



CSBG NETWORK DISCUSSION: NEEDS ASSESSMENT & ACSI

NOVEMBER 7, 2019

2019 NEEDS ASSESSMENT

- Very impressed by overall quality of assessments
 - Hope comments were helpful
 - Logic of flow of tools—review
 - FEEDBACK ON HOW TO IMPROVE TOOLS REQUESTED—PLEASE!!!
 - Permission for SCSO to share? (within the network)---several are great examples
 - Post on your agency's website—share with community

NEEDS ASSESSMENT—PRIORITIZED ISSUES

Employment
Housing
Use of Income

Housing
Employment
Use of Income
Nutrition
Education
Transportation
Health (mental and substance abuse)

Housing
Health—Substance
abuse/Mental Health
IGP
Unhealthy Lifestyle

Livable Wage
Health-Substance Abuse
Transportation
Housing
Homelessness
Nutrition/food insecurity

Housing
Use of Income
Nutrition
Health

Housing
Health-
Access, mental health
& substance abuse
Education
Nutrition
Use of Income
Transportation

Child care
Employment
Housing
Nutrition
Health Care

Housing
Holistic care
Living Wages

Transportation
Housing

2019 NEEDS ASSESSMENT: PRIORITIZED ISSUES

6. Transportation (absent or insufficient)

3 CAAs prioritized as an issue

7. Intergenerational Poverty

3 prioritized as issue—several others noted as barrier for other issues

8. Education (need for adult/youth programs)

2 CAAs prioritized as an issue

Other prioritized issues: **Unhealthy Lifestyle, Holistic Care**

2019 NEEDS ASSESSMENT

- Developed logic models in CAP—agency response to identified issues
 - Not all logic models included specific targets
 - How will you report progress in meeting goals in CAP/Strategic plan without specific targets?

Share these with community partners and decision makers

Post to your website

As Network—how to address common issues?

What support would you like from SCSO?

AMERICAN CUSTOMER SATISFACTION INDEX (ACSI)

- **What:** State Accountability Measures (IM #144)
 - Asks for network's evaluation on all parts of the State Plan (...our application for funds—what we say we're gong to do—then you say how we did)
- **Why:** Part of Performance Management Framework for CSBG—we're all accountable
 - Agencies—Organizational Standards
 - State Office---State Accountability Measures
 - OCS—Federal Accountability Measures
- **When:** Every 2 years---last administered in June 2019
- **Who:** Each agency designates recipient—make sure SCSO has correct contact
- **Where:** Overall satisfaction score reported in both State Plan and Annual Report

ACSI

ACSI ANALYSIS	Utah 2015		National 2015	Utah 2017		National 2017	Utah 2019		National 2019
	Score	Sample Size		Score	Sample Size		Score	Sample Size	
	SAMPLE SIZE	8			6			10	
DEVELOPMENT OF CSBG STATE PLAN	55	8	50	68	5	59	78	9	57
Extent of involvement	56	8	46	71	5	57	68	9	53
Caliber of opportunities	54	8	54	64	5	63	88	9	61
Reflects your input	54	8	49	69	5	57	77	9	57
DISTRIBUTION OF FUNDS	68	8	68	87	6	72	87	10	75
Ensured no interruption	75	8	70	93	5	73	90	10	77
Quality of process	63	8	67	80	6	72	84	10	74
USE OF DISCRETIONARY FUNDS	69	8	59	71	6	68	86	10	68
Transparency of distribution	65	8	60	69	6	69	87	10	69
Responsiveness to needs	68	7	60	74	6	69	84	10	69

Note—2019 had 100% participation—YAY!

Improving scores:

- How to improve participation/involvement in development of the state plan?
- Input gathered (largely on T/TA and discretionary) incorporated into plan—how to better reflect that your input is included? How improve process?

ACSI—HOW TO IMPROVE?

	Utah 2015		National 2015	Utah 2017		National 2017	Utah 2019		National 2019
	Score	Sample Size		Score	Sample Size		Score	Sample Size	
TRAINING & TECHNICAL ASSISTANCE	80	8	66	94	6	73	89	10	72
Effectiveness of training	81	8	66	91	6	72	90	10	71
Effectiveness of assistance	79	8	65	91	6	72	86	10	71
Responsiveness of staff	85	8	71	98	6	78	91	10	76
Amount of training & assistance	76	8	64	94	6	72	90	10	70
MONITORING AND CORRECTIVE ACTION	74	8	69	90	5	74	94	10	73
Consistency of monitoring	73	7	67	93	3	71	93	9	70
Adherence to plan	74	8	75	93	5	78	96	10	77
Usefulness of visits	78	8	68	87	5	72	97	10	70
Clarity of feedback	76	8	71	89	5	76	97	10	74
Timeliness of feedback	68	8	66	89	5	72	93	10	73
Clarity of process	73	7	68	89	4	75	90	9	73

How to improve T/TA and its effectiveness? (5 point drop from 2017)
 Suggestions to improve monitoring process?

ACSI—HOW TO IMPROVE?

	Utah 2015		National 2015	Utah 2017		National 2017	Utah 2019		National 2019
	Score	Sample Size		Score	Sample Size		Score	Sample Size	
LINKAGES	71	8	65	69	6	62	80	10	62
Awareness of efforts	59	7	57	70	6	63	80	10	64
Sufficiency of linkages	69	6	56	78	4	63	82	10	62
Effectiveness of partnerships	67	6	56	67	6	62	79	10	62
COMMUNICATION	merged with linkages in 2015			89	6	74	91	10	74
Sufficiency of information	60	7	62	83	6	69	89	10	74
Usefulness of feedback	71	8	65	76	6	71	90	10	71
Frequency of communication	79	8	71	89	6	77	94	10	75
Clarity of communication	68	8	69	89	6	74	91	10	72
Responsiveness of staff to requests	82	8	74	96	6	78	93	10	78
Consistency of responses	71	8	68	94	6	75	91	10	73
CUSTOMER SATISFACTION INDEX	78	8	65	88	6	74	88	10	74

- Linkages improving—but plenty of room for improvement.
 - What can we do better?
- Suggestions for communication?
 - Would the network like a monthly/bi-monthly/quarterly Newsletter from SCSO?

ACSI—HOW TO IMPROVE?

	Utah 2015		National 2015	Utah 2017		National 2017	Utah 2019		National 2019
	Score	Sample Size		Score	Sample Size		Score	Sample Size	
CUSTOMER SATISFACTION INDEX	70	8	65	83	6	71	89	10	71
Overall satisfaction	74	8	69	83	6	74	90	10	74
Satisfaction compared to expectations	71	8	64	83	6	71	89	10	71
Satisfaction compared to ideal	65	8	62	81	6	69	87	10	67
CONFIDENCE IN LEAD AGENCY	76	8	69	93	6	76	91	10	76
Confidence in fulfilling mission	76	8	69	93	6	76	91	10	76
TRUST IN THE CSBG STATE LEAD AGENCY	69	8	70	89	6	77	90	10	75
Trusted to meet needs	69	8	70	89	6	77	89	10	75

- Customer Satisfaction Index is reported on State Plan and Annual Report—along with target for improvement
- OCS guidance to increase by “1”---once in 80s
- Target for FY20 State Plan—84 because did not have new score
- **What is your ideal state partner?**



Thank you for taking time to participate and sharing your feedback!

Thank you for being amazing partners and for the incredible difference you make in your communities!

Comments and questions are welcome!