

American Customer Satisfaction Index Results (ACSI)

From October 5 to December 21, 2015 the CFI Group, a consulting and market research firm conducted the ACSI survey on behalf of ACF OCS Community Services Block Grant. The ACSI is the national indicator of customer evaluations of the quality of goods and services available to U.S. Residents. It is the only uniform, cross-industry/government measure of customer satisfaction. Since 1994, the ACSI has measured satisfaction, its causes, and its effects, for seven economic sectors, 41 industries, more than 200 private-sector companies and has measured more than 100 programs of federal government agencies since 1999. The objective of the OCS CSBG ACSI survey was to measure satisfaction of Community Services Block Grant eligible entities to better understand how well the states, as part of the CSBG network, 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. The CFI Group recommends that scores be viewed on a continuum and each agency should use the results to identify strengths and areas of opportunity. The general guidelines used for interpreting the scores is below:

- Exceptional: 90-100
- Excellent: 80-89
- Good: 70-79
- Average: 60-69
- Below Average: Less than 60

Some of our highlights include:

1. The Virginia Customer Satisfaction Index is 82, compared to the CSBG National Customer Satisfaction index of 65, the Federal Government average for 2015 is 64.
2. Scores for the drivers of satisfaction range from 53 to 88. With development of the CSBG State Plan scoring the lowest and Monitoring and Corrective Action scoring the highest.
3. With strong performance among the higher impact drivers and as a relatively lower scoring driver, Development of the CSBG State Plan should be considered a primary focus for improvement.

After viewing these results we have made some changes to our office procedures particularly surrounding the Development of the State Plan, which was our lowest score of 53. We are currently in the process of developing our two-year state plan, this year we have opened up an additional comment period, which allows for review of all planned changes to the state plan. We will incorporate any suggestions and comments we receive, and open up a 2nd comment period, which will allow agencies to view and comment on the entire state plan before the legislative hearing in July. We had two scores in the average range both had a score of 69, those were Distribution of Funds and Use of Discretionary Funding. We have tightened up our internal process when it comes to distribution of funds to ensure we can quickly and effectively process invoices. When it comes to the Use of Discretionary Funds, Virginia is limited to using those funds for the 3 Statewide Organizations, Virginia Cares, Project Discovery and SERCAP.

We were very happy to see scores in the excellent range for the following categories: Training and Technical Assistance, Monitoring and Corrective Action, Linkages and Communication, Confidence in Lead Agency and Overall trust in the CSBG State Lead Agency.

We want to thank all of the agencies that participated in the ACSI Survey- we have benefited greatly from the responses and will be utilizing the feedback received going forward.