

Report-CSBG Federal Accountability Measures

Introduction

The Office of Community Services (OCS) is committed to a system that focuses on improved Federal accountability as a part of the national performance management framework. The Federal accountability measures are tied to the critical roles and responsibilities of OCS, and, where applicable, align with the State measures. The Federal accountability measures indicate OCS's effectiveness and efficiency as well as OCS's impact on improving the performance of State Lead CSBG Offices.

The Federal measures address such efficiency and effectiveness characteristics as timeliness, accuracy, standards, and stakeholder satisfaction in the following critical activities:

1. State plan review and acceptance
2. Distribution of funds
3. Grant monitoring and corrective action
4. Data collection, analysis, and reporting
5. Organizational standards
6. Training and technical assistance
7. Communications

Approach

Establishing Baselines: OCS collected data in Fiscal Year 2016 to establish a baseline to determine where OCS currently is on each Federal measure, and to guide and establish targets for each measure.

Setting Targets: When setting targets, OCS considered the baseline data and existing resources (e.g., staff, policies/procedures, funds).

Measuring Progress: OCS plans to measure its progress on an (at least) annual basis. This document displays the OCS progress for FY17 as of January 9, 2017.

1. State Plan Review and Acceptance

Measure	Data Source	Baseline			Targets		Measuring Progress			Status
		FY	#	Unit Type	#	Unit Type	FY	#	Unit Type	
1Fa-1: Reviewed and provided a response for “x” percent of State plans within 45 calendar days of receipt of the submitted State plan;	OLDC	2016 State Plans	54	%	75	%	2017 State Plans	100	%	Exceeded Target
1Fa-2: Accepted “x” percent of State plans within 60 calendar days of receipt of the submitted State plan;	OLDC		79	%	75	%		100	%	Exceeded Target
1Fa-3: Responded to “x” percent of State inquiries regarding a State plan within 10 calendar days.	OCS Staff	2018 State Plans	See Note 1	%		%	2019 State Plans	See Note 1	%	See Note 1
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.	ACSI	2015 ACSI Survey Results	69	Score	72	Score	2017 ACSI Survey Results	See Note 2	Score	See Note 2

2. Distribution of Funds

Measure	Data Source	Baseline			Targets		Measuring Progress			Status
		FY	#	Unit Type	#	Unit Type	FY	#	Unit Type	
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.	GrantSolutions	2016 Grant Awards (1 st Quarter)	100	%	100	%	2017 Grant Awards (1 st Quarter)	100	%	Met Target

3. Grant Monitoring and Corrective Action

Measure	Data Source	Baseline			Targets		Measuring Progress			Status
		FY	#	Unit Type	#	Unit Type	FY	#	Unit Type	
3Fa-1: Sent “x” percent of draft State assessment reports to the appropriate State within 30 calendar days of the State assessment site visit;	The Source (SharePoint)	2016 State Assess. Reports	0	%	20	%	2017 State Assess. Reports	See Note 3	%	See Note 3
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.	The Source (SharePoint)		0	%	20	%		See Note 3	%	See Note 3
3Fb: OCS provided a response within 30 calendar days for “x” percent of corrective action plans submitted by the States.	The Source (SharePoint)	2016 State Assess. Findings and CAPs	0	%	50	%	2017 State Assess. Findings and CAPs	See Note 3	%	See Note 3
3Fc: “x” percent of States met the agreed upon schedule to resolve corrective action plans required by OCS as a result of State assessments.	The Source (SharePoint)		0	%	50	%		See Note 3	%	See Note 3

Measure	Data Source	Baseline			Targets		Measuring Progress			Status
		FY	#	Unit Type	#	Unit Type	FY	#	Unit Type	
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.	ACSI	2015 ACSI Survey Results	47	Score	55	Score	2017 ACSI Survey Results	See Note 2	Score	See Note 2
3Fe: Decrease in the number of States with repeat audit findings. ¹	Federal Audit Clearinghouse	2016 Single Audits	See Note 5	State	See Note 4	State	2017 Single Audits	See Note 5	State	See Note 5

¹ OCS recognizes that there are external factors outside its control affecting this measure’s progress (e.g., timing of single audit submissions, State policies/systems, and State resources). This measure serves to support OCS efforts in other areas of influence (e.g., training and technical assistance, State assessment planning, and communications).

4. Data Collection, Analysis, and Reporting

Measure	Data Source	Baseline			Targets		Measuring Progress			Status
		FY	#	Unit Type	#	Unit Type	FY	#	Unit Type	
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.	OLDC	2016 Annual Reports	See Note 6	%		%	2017 Annual Reports	See Note 6	%	See Note 6
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.	ACSI	2015 ACSI Survey Results	55	Score	60	Score	2017 ACSI Survey Results	See Note 2	Score	See Note 2

5. Organizational Standards

Measure	Data Source	Baseline			Targets		Measuring Progress			Status
		FY	#	Unit Type	#	Unit Type	FY	#	Unit Type	
5F: "x" percent increase in the number of eligible entities that met 100% of the organizational standards.	OLDC	2016 Annual Reports	See Note 6	%		%	2017 Annual Reports	See Note 6	%	See Note 6

6. Training and Technical Assistance

Measure	Data Source	Baseline			Targets		Measuring Progress			Status
		FY	#	Unit Type	#	Unit Type	FY	#	Unit Type	
6Fa: OCS staff identified and provided effective training and technical assistance to grantees.	ACSI	2015 ACSI Survey Results	60	Score	63	Score	2017 ACSI Survey Results	See Note 2	Score	See Note 2
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.			55	Score	60	Score		See Note 2	Score	See Note 2

7. Communications

Measure	Data Source	Baseline			Targets		Measuring Progress			Status
		FY	#	Unit Type	#	Unit Type	FY	#	Unit Type	
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.	ACSI	2015 ACSI Survey Results	66	Score	69	Score	2017 ACSI Survey Results	See Note 2	Score	See Note 2
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.			64	Score	69	Score		See Note 2	Score	See Note 2

8. Grantee Satisfaction

Measure	Data Source	Baseline			Targets		Measuring Progress			Status
		FY	#	Unit Type	#	Unit Type	FY	#	Unit Type	
8F: By 20xx, OCS achieves an OVERALL SATISFACTION score of "x" (TBD).	ACSI	2015 ACSI Survey Results	58	Score	64	Score	2017 ACSI Survey Results	See Note 2	Score	See Note 2

Notes:

1. The grantee directs State Plan-related inquiries to the designated Federal point of contact via e-mail and/or phone. OCS is in the process of determining a system to efficiently track the response time to support this measure. When this system is in place, data will be made available to measure the time in which State plan-related inquiries are addressed.
2. The ACSI surveys occur every two years. As of January 9, 2017, the ACSI survey for 2017 has not yet been completed, and as a result, data is not yet available to measure progress.
3. As of January 9, 2017, OCS is in the process of finalizing its selection of States for the 2017 assessment period, and as a result, data is not yet available to measure progress.
4. The decrease in the number of States with repeat audit findings is dependent on some factors outside OCS's influence (e.g., timing of single audit submissions, State policies/systems, and State resources). This measure will support OCS's efforts to identify areas of training and technical assistance, however given external factors outside OCS's influence, setting a target to achieve is not feasible at this time.
5. The Federal Audit Clearinghouse updated its data collection form to collect repeat finding information. This data will be collected for single audits completed after December 26, 2014. OCS estimates that this data will be present in the 2016 audits. This data will be available in March 2017 for States with fiscal years ending in June.
6. OCS is in the process of replacing the CSBG Information Survey (CSBG-IS), which is the Microsoft Access database system developed by the National Association for State Community Services Programs (NASCS), with the new Annual Report (OLDC). In March 2017, Module 1 of the new Annual Report will be available and used by the States in reporting FY16 data. When this system is in place, data will be made available to measure the Data Collection, Analysis, and Reporting area. Until Modules 2 through 4 become available (estimated March 2018), the data for this measure will only reflect Module 1.