



ADMINISTRATION FOR
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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-2019-13
DATE: June 5, 2019
TO: CSBG Network
SUBJECT: ACSI Survey for CSBG Eligible Entities Deadline Extension
ATTACHMENT(S): Not Applicable

Dear Colleagues,

OCS has extended the response deadline for the American Customer Satisfaction Index (ACSI) survey of Community Services Block Grant (CSBG) eligible entities to **Tuesday, June 11, 2019**. To date, CFI Group (the organization administering the survey for the Office of Community Services (OCS)), has received approximately 591 responses to the ACSI Survey for CSBG eligible entities. While this is a strong nationwide participation rate, we need more local agencies in some states to complete the survey in order to better provide the most meaningful data to each state. OCS will reach out to CFI Group and other organizational partners to encourage participation from local agencies in states that do not yet have a strong participation rate.

CFI Group, on behalf of OCS will send another reminder message with personalized link on **Monday, June 10** to all agency executive directors, or otherwise noted, who have not yet responded to the survey. As in the past, this message will come from the email address: noreply@invite.cfigroup.com.

We request that state CSBG offices and State Community Action Associations reach out to all eligible entities within their state to urge them to participate in this important effort. In some instances this email has gone to spam or quarantined files, therefore, we suggest that you alert the agencies to look in their spam or junk files or use the search tool in their inbox and type in "CFI". It may also be important to remind the local agencies that all survey responses will remain confidential. OCS and the states will receive only consolidated data.

Should you have any questions relating to the survey or if you hear from any agencies that they have not received the survey, please contact Roneika Carr at 202-401-4595 or at Roneika.Carr@acf.hhs.gov.

We appreciate your efforts to make this survey a successful one and look forward to the participation from the remaining eligible entities.

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

/s/

Seth Hassett

Director, Division of Community Assistance

Office of Community Services