

2025 ACSI Survey Results

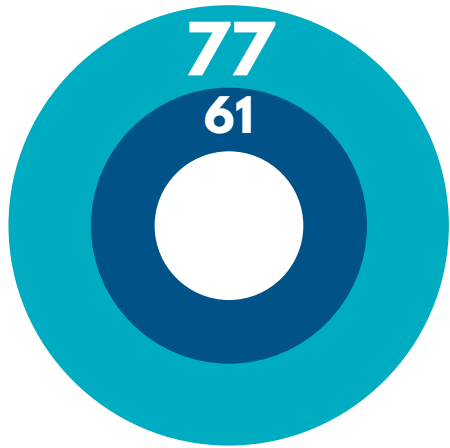
The objective for OCS CSBG Survey is to measure satisfaction of Community Services Block Grant (CSBG) eligible entities to better understand how well the states are delivering services to local entities, to drive improvement in major areas addressed in the State Accountability Measures, and determine where to best focus OCS training and technical assistance efforts for the State CSBG Lead Agencies.



Development of CSBG State Plan

The survey evaluated the most recent CSBG State Plan, including the extent of agency involvement, caliber of opportunities to participate, and degree in which it reflected agency input.

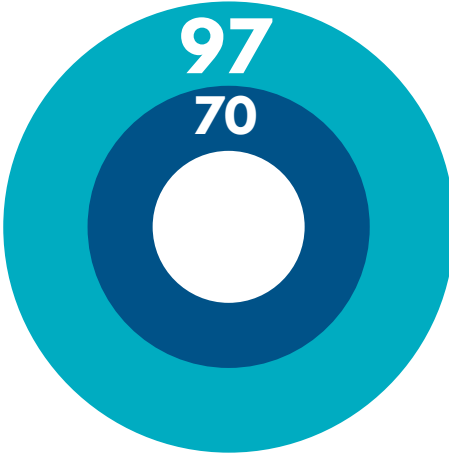
+45% since 2015
+5.5% from 2021



Distribution of Funds

Information was sought on the degree to which the state's distribution of funds ensured there was no interruption of services delivered to clients and the quality of the state's process for executing grant awards.

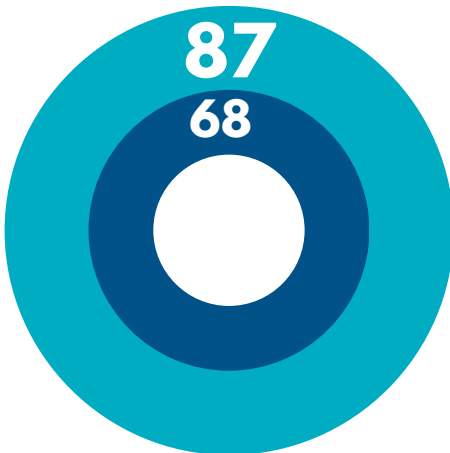
+41% since 2015
+3.2% from 2021



Use of Discretionary Funds

Agencies were asked to evaluate the transparency of how discretionary funds were used/distributed and the degree to which the use of these funds was responsive to network needs.

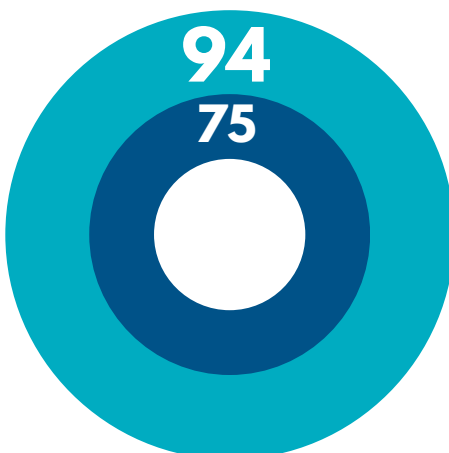
+26% since 2015
-1.1% from 2021



Training and Technical Assistance

For state-provided training/technical assistance, agencies rated the effectiveness of training/technical assistance provided, responsiveness to requests for technical assistance, and overall amount of training/technical assistance provided.

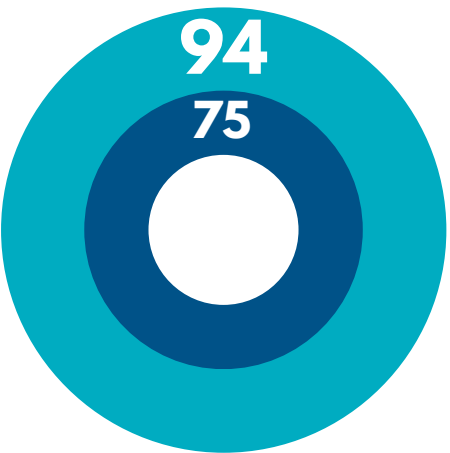
+12% since 2015
+3.3% in 2021



Monitoring and Corrective Action

Agencies responded to the consistency of monitoring, adherence to the established monitoring plan for on-site visits, usefulness of monitoring visits, timeliness and clarity of feedback provided in monitoring reports, and clarity of the state's Corrective Action/Quality Improvement Plan Process.

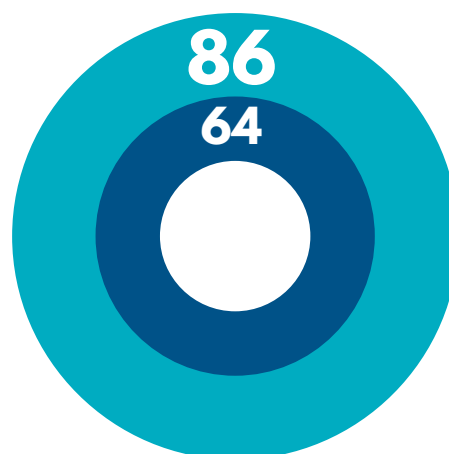
+6.8% since 2015
+2.2% from 2021



Linkages

Agencies evaluated their awareness of the CSBG lead agency's efforts to create linkages, the sufficiency of the those linkages with other state partners, and the effectiveness of the partnerships created in the state to meet the needs of the eligible entities.

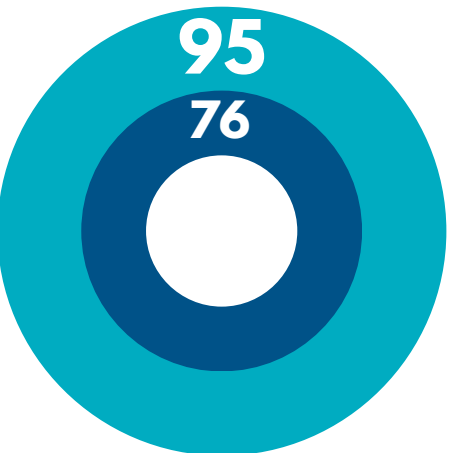
+3.6% since 2015
-7.5% from 2021



Communication

The Survey evaluated the frequency, clarity, and sufficiency of information provided by the CSBG lead agency; usefulness of feedback received from the lead agency about work plans and performance/monitoring; and responsiveness/consistency of the lead agency's staff to requests for information.

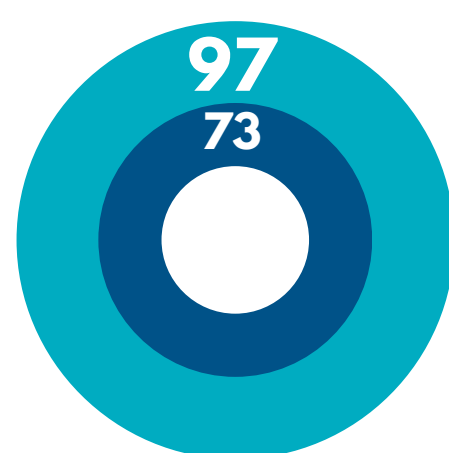
+17% since 2015
0% change from 2021



Customer Satisfaction Index

Agencies were asked how satisfied they are with the services provided by the CSBG lead agency as it relates to CSBG.

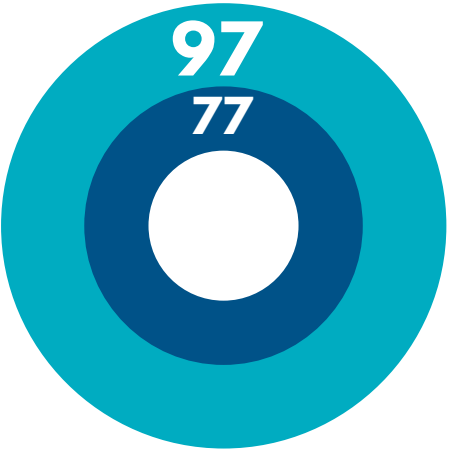
+18% since 2015
+4.3% from 2021



Confidence in Lead Agency

Agencies were asked how confident they are that the lead agency is fulfilling its mission of supporting eligible entities in their mission of helping low-income individuals out of poverty.

+15% since 2015
+1% from 2021



Trust in CSBG Lead Agency

Agencies were asked how much they trust the CSBG lead agency to work with them to meet their organization's needs.

+15% since 2015
+5.3% from 2021

