



NATIONAL ASSOCIATION FOR STATE COMMUNITY SERVICES PROGRAMS

**RPIC Region VIII –
American Customer Satisfaction Index (ACSI): Linkages**

Agenda

- ACSI Overview
- Linkages:
 - Specific Survey Questions
 - 2015 and 2017
 - Connection to the State Plan and Module 1- CSBG Annual Report
 - What is it?
 - Examples/Approaches

AMERICAN CUSTOMER SATISFACTION INDEX (ACSI) OVERVIEW

How the ACSI is Utilized

- In fall 2015 and summer of 2017, OCS used the ACSI methodology to obtain feedback from:
 - CSBG Eligible Entities about services provided by the state CSBG Lead Agencies, as detailed in the State Accountability Measures.
- The focus is to improve the efficiency and effectiveness of the States and to better focus training and technical assistance efforts.

“Drivers of Satisfaction”

Development of the CSBG State Plan

Training and Technical Assistance

Monitoring and Corrective Action

Distribution of Funds

Use of Remainder/Discretionary Funds

Linkages and Communication

Linkages and Communication



Please think about the State CSBG Lead Agency's activities creating linkages within State government to facilitate the efforts of eligible entities; and, its communication efforts as it relates to the following areas. Using a scale from 1 to 10, where 1 is poor and 10 is excellent, please rate the following.

- 26. Awareness of the State CSBG Lead Agency's efforts to create linkages
- 27. Sufficiency of the CSBG Lead Agency's linkages with other state partners
- 28. Effectiveness of the partnerships created in the State to meet the needs of the eligible entities
- 29. Sufficiency of information provided by the State CSBG Lead Agency to keep you informed
- 30. Usefulness of the feedback received from the State CSBG Lead Agency about work plans, performance and monitoring activities
- 31. Frequency of communication from the State CSBG Lead Agency
- 32. Clarity of communications from the State CSBG Lead Agency
- 33. Responsiveness of the State CSBG Lead Agency's staff to your requests for information
- 34. Consistency of the responses received from the State CSBG Lead Agency's staff

Written Response Questions

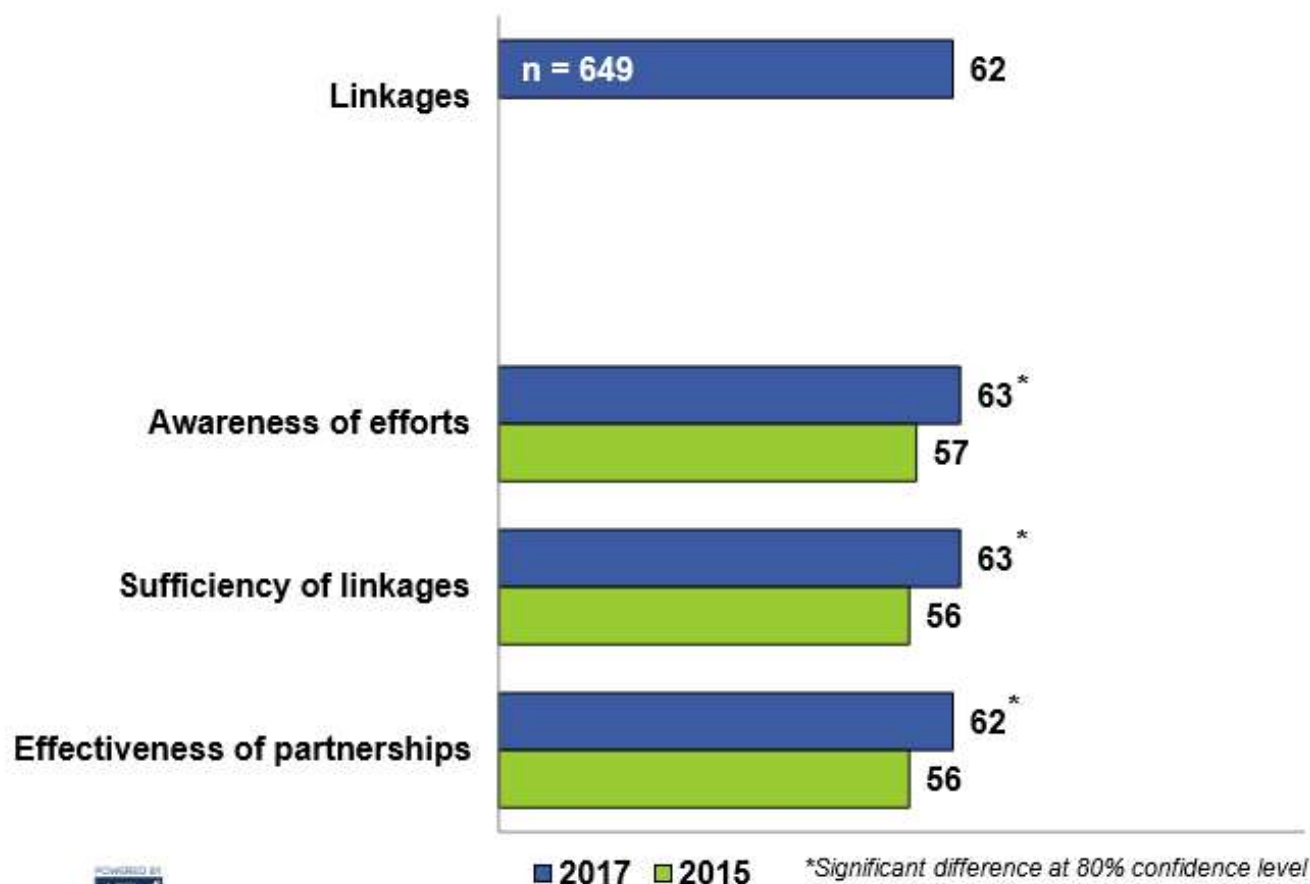
- 35. What kinds of information, if any, would you like to receive from the State CSBG Lead Agency that you are not now getting?
- 36. What technical assistance would you recommend OCS provide to the CSBG Lead Agency regarding its communication efforts?

Difference between 2015 and 2017

- Linkages and Communication scores were combined in the 2015 survey.
- In 2017, the scores were separated.
- The newly defined Linkages has a moderate impact and the second lowest performance score.

Linkages

Impact 0.7



- In 2017, attributes related to Linkages were used to calculate a Linkages component (or driver score) apart from the Communication driver. Linkages and Communication were combined in 2015.
- At 62, the score for Linkages is the second lowest among all drivers.
- While among the lowest performing drivers, all attributes related to Linkages significantly improved compared to last year.
- Considering the moderate impact of this newly defined driver and the low performance, continued emphasis on improvement in this area is warranted.

Linkages

- No specific open ended question about linkages.
- It is something that should be addressed by State Offices when developing plans for improving satisfaction.
- More work on forming and leveraging effective partnerships is needed, according to many respondents.

ACSI Scores

- Exceptional: 90-100
- Excellent: 80-89
- Good: 70-79
- Average: 60-69
- Below Average: Less than 60

LINKAGES – CSBG STATE PLAN AND ANNUAL



The ACSI: State Plans and CSBG Annual Report

State Plans

- Planned improvement strategies, as appropriate
- The overall ACSI satisfaction score
- The target set for the next overall satisfaction score

Annual Report

- The State's *most current* ACSI Overall Satisfaction Score
- How the State *considered feedback* from eligible entities and other sources
- What *actions were taken* as a result of that feedback
- Its *updated target for Overall Satisfaction* of the eligible entities in the State

SECTION 9 State Linkages and Communication

Note: This section describes activities that the State may support with CSBG remainder/discretionary funds, described under Section 675C(b)(1) of the CSBG Act. The State may indicate planned use of remainder/discretionary funds for linkage/communication activities in Section 7, State Use of Funds, items 7.9(b) and (c).

- 9.1. State Linkages and Coordination at the State Level:** Describe the linkages and coordination at the State level that the State plans to create or maintain to ensure increased access to CSBG services to low-income people and communities under this State Plan and avoid duplication of services (as required by the assurance under Section 676(b)(5)). Describe or attach additional information as needed. [Check all that apply from the list below]

Note: This response will link to the corresponding CSBG assurance, item 14.5. In addition, this item is associated with State Accountability Measure 75a and may pre-populate the State's annual report form.

- ☒ State Low Income Home Energy Assistance Program (LIHEAP) office
- ☒ State Weatherization office
- ☒ State Temporary Assistance for Needy Families (TANF) office
- ☒ State Head Start office
- ☒ State public health office
- ☒ State education department
- ☒ State Workforce Innovation and Opportunity Act (WIOA) agency
- ☒ State budget office
- ☐ Supplemental Nutrition Assistance Program (SNAP)
- ☐ State child welfare office
- ☒ State housing office
- ☐ Other

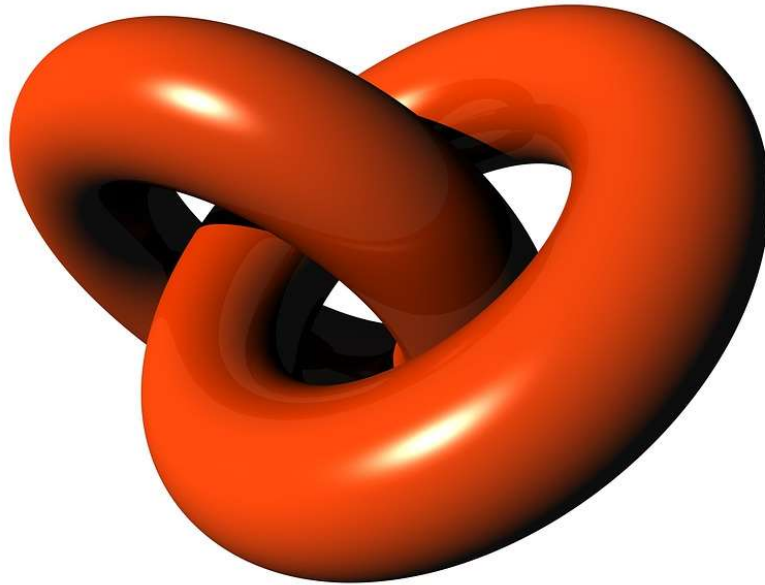
Note: This section describes activities that the State supported with CSBG remainder/discretionary funds, described under Section 675C(b)(1) of the CSBG Act. **Note:** This item is associated with State Accountability Measure 7Sa.

G.1. State Linkages and Coordination at the State Level: Please review and confirm the areas for linkages and coordination that were outlined in the CSBG State Plan.

[The items below will be auto-populated based on responses to question 9.1. in the CSBG State Plan and may be updated.]

- ☐ State Low Income Home Energy Assistance Program (LIHEAP) office
- ☐ State Weatherization office
- ☐ State Temporary Assistance for Needy Families (TANF) office
- ☐ State Head Start office
- ☐ State public health office
- ☐ State education department
- ☐ State Workforce Innovation and Opportunity Act (WIOA) agency
- ☐ State budget office
- ☐ Supplemental Nutrition Assistance Program (SNAP)
- ☐ State child welfare office
- ☐ State housing office
- ☐ Other

G.1a. Describe the linkages and coordination at the State level that the State created or maintained to ensure increased access to CSBG services by communities and people with low-incomes that avoid duplication of services (as required by the assurance under Section 676(b)(5)) and identified in the CSBG State Plan . Describe or attach additional information as needed and provide a narrative describing activities including an explanation of any changes from the original CSBG State Plan.



LINKAGES

“Relationships and interactions between tasks, functions, departments, and organizations, that promote flow of information, ideas, and integration in achievement of shared objectives.”

~ Business Dictionary

Linkages: What?

- Linkages with other state agencies/partners that will help improve the CAA's ability to support their clients.
- Linkages that can benefit the CSBG network, CSBG eligible entities, and the individuals, families, and children served.
- Linkages to potential partnerships and funders.

Linkages – Communicate!

- **Communicate/share information** about linkage efforts by the CSBG State Agency
 - Purpose
 - Efforts: both positive and challenges
- **Consistent communication** showing linkage strategies/plans and outcomes.
- **Ask** CAAs where they think there are “holes” in state linkages and what would benefit them.

Ideas/Examples

- If hold regular meetings with CAAs in the state, invite other state agencies to **present information**.
- Do same at **CAA conferences/events**.
- State office be a presence at **interagency meetings** at the state level.
- **State Office administrators present** at other State agency conferences.
- State help **broker conversations** across the state with other relevant linkage partners (e.g. corrections department, child welfare, etc.)
- **Leverage state training opportunities** that could benefit CSBG agencies.

Ideas/Examples

- Partnership with agencies that secure funding/resources for CAAs
 - (EITC and workforce development)
- Focus efforts: establish partnership with State Housing and Community Development entity
 - Important for establishing ties to community projects/outcomes, and economic development
- Ongoing and consistent communication with other state agencies that contract with CSBG eligible entities
- Hold conference on Poverty, a statewide conference that brings together a wide range of stakeholders.



February 26 & 27
Pre-Conference
Orientation
and State Managers
Training

February 28-March 2
Core Conference

See you in Arlington!