



GovGrader Survey 2018



Welcome to the HSC GovGrader, a survey that captures nonprofit staff perspectives on government procurement and contracting management processes. Thank you for taking the time to share your experiences. This tool helps us advocate for improvements in the contracting process.

Organizations should designate specific staff members familiar with, and responsible for managing, the organization's government contracts, including contract managers, finance staff, program directors, and executives, to rate City and/or State agency performance. Email addresses from each respondent are required so that we can verify their connection to a nonprofit organization.

Each respondent can rate multiple agency programs at the same time. To reduce coordination burdens, multiple responses from each organization will be accepted this year.

The survey does not need to be completed in one sitting; please take advantage of the save/exit function and use the printable pdf if helpful. It can also be filled out multiple times.

You can, for example, rate one set of programs one day and a different set at a later date.

We have made every effort to keep this survey simple. It should take approximately 20 minutes to complete depending on the number of programs/agencies you choose to rate at one time.

Responses should be based on Fiscal Year 2018 experiences. The survey may include questions you cannot answer. Please feel free to use the Don't Know or N/A option as needed.

The survey responses are anonymous. No individual respondents or responding organizations will be identified. To ensure respondent privacy and accountability, HSC will know but not identify participating users or their nonprofit organizations by name.

Any individual who fills out this survey before August 20, 2018 will be automatically entered to win one of five \$10 Starbucks gift cards!

If you have any questions or if you experience any difficulties with the survey, please contact Jason Wu at wuj@humanservicescouncil.org.

Respondent Information

Please note that the survey responses are anonymous.

No individual respondents or responding organizations will be identified. To ensure respondent privacy and accountability, HSC will know but not identify participating users or their nonprofit organizations by name.

We ask for the below information to help ensure the integrity of the collected data.

1. First Name *

2. Last Name *

3. Organization Name *

4. Title at Organization *

5. Email address *

Agencies

6. Please choose the region of the agencies you will be rating. You can also select both.

City

State

7. Please select the City Agency you would like to rate. You can select more than one.

- Administration for Children's Services (ACS)
- Department for the Aging (DFTA)
- Department of Education (DOE)
- Department of Health and Mental Hygiene (DOHMH)
- Department of Homelessness-Human Resources Administration (DHS-HRA)
- Department of Housing Preservation and Development (HPD)
- Department of Probation (DOP)
- Department of Youth and Community Development (DYCD)
- Health and Hospitals Corporation (HHC)
- Human Resources Administration (HRA)
- Mayor's Office of Criminal Justice (MOCJ)
- Mayor's Office of Economic Opportunity (MOEO)
- New York City Housing Authority (NYCHA)
- Small Business Services (SBS)

8. Please select the State Agency you would like to rate. You can select more than one.

- Division of Housing & Community Renewal (DHCR)
- Division of Veterans' Affairs
- Dormitory Authority of the State of New York (DASNY)
- New York State Department of Health (SDOH)
- New York State Education Department (SED)
- New York State Office for the Aging (NYSOFA)
- New York State Office of Mental Health (SOMH)
- Office for People With Developmental Disabilities (OPWDD)
- Office of Alcoholism and Substance Abuse Services (OASAS)
- Office of Children and Family Services (OCFS)
- Office of Temporary and Disability Assistance (OTDA)
- Office of Victim Services (OVS)

Agency Contract Information

If there are other individuals in your department (or agency) filling out this section, please try to coordinate your responses. You may also skip some of these questions if you aren't sure of the answers in this section.

9. What is your organization's overall budget?

10. How many contracts do you have with the below City agency(s)?

11. What percentage of your budget was made up of the below City agency contract(s) in FY18?

What was the range of the contract amount(s) you have with the below City agency(s) in FY18?

11. How many contracts do you have with the below State agency(s)?

13. What percentage of your budget was made up of the below State agency contract(s) in FY18?

What was the range of the contract amount you have with the below State agency(s) in FY18?

City Agencies and Programs

14. Administration for Children's Services (ACS) - Please choose which agency area(s) you will be rating:

- Child Care (ACS)
- Child Welfare (ACS)
- Juvenile Justice (ACS)

15. Department for the Aging (DFTA) - Please choose which agency area(s) you will be rating:

- Case Management (DFTA)
- Elder Abuse and Legal Assistance (DFTA)
- Home Care and Caregiver (DFTA)
- Meals (DFTA)
- Senior Centers and NORCS (DFTA)

16. Department of Education (DOE) - Please choose which agency area(s) you will be rating:

- Community Schools (DOE)
- Multiple Pathways/Learning to Work (DOE)
- Out of School Time (DOE)
- Student Success Centers (DOE)
- Student Support Services (DOE)
- Universal Pre-Kindergarten (DOE)

17. Department of Health and Mental Hygiene (DOHMH) - Please choose which agency area(s) you will be rating:

- Cancer Prevention and Screening (DOHMH)
- Developmental Disabilities (DOHMH)
- Early Intervention (DOHMH)
- Health Promotion (DOHMH)
- HIV/AIDS (DOHMH)
- Maternal and Child Health (DOHMH)
- Mental Health (DOHMH)
- Substance Abuse (DOHMH)
- Supportive Housing (DOHMH)

18. Department of Homeless Services-Human Resources Administration (DHS-HRA) - Please choose which agency area(s) you will be rating:

- Adult Shelter (DHS-HRA)
- Family Shelter (DHS-HRA)
- Outreach (DHS-HRA)
- Prevention (DHS-HRA)
- Supportive Housing (DHS-HRA)

19. Department of Housing Preservation and Development (HPD) - Please choose which agency area(s) you will be rating:

- Emergency (HPD)
- Housing/Family Centers (HPD)

20. Department of Probation (DOP) - Please choose which agency area(s) you will be rating:

- Alternative to Detention (DOP)
- Alternative to Incarceration (DOP)
- Neighborhood Opportunity Network (DOP)
- Probation Services (DOP)

21. Department of Youth & Community Development (DYCD) - Please choose which agency area(s) you will be rating:

- Afterschool (DYCD)
- Employment (DYCD)
- Fatherhood (DYCD)
- Immigration (DYCD)
- Literacy (DYCD)
- Neighborhood Development Area (DYCD)
- Runaway and Homeless Youth (DYCD)

22. Human Resources Administration (HRA) - Please choose which agency area(s) you will be rating:

- Adult Protective Services (HRA)
- Domestic Violence (HRA)
- Food (HRA)
- HASA (HRA)
- Home Care (HRA)
- Legal Services (HRA)
- Supportive Housing (HRA)
- Workforce Development (HRA)

State Agencies and Programs

23. New York State Department of Health (SDOH) - Please choose which agency area(s) you will be rating:

- Anti-Tobacco (SDOH)
- Early Intervention (SDOH)
- Family Health (SDOH)
- Health Insurance (SDOH)
- HIV/AIDS (SDOH)
- Maternal and Child Health (SDOH)
- Medicaid Redesign (SDOH)
- Prevention and Health Promotion (SDOH)
- Public Health (SDOH)
- Women Infants Children/Child and Adult Care Food Program (SDOH)

24. New York State Education Department (SED) - Please choose which agency area(s) you will be rating:

- Afterschool (SED)
- Community Schools (SED)
- Residential Schools (SED)
- School Meals (SED)

25. New York State Office of Mental Health (SOMH) - Please choose which agency area(s) you will be rating:

- Children's Services (SOMH)
- Community Support (SOMH)
- Emergency (SOMH)
- Family Support (SOMH)
- Health and Recovery Plan (SOMH)
- Health Homes (SOMH)
- Peer Services (SOMH)
- Rehab and Recovery (SOMH)
- Residential (SOMH)

26. Office for Persons with Developmental Disabilities (OPWDD) - Please choose which agency area(s) you will be rating:

- Children's Services (OPWDD)
- Employment (OPWDD)
- Family Support (OPWDD)
- Residential (OPWDD)
- Service Coordination (OPWDD)

27. Office of Children and Family Services (OCFS) - Please choose which agency area(s) you will be rating:

- Advantage Schools (OCFS)
- Child Care (OCFS)
- Child Welfare/Permanency (OCFS)
- Domestic Violence (OCFS)
- Juvenile Justice (OCFS)
- Runaway and Homeless Youth (OCFS)

28. Office of Temporary and Disability Assistance (OTDA) - Please choose which agency area(s) you will be rating:

- Benefits Assistance (OTDA)
- Employment and Training (OTDA)
- Homeless Housing and Assistance Program (OTDA)
- Housing (OTDA)
- Refugee and Immigrant (OTDA)
- Shelter (OTDA)

Calculating...

Responsiveness

How would you rate your experiences of the interactions below with the government agency and/or program areas you have selected?

Government agency staff respond quickly when my organization requests information. *

Government agency staff proactively reach out to my organization when there is a problem. *

The government agency moves quickly to resolve issues when we request fiscal assistance. *

The government agency moves quickly to resolve issues when we request technical assistance. *

The government agency moves quickly to resolve issues when we request programmatic assistance. *

The government agency awards our contracts in a timely fashion. *

The government agency negotiates our contracts in a timely fashion. *

The government agency registers our contracts in a timely fashion. *

The government agency engages my organization in a meaningful contract negotiation. *

The government agency makes prompt payment (within 60 days) a priority. *

The government agency approves vendor responsibility/background checks promptly. *

The government agency permits budget flexibility and program design changes as needed during the term of the contract. *

How would you rate the government agency's overall responsiveness? *

30. Please provide examples of when the government agency's responsiveness (or lack of) impacted your work.

Proficiency

How would you rate your experiences of the interactions below with the government agency and/or program areas you have selected?

Government agency staff are knowledgeable about program requirements, population served, and nonprofit operations. *

Government agency staff are knowledgeable about their agency's contract management procedures and processes. *

When conducting audits/site visits, government agency staff communicate the purpose and scope of the audit/site visit and the rating methodology that will be used to evaluate program performance clearly. *

Fiscal audits are conducted by audit firms that understand contract and program requirements. *

The government agency's processes for financial management, reconciliation, and recoupment are transparent. *

The government agency offers capacity-building, technical assistance, and/or support to strengthen program quality and operations in my organization. *

The problem solving/dispute resolution/appeal processes/corrective action used by the government agency are easy to understand, timely, and fair. *

How would you rate your experience and satisfaction with the government agency's approach to evaluating program performance, financial management, and agency operations? *

31. Please provide examples of when the government agency's proficiency (or lack of) impacted your work.

Information Management

How would you rate your experiences of the interactions below with the government agency and/or program areas you have selected?

The government agency allows electronic submission of all documents. *

The government agency collects and uses data to provide my organization with information that helps us improve program quality and operations. *

The government agency has reporting systems that allow for data sharing. *

The government agency makes every effort to create data systems that allow my organization to export information. *

The government agency makes every effort to eliminate redundant reporting (including multiple databases) and compliance activities. *

The government agency makes every effort to cover the cost of reporting, licensing, and other compliance requirements. *

The government agency coordinates clearances across programs and other agencies. *

Government agency compliance activities are transparent and relate directly to improved quality and performance. *

32. Please provide examples of how the government agency or program area can reduce administrative burdens on your organization.

33. Please provide examples of how the government agency's information management practices impacts your work.

Overall User Experience

How would you rate your experiences of the interactions below with the government agency and/or program areas you have selected?

The government agency makes every effort to give us flexibility to respond to the changing needs of our clients. *

—

The government agency meets its own contract obligations under the contract. *

—

The government agency is consistent in the terms of the contract and how it was carried out. *

—

How would you rate your experience and satisfaction with the government agency's approach to fiscal contract management? *

—

How would you rate your experience and satisfaction with the government agency's approach to programmatic contract management? *

Overall, did you find the government agency to be transparent, consistent, and fair in its dealing with your organization? *

34. What is the most important thing the government agency can do to improve the experience of organizations with whom it does business?

Ranking

35. Please rank the below City agencies in order of your overall experience and satisfaction with their contracting processes. If you only rated one government agency, please select 1. *

36. Please rank the below State agencies in order of your overall experience and satisfaction with their contracting processes. If you only rated one government agency, please select 1. *

Thank You!

Thank you for taking our survey! Your response is very important to us.

If you have any further questions, please feel free to reach out to Jason Wu at wuj@humanservicescouncil.org.