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Community Services Block Grant

Dear Colleague Letter

DCL#: CSBG-DCL-2020-18
DATE: April 29, 2020
TO: CSBG States, Territories and Tribes
SUBJECT: Findings from the 2020 ACSI Survey of CSBG Grantees
ATTACHMENT(S): N/A

Dear Colleagues,

The purpose of this message to provide information to Community Services Block Grant (CSBG) state, territory and tribal grantees on findings from the 2020 American Customer Satisfaction Index (ACSI) survey of CSBG Grantees implemented on Tuesday, January 7, 2020, through Monday, January 27, 2020.

New Findings on OCS' 2020 ACSI CSBG Grantee Survey

The Office of Community Services (OCS) is pleased to announce that the Claes Fornell International (CFI) Group, an independent third-party research group, released findings from OCS' 2020 American Customer Satisfaction Index (ACSI) Survey of Community Services Black Grant (CSBG) Grantees.

This information presents the results of qualitative feedback from 58 CSBG state, territory (referred to as states in the study) and tribal grantees. The 2020 ACSI Survey of CSBG Grantees examined grantee satisfaction with the OCS. The three CSBG program areas reviewed were: 1) services provided by OCS; 2) how well services provided by OCS meet grantees' expectations; and 3) how services provided by OCS compare to an ideal grant awarding agency.

The findings highlights overall and category-level grantee satisfaction scores in 2020 and how this compares to the 2017 ACSI survey results. It also highlights the range in satisfaction between the CSBG states and CSBG tribes as a group and by individual states and tribes.

Further, the results demonstrate that the OCS CSBG program has provided meaningful customer service to the states, territories and tribes and has made strides in meeting some of its Federal Accountability Measures. However there is still work to be done. OCS finds this information beneficial and informative and will use the results to support continuous improvement on the services we provide to our CSBG grantees.

Key Findings from the Survey

- The Customer Satisfaction Index (CSI) for OCS CSBG Grantees is 60.
- The Tribes reported notably higher satisfaction than the states and provided higher performance ratings for all but one of the six drivers.
- The CSI for the state grantees reflects a significant decline from 62 in 2017 to 54 in 2020.
- Among state grantees, three of six drivers show statistically significant declines in 2020.
- Among state grantees, two driver scores show signs of improvement, Grant Monitoring increased by 2 points to 64 and Training and Technical Assistance – by OCS Funded Providers increased by 5 points to 79.

Debrief Webinar

OCS held a webinar on Wednesday, April 1, 2020, to discuss the findings from the 2020 American Customer Satisfaction Index (ACSI) survey of CSBG Grantees. The recording is available at [OCS CSBG Grantee Survey Webinar](#).

Next Steps

The Office of Community Services (OCS) will use the data from the study to set targets for the Federal Accountability Measures related to the quality of services and processes for CSBG states, territories and tribes, as provided by OCS. OCS staff has reviewed and analyzed the findings and started the process of developing strategies for continued improvement. OCS will share future developments with our grantees as they become available.

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