

# *NASCSP Update*

---

Hugh Poole, CSBG Director, NASCSP  
November 2, 2023



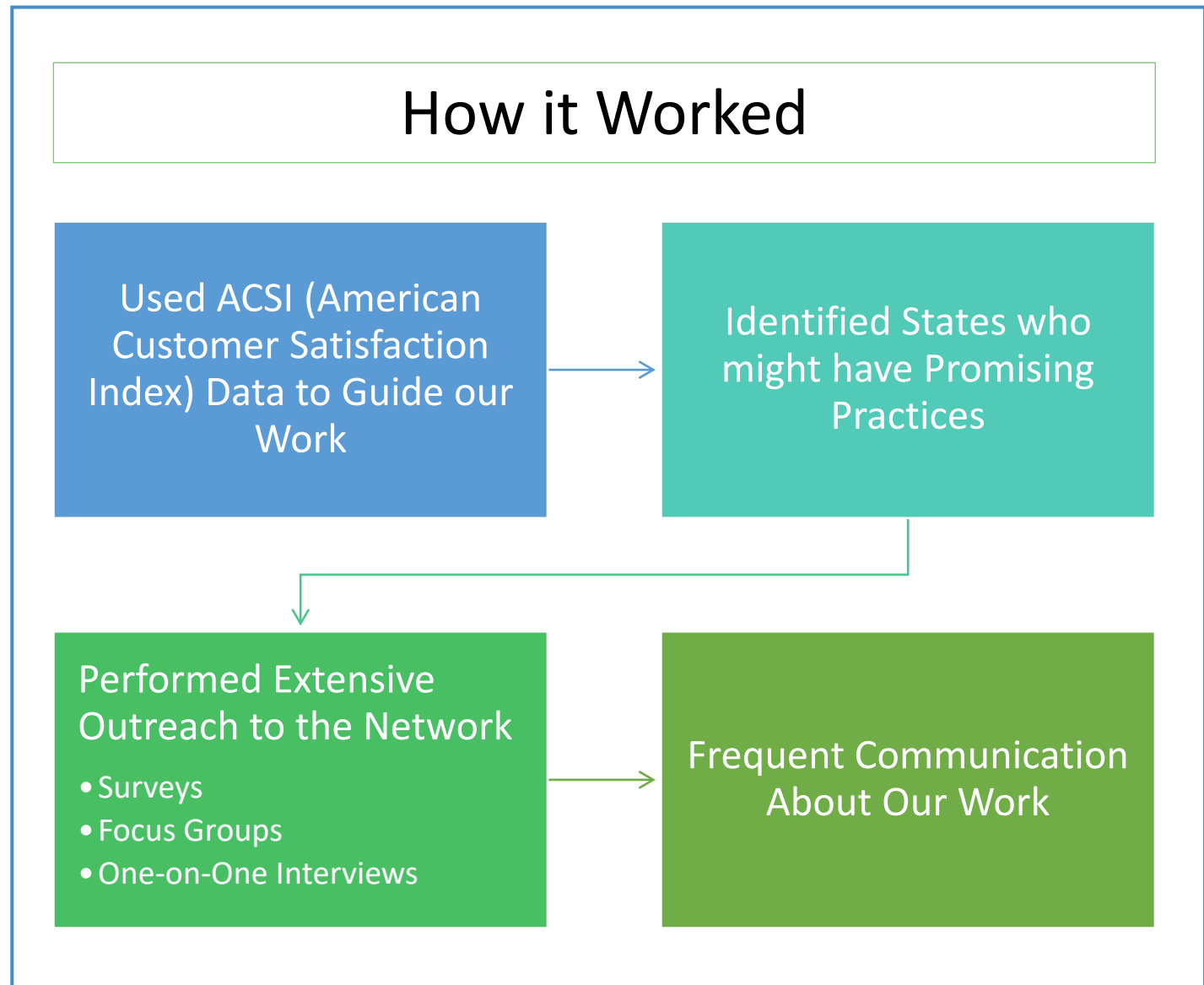


# Agenda

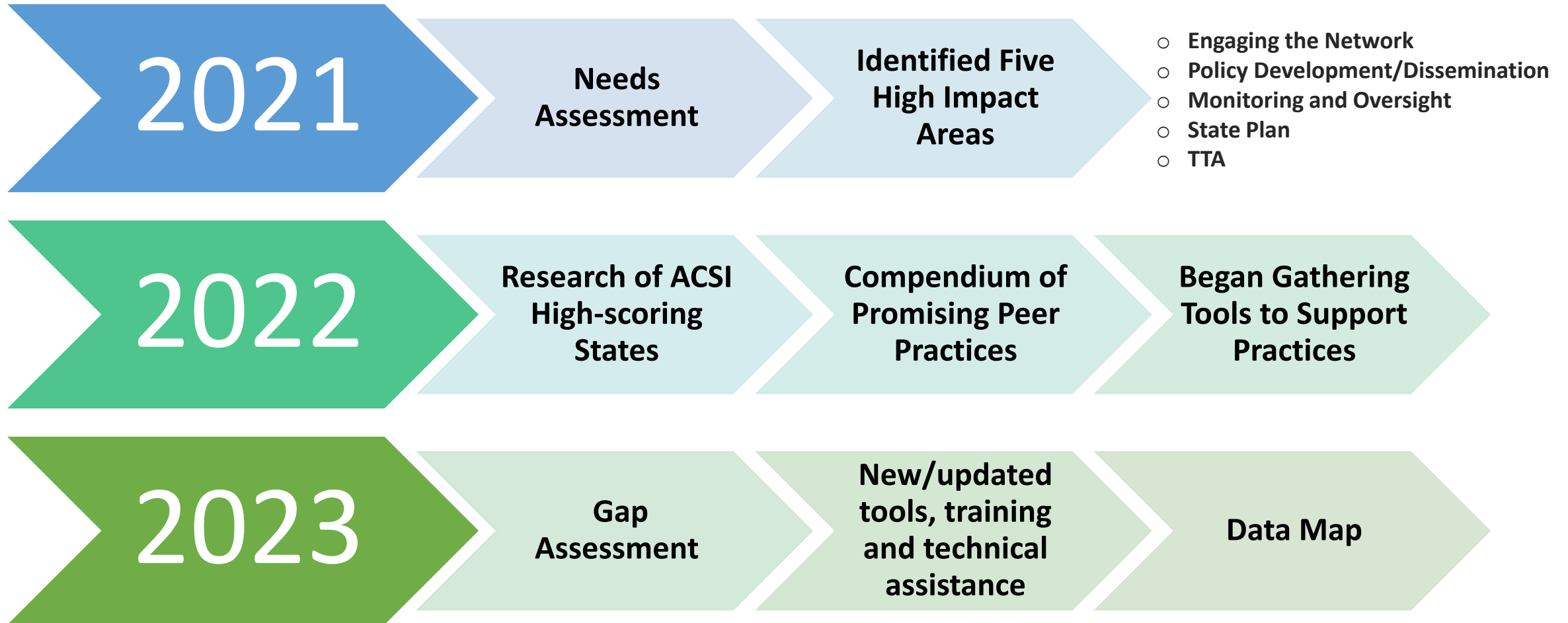
- Looking Back to Go Forward: State Management Work Group Overview
- Lessons Learned: Relationships are Critical
- Supporting National T/TA Needs
- Data Analysis and Equity
- Advocacy Focus
- American Customer Satisfaction Index (ACSI)

# State Management Work Group

**Purpose:** The State Management Work Group served as a consultative body to NASCSP and OCS *in conducting research that informed the development of a variety of practices, tools, resources, and training and technical assistance offerings for state administrators.*



# SMWG Deliverables





# Relationships are Critical

- For the Engaging the Network high-impact area, five Promising Practices were identified.
  - The promising practice that stood out the most was **maintaining a strong, collaborative relationship with the state association.**
- Nine other promising practices related to Engaging the Network were identified (at least one in every other high-impact area).

How can  
we help?



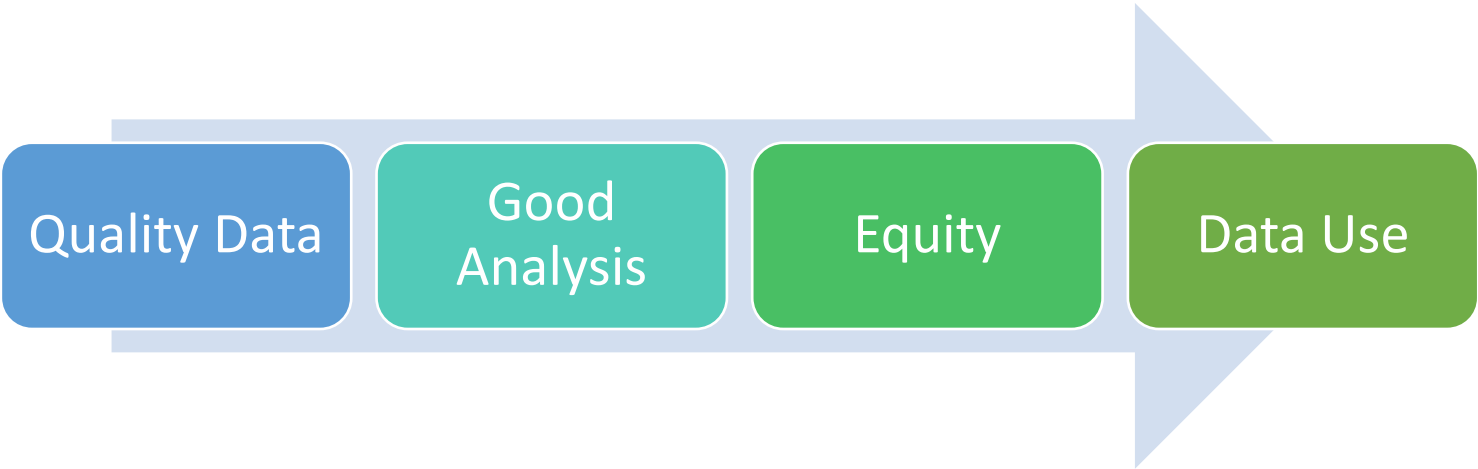
*National T/TA Needs*





# Data Analysis and Equity

---



# Advocacy

---

- 200% FPL
- Timely OCS Guidance
  - Continuing Resolution (CR)
  - Government Shutdown



[This Photo](#) by Unknown Author is licensed under [CC BY-SA](#)



# Customer Satisfaction Survey



## ACSI

The American Customer Satisfaction Index (ACSI) is a national indicator of the quality of economic output for goods and services as experienced by consumers of that output.

- FY23 ACSI Survey of CSBG Grant Recipients (States, Territories, and Tribes)
- Spring of FY24 – ACSI Survey of Eligible Entities



# Questions



**THANK YOU!**



# Contact Information

Hugh Poole, CSBG Director, NASCSP

Email: [hpoole@nascsp.org](mailto:hpoole@nascsp.org)

Phone: (202) 370-3663