



Federal Fiscal Year (FFY) 2019 Community Services Block Grant (CSBG) Federal Accountability Measures Results

The following tables provide target and actual scores for the federal fiscal year (FFY) 2019 Community Services Block Grant (CSBG) federal accountability measures and targets for FFY 2020. Table 1 describes measures not associated with the American Customer Satisfaction Index (ACSI) survey, and Table 2, includes measures that are linked to the ACSI survey.

Table 1: FFY 2019 CSBG Federal Accountability Measures Scores and FFY 2020 Targets – Non ACSI

CSBG Federal Accountability Measure	2019 Target	2019 Actual	Achieved/ Not achieved	2020 Target
State Plan Review and Acceptance				
1Fa-1: Reviewed and provided a response for “x” percent of state plans within 45 calendar days of receipt of the submitted state plan.	90%	27%	Not Achieved	90%
1Fa-2: Accepted “x” percent of state plans within 60 calendar days of receipt of the submitted state plan.	92%	85%	Not Achieved	92%
1Fa-3: Responded to “x” percent of state inquiries regarding a state plan within 10 calendar days. ¹	² —	78%	³ —	80%
Distribution of Funds				
2Fa: “x” percent of states with accepted state plans received funding within 21 calendar days of OMB/Department of Health and Human Services (HHS) apportionment of funds.	100%	100%	Achieved	100%
Grant Monitoring and Corrective Action				
3Fa-1: Sent “x” percent of draft state assessment reports to the appropriate state within 30 calendar days of the state assessment site visit.	33%	20%	Not Achieved	33%

¹ The data generated for this measure is from the CSBGSTATES email box.

² Data not available – OCS collected baseline data in FFY 2019.

³ Not applicable – OCS did not have a target score to measure achievement.

CSBG Federal Accountability Measure	2019 Target	2019 Actual	Achieved/ Not achieved	2020 Target
3Fa-2: Sent “x” percent of final state assessment reports to the appropriate state within 30 calendar days from receipt of the state’s response to the draft report.	33%	0%	Not achieved	33%
3Fb: OCS provided a response within 30 calendar days for “x” percent of corrective action plans submitted by the states.	— ²	0%	— ³	20%
3Fc: “x” percent of states met the agreed upon schedule to resolve corrective action plans required by OCS as a result of state assessments.	— ²	50%	— ³	51%
3Fe: Decrease in the number of states with repeat audit findings.	1	2	Achieved	1
Data Collection, Analysis, and Reporting				
4Fa: OCS reviewed and provided feedback on “x” percent of state annual reports (and any required quarterly or semi-annual reports) within 60 calendar days of receipt of the report.	90%	100%	Achieved	92%
Organizational Standards				
5F: “x” percent increase in the number of eligible entities that met 100% of the organizational standards.	43%	47%	Achieved	50%

² Data not available – OCS collected baseline data in FFY 2019.

³ Not applicable – OCS did not have a target score to measure achievement.

Table 2: FFY 2020 CSBG Federal Accountability Measures Targets for the American Customer Satisfaction Index (ACSI) Survey⁴

CSBG Federal Accountability Measure	2020 Target
State Plan Review and Acceptance	
1Fb: Using data from a nationally administered survey of the states and other appropriate data, OCS made organizational adjustments, as appropriate, to improve performance regarding its grant management services.	72
Grant Monitoring and Corrective Action	
3Fd: Using data from a nationally administered survey of the states and other appropriate data, OCS made organizational adjustments, as appropriate, to improve its grant monitoring activities.	65
Data Collection, Analysis, and Reporting	
4Fb: Using data from a nationally administered survey of the states and other appropriate data, OCS made organizational adjustments, as appropriate, to improve the quality of feedback provided by OCS about the state reports.	60
Training and Technical Assistance	
6Fa: OCS staff identified and provided effective training and technical assistance to grantees.	63
6Fb: Using data from a nationally administered survey of the states and feedback from other sources, OCS made organizational adjustments, as appropriate, to improve training and technical assistance provided by contractors and OCS staff.	63
Communications	
7Fa: 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.	69
7Fb: Using data from a nationally administered survey of the states and other appropriate data, OCS made organizational adjustments, as appropriate, to improve its communications.	69
Grantee Satisfaction	
8F: By 20xx, OCS achieves an OVERALL SATISFACTION score of “x” (TBD).	64

⁴ ASCI survey scores, including targets and actuals, are not applicable for FFY 2019, as the survey is administered on a biennial basis. The most recent surveys administered were in FFY 2018 and FFY 2020.