



COMMUNITY SERVICES, INC.
A COMMUNITY ACTION AGENCY

2022

CSBG

PRESENTATION

Organizational Standards 1.3 & 4.4

PRESENTED BY
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PRESENTED TO
CSI BOARD OF DIRECTORS

JULY 26, 2022



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**Customer Satisfaction Survey Narrative and Analysis
Community Services Block Grant Program
Requirement- Organizational Standard (OS) 1.3**

OS 1.3:

The organization has a systematic approach for collecting, analyzing, and reporting customer satisfaction data to the board.

Customers receiving services under the CSBG Case Management program must complete a Customer Satisfaction Survey annually. Survey findings provide feedback on how CSI meets our customers' needs and evaluates the quality of services offered in the ten-county service area. In addition, the survey analysis helps identify areas to be targeted for performance improvement activities. CSBG Program staff gathered surveys from customers who received services from October 2021 to June 2022.

Survey Success

The CSBG team successfully implemented survey distribution and data collection through various mediums (i.e., emails, phone calls, and person-to-person contact).

Survey Findings

Approximately 24 completed the Customer Satisfaction Survey. The data shows that 96% of our customers either strongly agreed or agreed that the program and their participation in it were fully explained to them. A few customers (92%) strongly agreed or agreed that their case manager was easy to contact. Many customers were satisfied with service delivery. The survey results highlighted the vital areas of the CSBG program, such as resource sharing, availability, and attentiveness to customers' needs. Areas of improvement are customers' ability to develop problem-solving skills through program participation. Case Managers will need to focus future efforts on strengthening this area to positively impact each customer enrolled in the case management program.

Future Initiatives

The CSBG team will assess feedback as part of the ROMA process in preparation for the following program year. In addition, positive outcomes and customer engagement will increase visibility through word-of-mouth referrals.

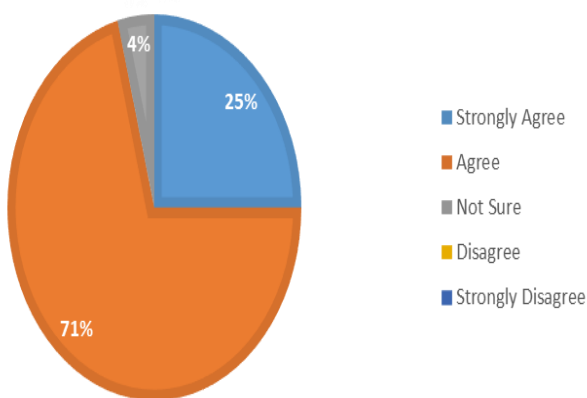


Data Presentation (i.e., pie charts)

Question # 1

The program and my participation in it has been fully explained to me.

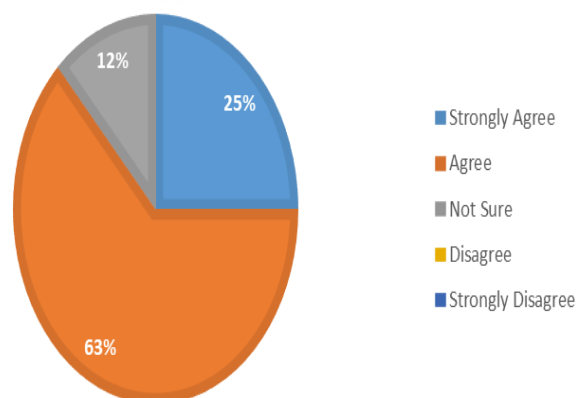
PROGRAM OVERVIEW AND PARTICIPATION



Question # 2

The program has taught me to find the services I need.

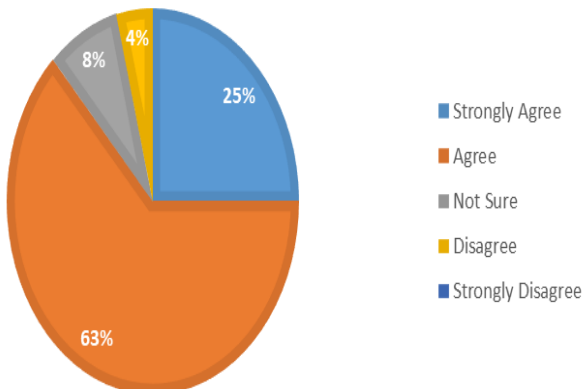
TAUGHT ME TO FIND SERVICES



Question # 3

I am better able to provide for myself and my household.

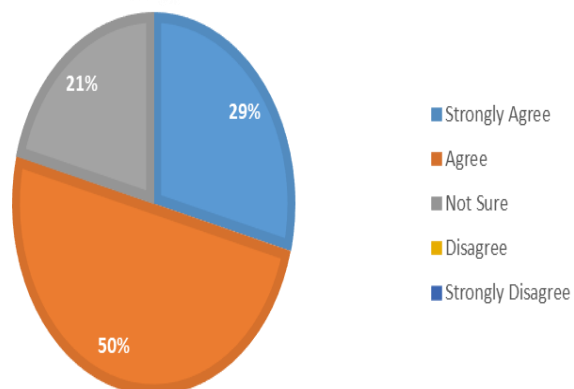
PROVIDE FOR HOUSEHOLD



Question # 4

This program has taught me better problem solving skills.

PROBLEM SOLVING SKILLS



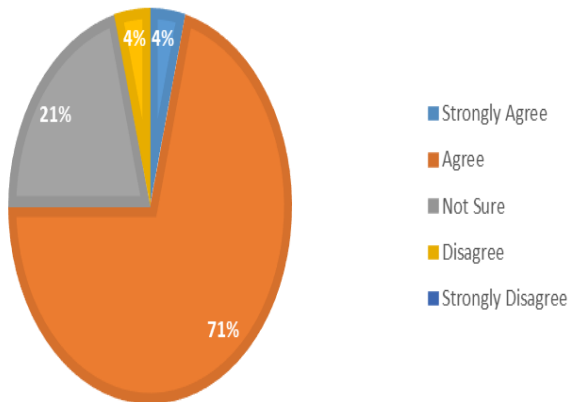


Data Presentation (i.e., pie charts)-Cont.

Question # 5

I am better able to budget.

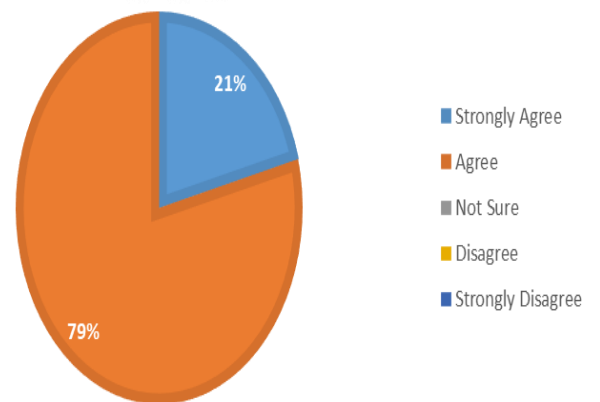
BUDGETING SKILLS



Question # 6

I am able to candidly speak to my Case Manager.

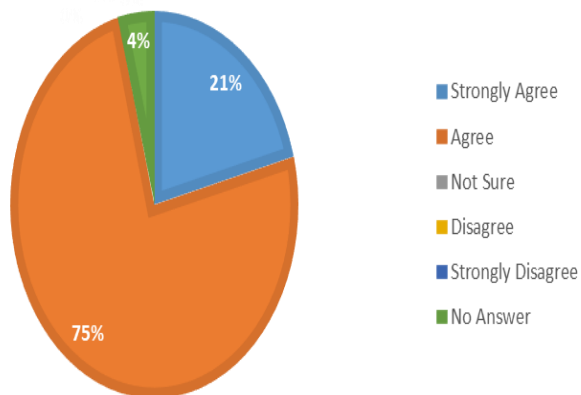
COMMUNICATION WITH CASE MANAGER



Question # 7

My Case Manager listens to me.

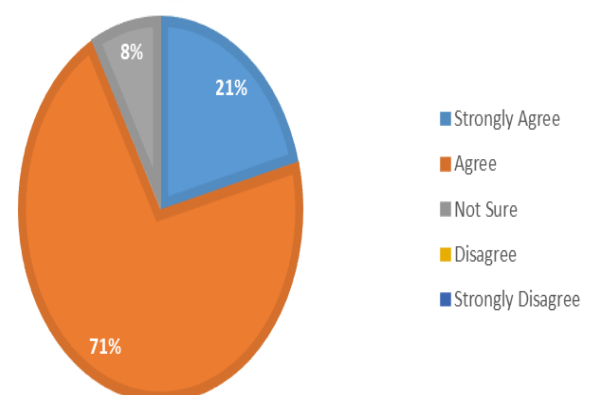
CASE MANAGER ATTENTIVENESS



Question # 8

My Case Manager is easy to contact.

CASE MANAGER AVAILABILITY



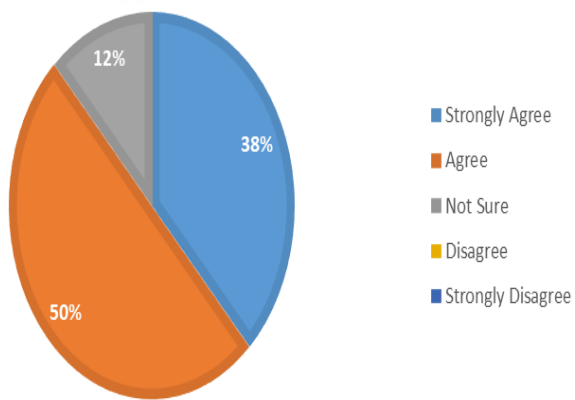


Data Presentation (i.e., pie charts)-Cont.

Question # 9

My Case Manager helped me find the services I need.

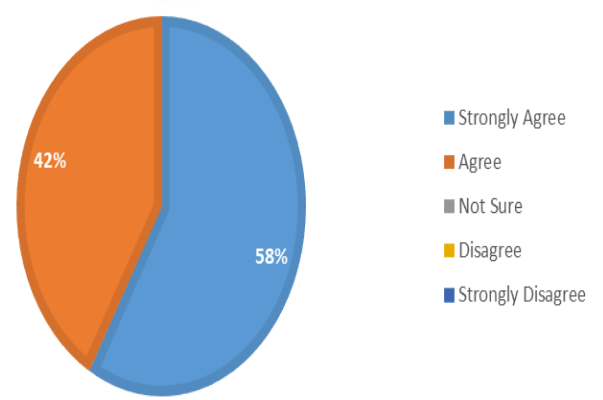
HELP ME FIND SERVICES



Question # 10

I would recommend Case Management services to a friend or relative.

RECOMMEND CASE MANAGEMENT SERVICES





**Success of Services and Strategies in the 2022 CAP
Community Services Block Grant Program
Requirement- Organizational Standard (OS) 4.4**

Strategy – To provide CSBG services to eligible customers fairly and equitably to all callers, adhere to CSI policies, and meet the CSBG program's guidelines.

The CSBG team receives over 100 requests monthly from the ten counties in our service area. All requests for assistance must come in through the main switchboard at CSI. The CSBG team's approach to possibly assisting customers is to review the requests that have been received, contact and vet each caller for eligibility and need, then schedule intake for customers whose needs align with the top five needs outlined in the Community Action Plan (CAP).

The customers requesting education were assisted first. The customer is contacted and asked a series of questions to ensure that the customer is a good fit and will be able to locate employment once they have completed the program. In addition, the length of the program plays an important role.

In the second month, the education target was again addressed in addition to the temporary shelter target. For the third month, the CSBG team focused on the housing and employment support targets. The housing target was addressed by assisting the counties that had not been assisted previously, in addition to the amount of the rent, how many were in the household, lease term and most importantly the services and targets that would be obtainable.

For the fourth month, the housing target was addressed again, and counties that had not been assisted were assisted. During the fifth month, the education target was discussed again. The education target can lead to CSBG meeting the employment target.

The CSBG Contract for 2022 was delayed for almost three months. Due to that delay, CSBG lost half of its case managers. The current case management team has ensured that all callers from March onward were contacted. Some had resolved their issues by other means and some were still in need.

The CSBG team will continue this process of assisting customers with requests that align with targets set in the CAP. CSBG is required to meet these targets during the program year.