing baseline data for the TTA provided to ensure responsiveness to the TTA Needs Survey.
 - Collecting general information of TTA outcomes to determine effectiveness.



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FY2023 American Customer Satisfaction Survey Index (ACSI)



- Launched on March 28, 2023 until May 11, 2023, the CSBG Grant Recipient Survey Results found three significant areas that improved:
 - Staff TTA
 - Communication
 - OCS Funded Providers Training TTA
- To learn more visit, [ACF-OCS-CSBG-DCL-24-04 2023 ACSI Survey Results | The Administration for Children and Families \(hhs.gov\)](#)

2023 ACSI Survey Results Debrief

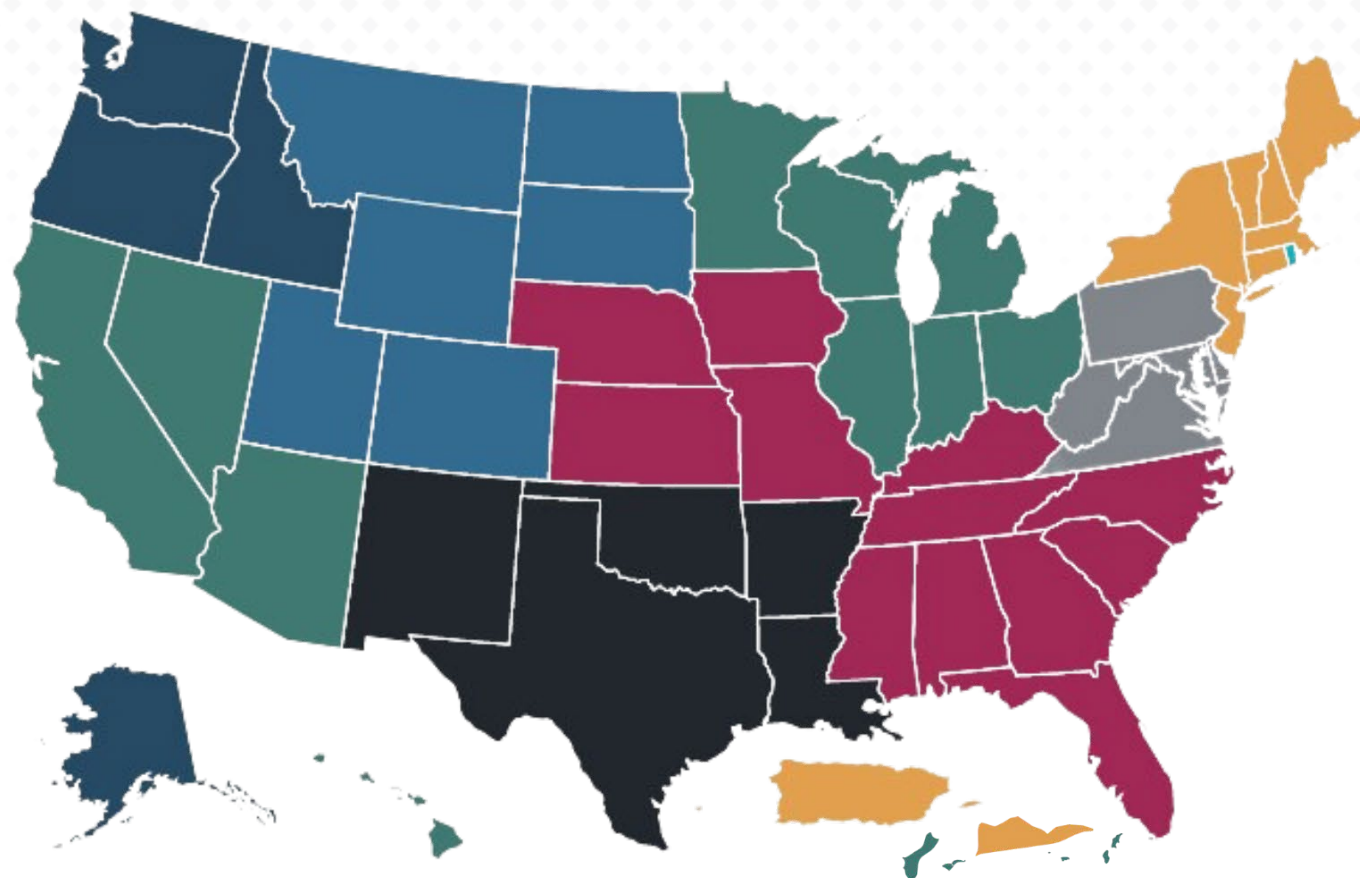
- Scan the QR code to watch a recording of the results from the 2023 ACSI Survey.



Enhancing Federal Capacity for Increased TTA

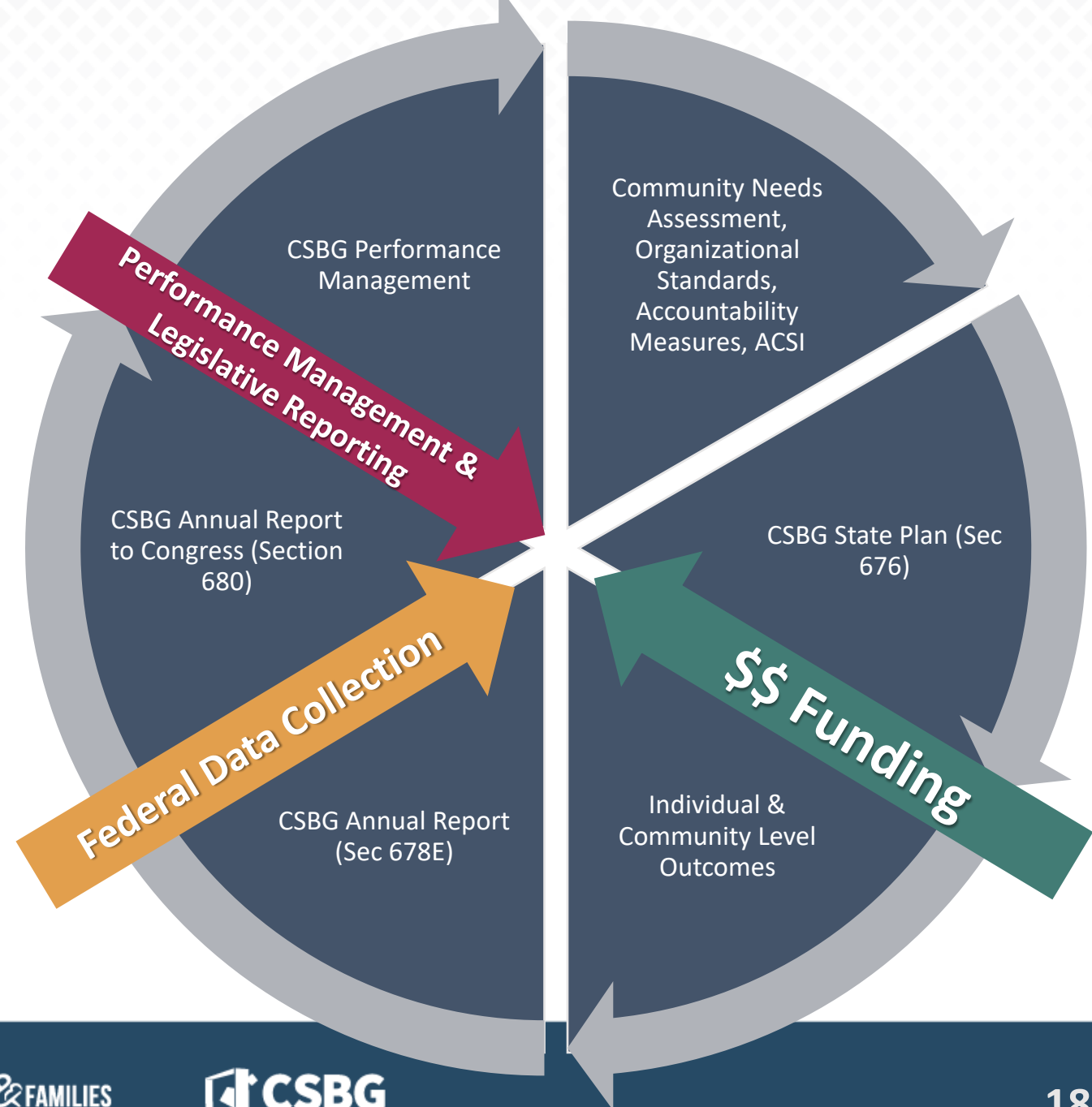
- The ACSI Survey highlighted increased communications and staff training and technical assistance as areas that improved significantly.
- OCS has continued streamlining federal operations to better support CSBG grant recipients.
- Cross-branch collaboration for a unified and data-informed response to policy, program, and evaluations questions.

Division of Community Assistance Regional Assignments



- Program Specialist:** Roneika Carr
Financial Analyst: Angie Kelly
Data & Evaluation Lead: Melanie Durley
- Program Specialist:** Isaac Davis
Financial Analyst: Angie Kelly
Data & Evaluation Lead: M. Monique Alcantara
- Program Specialist:** Jamia Furbush
Financial Analyst: Angie Kelly
Data & Evaluation Lead: M. Monique Alcantara
- Program Specialist:** Andrew Kolly
Financial Analyst: Norris Phillip
Data & Evaluation Lead: Charles Chear
- Program Specialist:** Kathryn Maddux
Financial Analyst: Norris Phillip
Data & Evaluation Lead: Kayla Lennon
- Program Specialist:** Jessica Cain
Financial Analyst: Angie Kelly
Data & Evaluation Lead: Elena Kotanchyan
- Program Specialist:** Andrew Kolly
Financial Analyst: Norris Phillip
Data & Evaluation Lead: Charles Chear

CSBG Life Cycle



Federal Staff Increased TTA

Program Operations

- Monthly Contacts
- Expanded Regional Quarterly Calls
- Consultation Sessions with CSBG grant recipients
- State Plan Office Hours
- Tribal Plan Office Hours
- State Administrators' Support **NEW**

Policy, Data, and Evaluation

- CSBG Performance Management Website Working Group
- CSBG Performance Management national rollout
- CSBG Annual Report Office Hours
- CSBG Tribal Annual Report Office Hours
- CSBG Annual Report Consultation Sessions with CSBG grant recipients **NEW**



Measuring Federal TTA Outcomes

- OCS aims to maintain shared accountability with tracking and measure effectiveness of TTA through:
 - Monthly Contacts with CSBG States and Tribes/Tribal Organizations.
 - Tracking federal TTA delivered to summarize and report back to the CSBG Network.
 - Establishing updated policy and guidance on communications.



Look Ahead

- Expanding guidance and online resources to support the development of the Community Needs Assessment.
- Increased digital materials around storytelling with data.
- Updates to the CSBG webpage with enhanced toolkits and resources for CSBG eligible entities in mind.



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How to Get Access to OCS-Funded Targeted TTA

- Self-Referral
- OCS Referral

How to Get Access to OCS Federal Staff TTA

- **State Plan or Program Implementation?**
 - Contact Program Specialist
 - Email CSBGStates@acf.hhs.gov
- **Annual Report, Evaluation, Performance Management?**
 - Contact Data & Evaluation Specialist
 - Email CSBGData@acf.hhs.gov

DISCUSSION

“

When considering needs of your state agency and the areas of targeted training and technical assistance, what are some of the emerging needs at the state level? What are some additional opportunities for us to support you in supporting your local agencies?

QUESTIONS

**Please scan
here to
complete the
evaluation
for this
session!**

