

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%

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 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%