Survey Results of Committee Member Satisfaction Survey of Summer Process: Sept 2012

Community Development Block Grant Committee   **4 Responses**

1. Rate	Level of Satisfaction (5 = very satisfied)						

a. Clarity of Goal and Objectives, funding priorities and criteria

		1	2	3	4	5
Level of Importance (5 = high)	5				A B	D
	4				C	
	3					
	2					
	1					

b. Guidance from Mayor

	1	2	3	4	5
5			B		
4			A		
3	C				D
2					
1					

c. Data about community needs and trends

	1	2	3	4	5
5			B	A D	
4				C	
3					
2					
1					

d. Utility of materials

	1	2	3	4	5
5					
4				A C	D
3			B		
2					
1					

e. Accuracy of reviews

	1	2	3	4	5
5				C	A B
4					D
3					
2					
1					

f. Helpfullness of application

	1	2	3	4	5
5					D
4				A C	
3					B
2					
1					

g. Sufficient time to read apps

	1	2	3	4	5
5					A D
4				C	
3					B
2					
1					

h. Opportunity to hear presentations

	1	2	3	4	5
5					D
4				A	C
3					B
2					
1					

i. Responsiveness of Staff

	1	2	3	4	5
5					A C
4					
3					B
2					
1					

j. Utility of staff recommendations

	1	2	3	4	5
5					B C
4					A D
3					
2					
1					

k. Adequacy of time for discussion

	1	2	3	4	5
5					B C D
4					A
3					
2					
1					

l. Openness and transparency of process

	1	2	3	4	5
5					B C D
4					A
3					
2					
1					

2. If you rated some items high for importance and low for satisfaction, please explain.

3. Satisfaction w/ overall process

Not Satisfied   Very Satisfied

1	2	3	4	5
			A B	C D

4. Other issues?

	1	2	3	4	5
5					
4					
3					
2					
1					

5. Rank usefulness

	A	B	C	D	Average
Funding History	6	7	8	5	6.5
Application	7	6	7	10	7.5
Staff summary	10	10	10	8	9.5
Staff informal discussion at meetings	4	9	9	3	6.25
Agency written responses	5	4	5	6	5
Agency verbal presentation	8	3	6	7	6
Rankings by Committee members	3	2	2	4	2.75
Other Committee members' discussion	9	8	7	9	8.25
Info provided by applicants to individual Committee members	1	1	1	1	1
Public hearing	2	5	3	2	3

6. *What is the best feature of the application?*
- it gives the agency the opportunity to fully explain their mission and goals
- First Page
- Comprehensive nature of process; justification
- The needs section-however, most agencies do not take time to update info. Copying and pasting from year to year dilutes the potential for this section to offer the committee a diverse opinion regarding our communities needs as they relate to CDD framework
- The goals and objectives offer the most simple, direct basis for comparison among apps. This section is most useful in determining how a program connects to the Framework as well as how it uses allocated resources.

7. If you could improve one thing about the application, what would it be?
- Shorten it
- more focus on project, less on general info

- Applicants rarely respond to the question about indirect costs with confidence or accuracy. Even after staff have offered clear, concise definitions of "indirect cost allocation" to applicants, the narratives fail to include useful info. I recommend replacing this question with a request for response to their most recent audit or SAS115 Letter, if relevant. Maybe we could ask, "Were any deficiencies noted related to your Cost Allocation Program, in the Management Letter or SAS 115 letter, from your auditors? If so, please list the comments, and your responses."

8. If you could improve one thing about the staff's presentation of materials, what would it be?

● Staff should feel free to be more blunt w/ their recommendations
● CDD staff does an amazing job of making all materials easy to read, review and respond to. To wit, this is the 3rd survey I have completed this month relating to grant review/application process and it is the only on that will yield useful results. I can offer no suggestions for improvement.

9. What is the best feature of the overall decision-making process?

● great work the staff does to inform & update the committee
● the Committee discussion
● comprehensive approach, balancing of factors, Conference Committee
● the two best features are discussion among committee members and agency presentation

10. If you could improve one thing about the overall process, what would it be?

● it's very time consuming, but I don't have any suggestions for simplifying or shortening it. (2)
● Reduce administrative burden on staff and agencies
● Place greater emphasis on the concept of Purchase of Service: that as City volunteers we are helping the City choose what services to provide to residents and what the City will contribute towards paying for these services. These services have been outlined and specified in the Framework. We know that the City of Madison is not going to hire staff to perform all the duties required to meet our goals, so we grant money to local service providers. Grants are not charity. We pay agencies to provide services. Hopefully, this would minimize the impact of individual's feelings on the process. I hear a lot of "I feel bad" especially during joint meetings of CDBG and OCS. A simple reminder that we are making business choices, not engaging in charity, could facilitate committee members making rational decisions.

11. Please check the answer that most closely matches your opinion of the process this time.

First time	1 response
This summer was better	● I was more familiar w/ the agencies, their programs and the process
	● easier without neighborhood centers
	● Conference Committee and Joint meetings of CDBG and OCS have dramatically improved the process. Collaboration would be enhanced if both committees had the equivalent of the CDBG Framework, used similar language to describe funding sources, goals and objectives, and if we attended one another's agency presentation/question and answer sessions.
This summer was about the same	
This summer was worse	

12. How many times have you participated in summer process?	1-2	3-5	6+
	X	XX	

13. Which Committee?	COA	CSC	CDBG	ECCEC
			X	

14. Additional Comments

● Keep the Conference Committee set up; good way to coordinate when consolidation takes place
● Teach me how to do survey onl line/electronically. No "system" worked this year