



ADMINISTRATION FOR  
**CHILDREN & FAMILIES**

Office of Community Services | 330 C Street, S.W., Washington, DC 20201  
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## Community Services Block Grant

### Dear Colleague Letter

**DCL#:** CSBG-DCL-2021-05  
**DATE:** November 24, 2020  
**TO:** Community Services Block Grant (CSBG) Grantees  
**SUBJECT:** FFY 2019 CSBG Federal Accountability Measures (FAM) Results  
**ATTACHMENT(S):** FFY 2019 CSBG FAM Results

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Dear Colleagues,

As part of the Community Services Block Grant (CSBG) Performance Management Framework, the Office of Community Services (OCS) analyzed the progress on the [CSBG federal accountability measures](#)<sup>1</sup> for federal fiscal year (FFY) 2019. The purpose of this Dear Colleague Letter (DCL) is to share the results of our efforts and the FFY 2020 goals.

## BACKGROUND

### FFY 2019 CSBG Federal Accountability Measures Analysis

In the findings below, target and actual scores that are in percentages are the results from the automated state plans, reports and other federal grant and information systems. Targets and actuals scores that are in numbers are in reference to repeat audit findings or the American Customer Satisfaction Index (ACSI) survey, which reports all customer satisfaction scores on a scale of 0 to 100. For this report, FFY 2019 target and actual scores for measures associated with the ACSI survey were not applicable because the biennial survey was not conducted in FFY 2019; surveys were conducted in FFY 2018 and FFY 2020.

### Setting Performance Targets

To establish targets for our federal accountability measures, OCS considered our previous performance. OCS also considered internal and external factors that influence our work. Some

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<sup>1</sup> Information on the CSBG federal accountability measures is available in CSBG Information Memorandum (IM) #144 State and Federal Accountability Measures and Data Collection Modernization

external factors may include timely responses to OCS on state plan recommendations in order for OCS to accept applications within 60 calendar days of plan submission or the results of the ACSI survey.

**The attachment to this DCL includes the specific FFY 2019 federal accountability measures results.**

## **RESULTS**

### **Analysis 1F: State Plan Review and Acceptance:**

**FFY 2019 Result(s):** OCS fell short of the projected targets for reviewing and providing a response to the states and accepting their state plans. The target to review and provide a response within 45 days of receipt on CSBG state plans was 90% and OCS had a score of 27%. The target to accept state plans within 60 calendar days of receipt was of 92% and OCS had a score of 85%. OCS established a baseline of 78% for responding to state plan inquiries within 10 calendar days. Organizational adjustments made by OCS to improve performance regarding grant management services is an ACSI measure and therefore, no target or actual data is available.

**FFY 2020 Goal(s):** The target for reviewing and providing a response to the states on a plan is 90%. The target for accepting the state plans is 92%. The target for responding to state plan inquiries within 10 calendar days is 80%. The target for organizational adjustments made by OCS to improve performance regarding grant management services is 72.

### **Analysis 2F: Distribution of Funds:**

**FFY 2019 Result(s):** OCS achieved the target of 100% by providing 100% of states with accepted state plans their funding within 21 calendar days of Office of Management and Budget (OMB)/Department of Health and Human Services (HHS) apportionment of funds.

**FFY 2020 Goal(s):** The target is 100%.

### **Analysis 3F: Grant Monitoring and Corrective Action:**

**FFY 2019 Result(s):** With a score of 20%, OCS fell short of its target of 33% to provide a draft assessment report within 30 calendar days following a state assessment. With a score of zero percent, OCS did not meet the target of 33% to provide a final assessment report within 30 days after receiving feedback on a draft report from the state. OCS established a baseline of 0% for the measure that addresses “response within 30 calendar days for ‘x’ percent of corrective actions plans submitted by the states”. Also as a baseline for reporting, 50% percent of states that had a state assessment met the agreed upon schedule to resolve corrective action plans. OCS making organizational adjustments, as appropriate, to improve its grant monitoring activities is an ACSI measure and therefore, no target or actual data is available. With score of two (2), OCS exceeded the target of one (1) for decrease in the number of states with repeat audit findings.

**FFY 2020 Goal(s):** The targets for the measures on draft and final assessment reports are 33%. The target to provide a response on corrective action plans is 20%. The target for states to meet the schedule to resolve corrective action plans is 51%. The target for the measure to decrease repeat audit findings is one (1). The target for OCS to make organizational adjustments, as appropriate, to improve its grant monitoring activities is 65.

#### **Analysis 4F: Data Collection, Analysis and Reporting:**

**FFY 2019 Result(s):** With a score of 100%, OCS exceeded the target of 90% for reviewing and providing feedback to states on their annual reports within 60 calendar days of receipt of their state annual reports. Organizational adjustments made, as appropriate, to improve the quality of feedback provided by OCS about the state reports is an ACSI measure and therefore, no target or actual data is available.

**FFY 2020 Goal(s):** The target for feedback on the annual reports is 92%. The target for organizational adjustments made to improve the quality of feedback provided by OCS about state reports is 60.

#### **Analysis 5F: Organizational Standards:**

**FFY 2019 Result(s):** We exceeded our target on the number of eligible entities meeting 100% of the organizational standards. the projected target was 43% and OCS achieved a score of 47%.

**FFY 2020 Goal(s):** The target is 50%.

#### **Analysis 6F: Training and Technical Assistance:**

**FFY 2019 Result(s):** OCS staff identifying effective training and technical assistance to grantees, as well as organizational adjustments made to improve training and technical assistance provided by contractors and OCS staff are ACSI measures and therefore, no target or actual data is available.

**FFY 2020 Goal(s):** The targets for both measures are 63.

#### **Analysis 7F: Communication:**

**FFY 2019 Result(s):** OCS provided to its network partners timely and clear communications about program requirements and opportunities, performance of the network and the results obtained for low-income families, as well as how OCS made organizational adjustments to improve its communications are ACSI measures and therefore, no target or actual data available.

**FFY 2020 Goal(s):** The targets for both measures are 69.

### **Analysis 8F: Grantee Satisfaction:**

**FFY 2019 Result(s):** Overall satisfaction with OCS is an ACSI measure and therefore, no target or actual data is available.

**FFY 2020 Goal(s):** The target is 64.

FFY 2020 targets are set as a minimum numeric goal in which OCS intends to meet or exceed every federal accountability measure.

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

/s/

Charisse Johnson

Director, Division of Community Assistance

Office of Community Services