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Community Services Block Grant Action Transmittal

AT#: CSBG-AT-2020-02
DATE: January 3, 2020
TO: CSBG States, Territories and Tribes
SUBJECT: 2020 ACSI Survey of CSBG Grantees
ATTACHMENT(S): N/A

RELATED REFERENCES: Section 678E of the CSBG 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; ACF's CSBG State Plan, as approved by OMB (Control No. 1090-0007; Expiration Date – September 30, 2021), CSBG Information Memorandum No. 151.

PURPOSE: To encourage Community Services Block Grant (CSBG) state, territory and tribal grantees to participate in the 2020 American Customer Satisfaction Index (ACSI) Survey of CSBG Grantees that will be made available online on **Tuesday, January 7, 2020 through Friday, January 24, 2020**. To provide information on key actions for CSBG state, territory and tribal grantees and technical assistance providers.

BACKGROUND: As part of CSBG's Performance Management Framework, the Office of Community Services (OCS) has implemented the **Federal Accountability Measures**. The federal measures call for surveying grantees, OCS' customers, to determine how well we are meeting some of the measures.

As part of our continuing effort to improve the efficiency, effectiveness, and quality of performance, services, processes, capacities, and outcomes across the CSBG Network, OCS is seeking feedback through the ACSI survey from CSBG state lead agencies, territories and tribes. The upcoming survey is intended to build on the 2017 survey. It provides our grantees an

opportunity to offer constructive feedback to OCS. While participation is voluntary, a high level of participation is critical for OCS to assess satisfaction with the services we provide to grantee organizations. OCS will use the results of the survey to inform its performance on the federal accountability measures, as they relate to the states and territories, as well as its impact on CSBG tribes and to determine strategies for continued improvement.

The Claes Fornell International (CFI) Group, an independent third-party research group, is administering the survey. All responses will remain confidential. CFI Group will only provide aggregated survey data to OCS. Once OCS receives the final survey report, we will communicate to the network the survey results and the actions we plan to take in response to the feedback.

ACTION: Nationwide participation to this survey by CSBG states, territories and tribes is very important and is key to obtaining the most comprehensive feedback. Below are key actions for the CSBG Network:

- **CSBG States, Territories and Tribes** – Complete the survey according to the instructions provided below.
- **CSBG Technical Assistance Providers** – Distribute this action transmittal to your contact lists and encourage participation.

CFI Group will make the survey available online on **Tuesday, January 7, 2020 through Friday, January 24, 2020**. They will send official notification on behalf of OCS to CSBG Program Contacts via email from the email address: noreply@invite.cfigroup.com. Completing the survey should take no more than 10 - 12 minutes. If the survey is not received during the week of January 7, check your spam folder. **DO NOT** forward the survey; doing so makes the survey link inoperable. Again, **DO NOT** forward the survey.

OCS is committed to meeting the Federal Accountability Measures and to improving services and supports to states, territories and tribes. Your feedback is valued and appreciated. We look forward to your participation in the upcoming survey. Should you have any questions, please contact Roneika Carr at 202-401-4595 or Roneika.Carr@acf.hhs.gov.

Thank you for your attention and OCS looks forward to continuing to provide high quality services to OCS grantees.

/s/

J. Janelle George
Acting Deputy Director
Office of Community Services