2019 NEEDS ASSESSMENT

• Very impressed by overall quality of assessments
  • Hope comments were helpful
  • Logic of flow of tools—review
  • FEEDBACK ON HOW TO IMPROVE TOOLS REQUESTED—PLEASE!!!
  • Permission for SCSO to share? (within the network)---several are great examples
  • Post on your agency’s website—share with community
NEEDS ASSESSMENT—PRIORITIZED ISSUES

- Employment
- Housing
- Use of Income

- Housing
- Employment
- Use of Income
- Nutrition
- Education
- Transportation
- Health (mental and substance abuse)

- Livable Wage
- Health—Substance Abuse
- Transportation
- Housing
- Homelessness
- Nutrition/food insecurity

- Housing
- Use of Income
- Nutrition
- Health

- Child care
- Employment
- Housing
- Nutrition
- Health Care

- Housing
- Holistic care
- Living Wages

- Transportation
- Housing

- Health—Access, mental health & substance abuse
- Education
- Nutrition
- Use of Income
- Transportation
2019 NEEDS ASSESSMENT: PRIORITIZED ISSUES

1. **HOUSING**—affordability and quality of stock
   --ALL 9 CAAs included in top 4 issues /6 CAAs listed within top 2 issues

2. **HEALTH** (mental health, substance abuse treatment, cost/access for care)
   7 CAAs prioritized as an issue

3. **NUTRITION/food insecurity**
   5 CAAs prioritized as an issue

4. **EMPLOYMENT/ livable wage**
   4 CAAs prioritized as an issue

5. **USE OF INCOME**
   4 CAAs prioritized as an issue
2019 NEEDS ASSESSMENT: PRIORITIZED ISSUES

6. Transportation (absent or insufficient)
   3 CAAs prioritized as an issue

7. Intergenerational Poverty
   3 prioritized as issue—several others noted as barrier for other issues

8. Education (need for adult/youth programs)
   2 CAAs prioritized as an issue

Other prioritized issues: Unhealthy Lifestyle, Holistic Care
2019 NEEDS ASSESSMENT

• Developed logic models in CAP—agency response to identified issues
  • Not all logic models included specific targets
  • How will you report progress in meeting goals in CAP/Strategic plan without specific targets?

Share these with community partners and decision makers

Post to your website

As Network—how to address common issues?

What support would you like from SCSO?
AMERICAN CUSTOMER SATISFACTION INDEX (ACSI)

• **What**: State Accountability Measures (IM #144)
  • Asks for network’s evaluation on all parts of the State Plan (…our application for funds—what we say we’re going to do—then you say how we did)

• **Why**: Part of Performance Management Framework for CSBG—we’re all accountable
  • Agencies—Organizational Standards
  • State Office---State Accountability Measures
  • OCS—Federal Accountability Measures

• **When**: Every 2 years---last administered in June 2019

• **Who**: Each agency designates recipient—make sure SCSO has correct contact

• **Where**: Overall satisfaction score reported in both State Plan and Annual Report
### ACSI Analysis

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Note—2019 had 100% participation—YAY!

Improving scores:

--How to improve participation/involvement in development of the state plan?
--Input gathered (largely on T/TA and discretionary) incorporated into plan—how to better reflect that your input is included? How improve process?
How to improve T/TA and its effectiveness? (5 point drop from 2017)
Suggestions to improve monitoring process?

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ACSI—HOW TO IMPROVE?

- Linkages improving—but plenty of room for improvement.
  - What can we do better?
- Suggestions for communication?
  - Would the network like a monthly/bi-monthly/quarterly Newsletter from SCSO?
• Customer Satisfaction Index is reported on State Plan and Annual Report—along with target for improvement
• OCS guidance to increase by “1”---once in 80s
• Target for FY20 State Plan—84 because did not have new score

• What is your ideal state partner?
Thank you for taking time to participate and sharing your feedback!

Thank you for being amazing partners and for the incredible difference you make in your communities!

Comments and questions are welcome!