



ADMINISTRATION FOR
CHILDREN & FAMILIES

Office of Community Services | 330 C Street, S.W., Washington, DC 20201
www.acf.hhs.gov/ocs

Community Services Block Grant

Dear Colleague Letter

DCL#: CSBG-DCL-2020-06
DATE: December 18, 2019
TO: CSBG States and Territories
SUBJECT: American Customer Satisfaction Index (ACSI) Survey for CSBG Grantees
ATTACHMENT(S): N/A

Dear Colleagues,

As part of the Community Services Block Grant (CSBG) Performance Management Framework, the Office of Community Services (OCS) has implemented the Federal Accountability Measures. Like the State Accountability Measures, the federal measures call for surveying the states and territories, OCS' customers, to determine how well we are meeting these measures.

[Information Memorandum No. 144 CSBG State and Federal Accountability Measures and Data Collection Modernization](#) references the Federal Accountability Measures.

As in the past, OCS has chosen to use the American Customer Satisfaction Index (ACSI) methodology to survey the states. This is the same methodology used to survey the eligible entities. This survey will be the fourth time, beginning in 2012, that OCS has surveyed the states.

The ACSI survey provides the states an opportunity to give OCS constructive feedback. OCS will use the results of the survey to determine our performance on the accountability measures and strategies for improving service to the states.

Survey Details:

- The Claes, Fornell International (CFI) Group, an independent third-party research organization, will conduct the survey.
- The CSBG Program Contact will receive all notifications about the survey from the CFI Group, on behalf of OCS, via the email address: noreply@invite.cfigroup.com beginning on **January 7, 2020**. The survey will **close on January 24, 2020**.

- We recommend that you check your spam and quarantine folders in case the survey is sent there.
- **It is also important that the person who receives the survey not forward it as this makes it inoperable.**
- **Only one response per grantee will be accepted**, but we encourage you to consult with all relevant team members within your organization, including fiscal staff, as you develop your response to the survey on behalf of your government.
- All responses to the survey will remain anonymous. CFI Group will only provide OCS with aggregated data.
- Once OCS receives the final survey report, we will communicate the results to the state officials and tell you what actions we plan to take in response to the state feedback.

OCS is committed to meeting the Federal Accountability Measures and to improving the services and tools it provides the states. Your feedback is a critical element to our ability to do this. We look forward to your participation in the upcoming survey. Should you have any questions please contact Roneika Carr at 202-401-4595 or Roneika.Carr@acf.hhs.gov.

Thank you for your attention and OCS looks forward to continuing to provide high quality services to OCS grantees.

/s/

J. Janelle George
Acting Deputy Director
Office of Community Services