



Organizations should designate specific staff members familiar with, and responsible for, the organization's government contracts including, contract managers, finance staff, program directors, and executives, to respond to this survey to rate City and/or State agency performance.

Each respondent can choose to rate multiple agency programs at the same time at the State and/or City level. For example, an organization can decide to designate one staff person to rate all the City agencies and another staff person to rate all State agencies. Or, an organization can designate one staff person to rate the City's Administration for Children's Services and the State's Office of Children and Family Services while another staff person rates the City's Department for the Aging. This survey can also be filled out multiple times. For example, a staff person can rate one set of programs for one or several agencies one day and a different set of programs/agencies the next.

Although multiple staff members can respond to the survey or respond multiple times, there should be only one rating for a specific program and/or agency from each organization. If there are multiple respondents from one organization for a City/State program or an agency, we will contact you to determine which rating to use.

Users should base their responses on their Fiscal Year 2017 experience. The survey may include questions you cannot answer. Please feel free to use the N/A option as needed.

Please note that GovGrader does not address New York City Council or New York State Legislative discretionary awards or member items.

Please [click on this link](#) for a PDF version of the survey.

Please answer questions on a scale of Very Poor to Exceptional.

The survey should take no more than 20 minutes of your time to complete, depending on the number of programs/agencies you choose to rate at one time.

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

[Click here](#) for a list of Frequently Asked Questions.

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 insure 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)
 - 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
 - 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)
-

City Agencies and Programs

9. 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)
-

10. 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)
-

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

- Community Schools (DOE)
 - Out of School Time (DOE)
 - Universal Pre-Kindergarten (DOE)
-

12. 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)
-

13. 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)
-

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

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

15. 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)
-

16. 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)
 - Runaway and Homeless Youth (DYCD)
-

17. 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

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

- Anti-Tobacco (SDOH)
 - Early Intervention (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)
-

19. 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)
-

20. 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)
-

21. 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)
-

22. 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)
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23. 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)
-

Responsiveness

My organization is treated as a valued partner. *

—

Agency staff respond quickly when my organization requests information. *

—

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

—

The Agency(s) moves quickly to resolve issues when we request assistance. *

—

The Agency awards, negotiates, and registers our contracts in a timely fashion. *

—

The Agency engages my organization in a meaningful contract negotiation. *

—

The Agency's process for financial management is timely. *

—

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

—

The Agency approves vendor responsibility/background checks promptly. *

—

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

—

How would you rate the Agency's overall responsiveness? *

—

25. Comments

Proficiency

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

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

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

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

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

The Agency's processes for financial management, reconciliation, recoupment, and corrective action are transparent. *

The 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 used by the Agency are easy to understand, timely, and fair. *

Overall, how would you rate the proficiency of the Agency? *

26. Comments

Information Management

The Agency accepts all documents and information updates electronically. *

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

The Agency makes every effort to reduce administrative burdens placed on my organization. *

The Agency makes every effort to eliminate redundant reporting and compliance activities. *

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

27. Comments

Overall User Experience

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

Please rate your experience and satisfaction with the way the Agency handles program support and performance monitoring activities. *

Please rate your experience and satisfaction with the way the Agency handles budget modifications and financial performance monitoring. *

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

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

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.
