

2017 Office of Community Services (OCS) - Eligible Entities Satisfaction with the States Survey
 State - New York
 Score Table

| Sample Size | National Min | National Max | National | | New York | | Significant Difference | National Impact |
|--|--------------|--------------|----------|-------------|----------|-------------|------------------------|-----------------|
| | | | Scores | Sample Size | Scores | Sample Size | | |
| | | | | 700 | | 41 | | |
| Development of CSBG State Plan | 3 | 100 | 59 | 657 | 55 | 40 | | 0.3 |
| Extent of involvement | 4 | 100 | 57 | 639 | 56 | 39 | | -- |
| Caliber of opportunities | 4 | 100 | 63 | 649 | 63 | 40 | | -- |
| Reflects your input | 3 | 100 | 57 | 604 | 45 | 37 | * | -- |
| Distribution of Funds | 15 | 96 | 72 | 694 | 60 | 41 | * | 0.6 |
| Ensured no interruption | 15 | 96 | 73 | 686 | 58 | 40 | * | -- |
| Quality of process | 15 | 96 | 72 | 692 | 63 | 41 | * | -- |
| Use of Discretionary Funds | 0 | 100 | 58 | 642 | 51 | 40 | * | 0.2 |
| Transparency of distribution | 0 | 100 | 69 | 632 | 60 | 40 | * | -- |
| Responsiveness to needs | 0 | 100 | 69 | 609 | 42 | 38 | * | -- |
| Training & Technical Assistance | 25 | 95 | 73 | 696 | 77 | 41 | | 0.8 |
| Effectiveness of training | 27 | 94 | 72 | 691 | 78 | 40 | * | -- |
| Effectiveness of assistance | 20 | 96 | 72 | 684 | 76 | 40 | | -- |
| Responsiveness of staff | 25 | 100 | 78 | 655 | 77 | 41 | | -- |
| Amount of training & assistance | 29 | 94 | 72 | 686 | 76 | 41 | | -- |
| Monitoring & Corrective Action | 11 | 97 | 74 | 687 | 77 | 41 | | 0.9 |
| Consistency of monitoring | 22 | 96 | 71 | 614 | 71 | 36 | | -- |
| Adherence to plan | 22 | 100 | 78 | 664 | 82 | 41 | | -- |
| Usefulness of visits | 22 | 94 | 72 | 675 | 72 | 41 | | -- |
| Clarity of feedback | 3 | 100 | 76 | 670 | 81 | 41 | | -- |
| Timeliness of feedback | 3 | 100 | 72 | 672 | 78 | 41 | * | -- |
| Clarity of process | 6 | 100 | 75 | 563 | 78 | 34 | | -- |
| Linkages* | 17 | 95 | 62 | 649 | 59 | 39 | | 0.7 |
| Awareness of efforts | 19 | 100 | 63 | 625 | 60 | 37 | | -- |
| Sufficiency of linkages | 15 | 93 | 63 | 599 | 59 | 37 | | -- |
| Effectiveness of partnerships | 19 | 93 | 62 | 613 | 57 | 36 | | -- |
| Communication* | 25 | 99 | 74 | 698 | 79 | 41 | | 1.6 |
| Sufficiency of information | 26 | 97 | 69 | 685 | 76 | 40 | * | -- |
| Usefulness of feedback | 24 | 100 | 71 | 674 | 76 | 40 | | -- |
| Frequency of communication | 26 | 100 | 77 | 695 | 84 | 41 | * | -- |
| Clarity of communication | 24 | 100 | 74 | 696 | 83 | 41 | * | -- |
| Responsiveness of staff to requests | 26 | 100 | 78 | 691 | 81 | 40 | | -- |
| Consistency of responses | 26 | 100 | 75 | 687 | 73 | 39 | | -- |
| Customer Satisfaction Index | 24 | 100 | 71 | 700 | 69 | 41 | | N/A |
| Overall satisfaction | 29 | 100 | 74 | 700 | 74 | 41 | | -- |
| Satisfaction compared to expectations | 22 | 100 | 71 | 700 | 66 | 41 | | -- |
| Satisfaction compared to ideal | 19 | 100 | 69 | 700 | 65 | 41 | | -- |
| Confidence in Lead Agency | 18 | 100 | 76 | 681 | 74 | 41 | | 4.8 |
| Confidence in fulfilling mission | 18 | 100 | 76 | 681 | 74 | 41 | | -- |
| Trust in the CSBG State Lead Agency | 13 | 100 | 77 | 693 | 75 | 40 | | 4.7 |
| Trusted to meet needs | 13 | 100 | 77 | 693 | 75 | 40 | | -- |

*Model change in 2017 resulting in split of Linkages & Communication
 *indicates a significant difference at 80%

2017 Office of Community Services (OCS) - Eligible Entities Satisfaction with the States Survey
 State - New York
 Score Table - YoY

| | New York 2015 | | New York 2017 | | Significant Difference |
|--|---------------|-------------|---------------|-------------|------------------------|
| | Scores | Sample Size | Scores | Sample Size | |
| Sample Size | | 33 | | 41 | |
| Development of CSBG State Plan | | | | | |
| Extent of involvement | 33 | 33 | 55 | 40 | * |
| Caliber of opportunities | 26 | 32 | 56 | 39 | * |
| Reflects your input | 45 | 32 | 63 | 40 | * |
| | 28 | 26 | 45 | 37 | * |
| Distribution of Funds | | | | | |
| Ensured no interruption | 65 | 33 | 60 | 41 | -6 |
| Quality of process | 68 | 33 | 58 | 40 | -10 |
| | 64 | 32 | 63 | 41 | -1 |
| Use of Discretionary Funds | | | | | |
| Transparency of distribution | 36 | 31 | 51 | 40 | * |
| Responsiveness to needs | 44 | 31 | 60 | 40 | * |
| | 28 | 30 | 42 | 38 | * |
| Training & Technical Assistance | | | | | |
| Effectiveness of training | 73 | 33 | 77 | 41 | 4 |
| Effectiveness of assistance | 73 | 32 | 78 | 40 | 5 |
| Responsiveness of staff | 77 | 29 | 76 | 40 | 3 |
| Amount of training & assistance | 70 | 31 | 77 | 41 | 0 |
| | 70 | 31 | 76 | 41 | 6 |
| Monitoring & Corrective Action | | | | | |
| Consistency of monitoring | 70 | 33 | 77 | 41 | * |
| Adherence to plan | 66 | 26 | 71 | 36 | 5 |
| Usefulness of visits | 76 | 32 | 82 | 41 | 6 |
| Clarity of feedback | 64 | 32 | 72 | 41 | 8 |
| Timeliness of feedback | 69 | 32 | 81 | 41 | 12 |
| Clarity of process | 69 | 32 | 78 | 41 | 9 |
| | 67 | 27 | 78 | 34 | 11 |
| Linkages^A | | | | | |
| Awareness of efforts | -- | -- | 59 | 39 | #VALUE! |
| Sufficiency of linkages | 39 | 29 | 60 | 37 | 21 |
| Effectiveness of partnerships | 42 | 26 | 59 | 37 | 17 |
| | 44 | 24 | 57 | 36 | 13 |
| Communication^A | | | | | |
| Sufficiency of information | -- | -- | 79 | 41 | #VALUE! |
| Usefulness of feedback | 57 | 31 | 76 | 40 | 19 |
| Frequency of communication | 59 | 31 | 76 | 40 | 17 |
| Clarity of communication | 68 | 31 | 84 | 41 | 16 |
| Responsiveness of staff to requests | 68 | 32 | 83 | 41 | 15 |
| Consistency of responses | 75 | 31 | 81 | 40 | 6 |
| | 66 | 32 | 73 | 39 | 7 |
| Customer Satisfaction Index | | | | | |
| Overall satisfaction | 59 | 33 | 69 | 41 | * |
| Satisfaction compared to expectations | 63 | 33 | 74 | 41 | 11 |
| Satisfaction compared to ideal | 58 | 33 | 66 | 41 | 8 |
| | 55 | 33 | 65 | 41 | 10 |
| Confidence in Lead Agency | | | | | |
| Confidence in fulfilling mission | 58 | 31 | 74 | 41 | * |
| | 58 | 31 | 74 | 41 | 16 |
| Trust in the CSBG State Lead Agency | | | | | |
| Trusted to meet needs | 64 | 33 | 75 | 40 | * |
| | 64 | 33 | 75 | 40 | 11 |

^AModel change in 2017 resulting in split of Linkages & Communication

*Indicates a significant difference at 80%