



# HIV/AIDS BUREAU 2012 Grantee Satisfaction Survey: Response and Results

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**HIV/AIDS Bureau**

All Grantee Meeting  
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# Survey Background

- 2012 is the first year the HIV/AIDS Bureau measured grantee satisfaction.
- Conducted by the CFI Group which has worked with HRSA since 2002 on a number of satisfaction studies.

## Objective

- Measurement of HIV/AIDS Bureau Grantee Satisfaction.
- Help the HIV/AIDS Bureau achieve its strategic and tactical goals by:
  - Obtaining feedback on major factors related to Grantee satisfaction, and
  - Identify recommendations for making performance improvements.

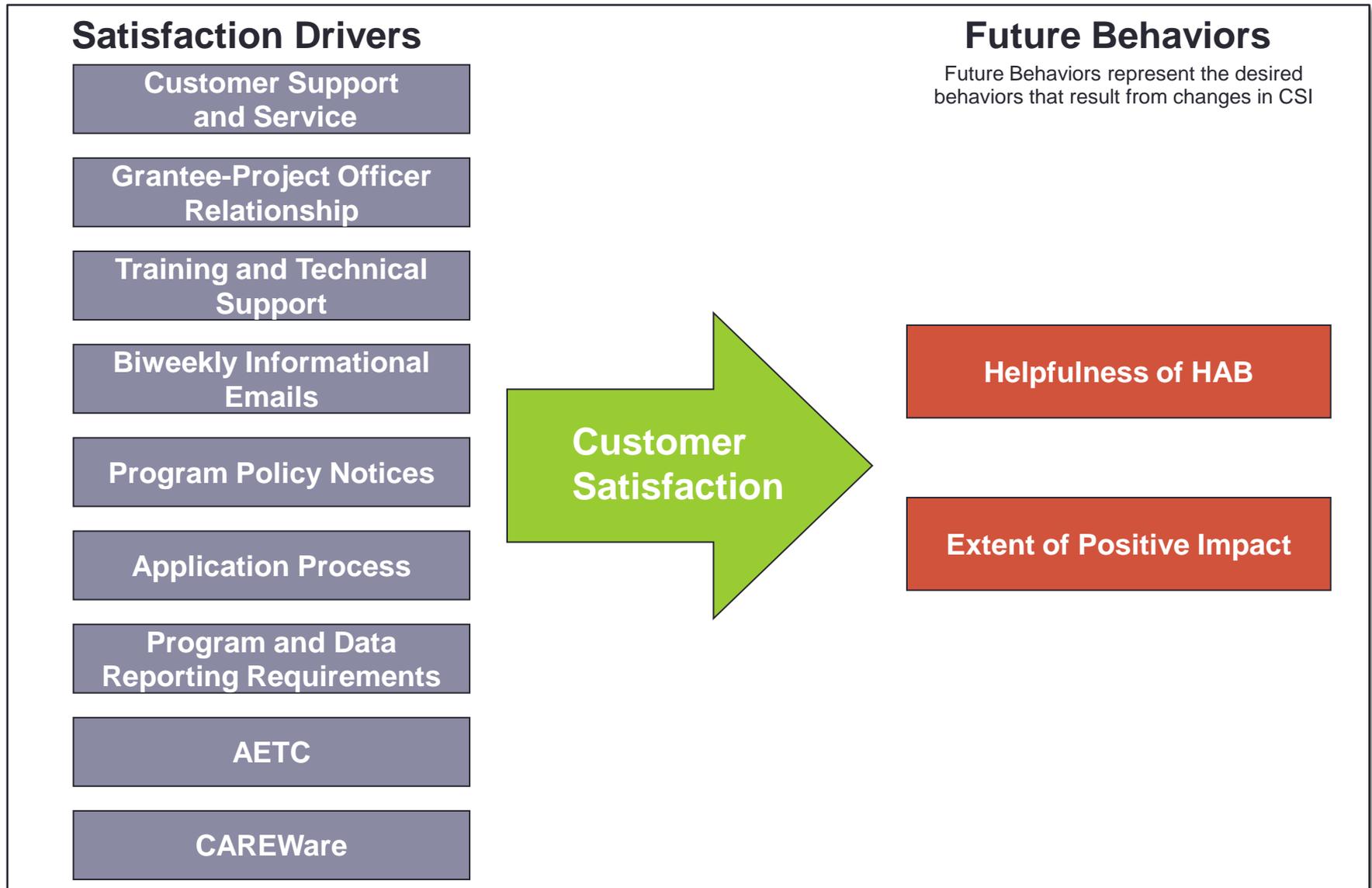
## Survey Respondents

- HIV/AIDS Bureau Grantees
- Of a list of 685 potential respondents, 287 surveys were completed and used for analysis, resulting in a response rate of 42%.

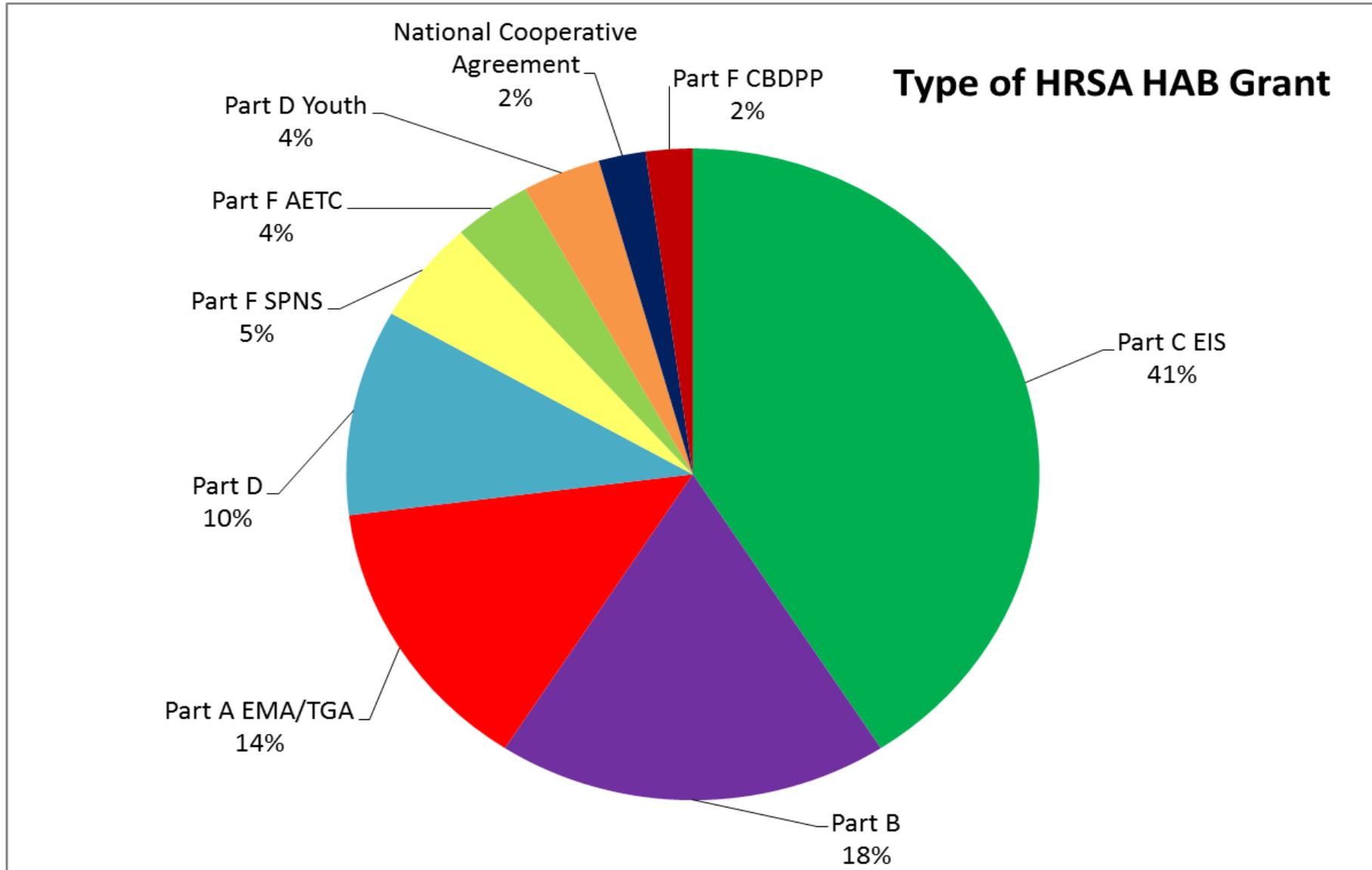
## Data Collection

- Surveys were collected February 28 – March 17, 2012.

# Overall HRSA HAB Grantee Model



# Respondents

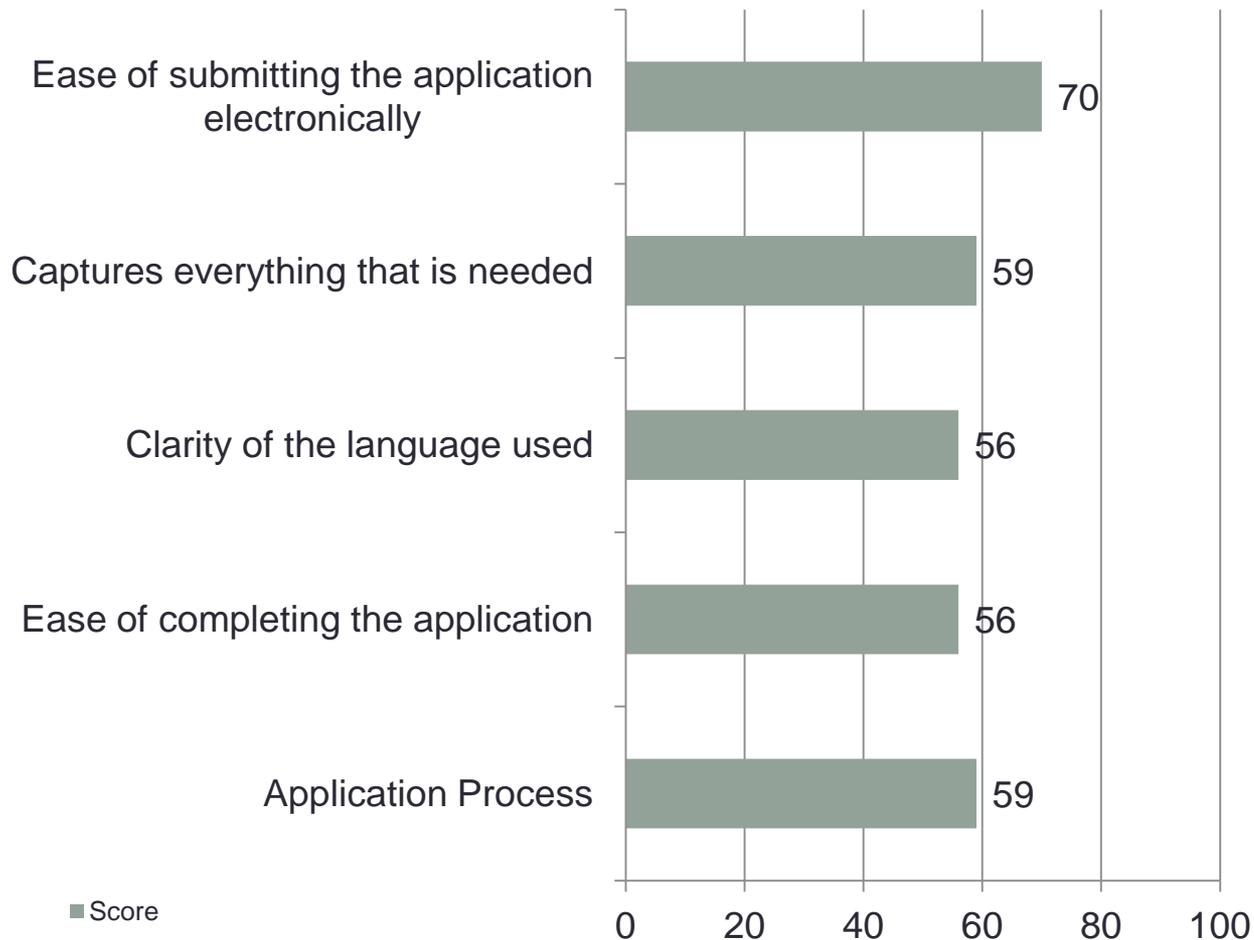


\*Multiple responses allowed.

# HAB Grantee Executive Summary

- Overall Grantee Satisfaction for HRSA HAB has an initial rating of 62.
  - Bureau of Primary Health Care: 2011 overall score of 74.
  - Bureau of Clinician Recruitment and Service/National Health Service Corps Participant Satisfaction Survey: 2012 overall score of 80
- Customer Support and Service is among the highest rated components, and has the strongest impact onto Grantee Satisfaction. AETC and Training/Technical Support also perform well.
- Program Policy Notices, Grantee-Project Officer Relationships, and Application Process, all relatively lower rated drivers with moderate to strong impacts, have been identified as the top priority areas.

# Application Process



\*Multiple responses allowed.

Application Process emerges as one of the lower scoring drivers.

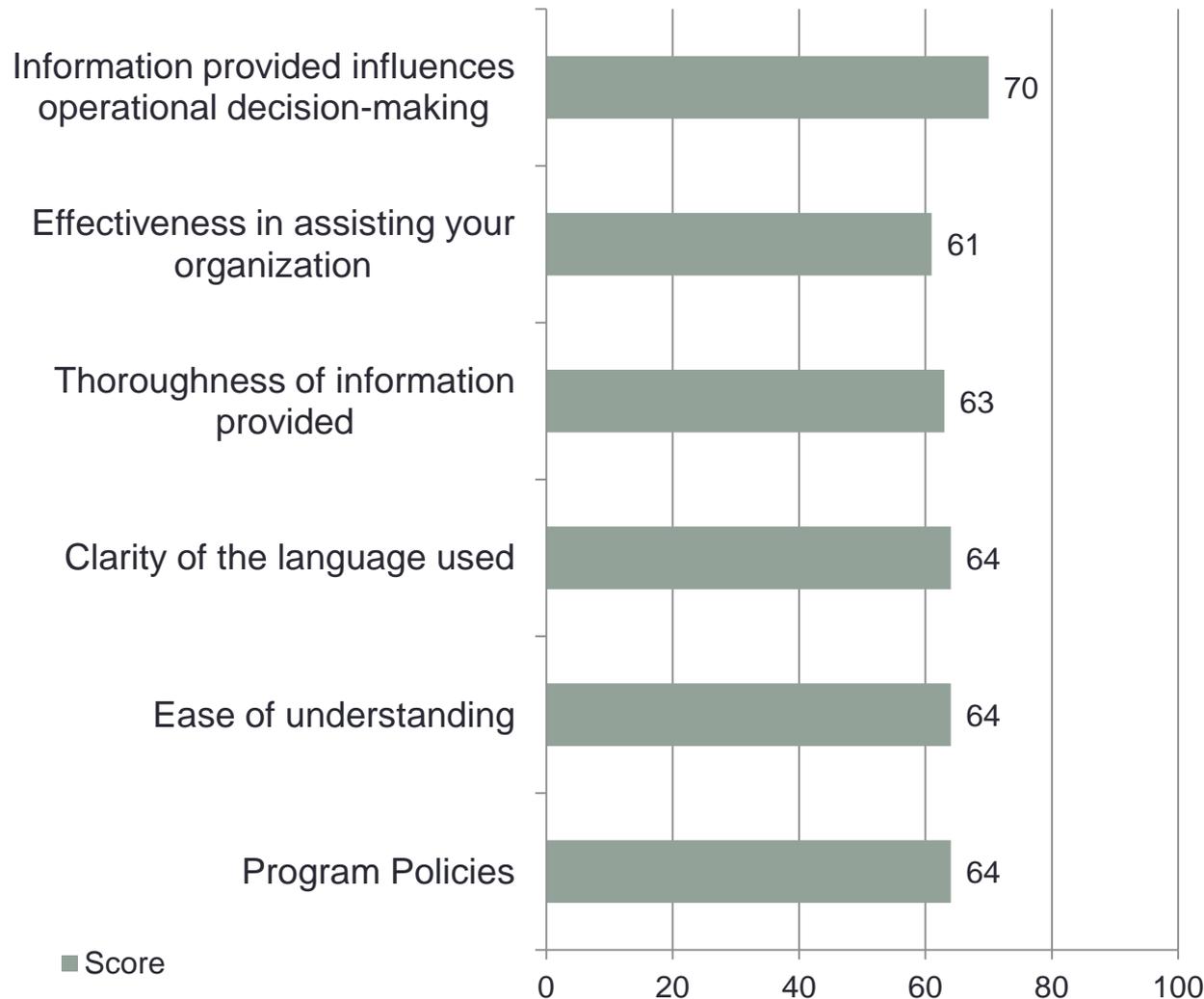
## Key Findings:

Grantees are not happy with the application process; they find the application unclear, difficult to complete, and not comprehensive in the information it captures.

# HAB Response to Grantee Survey

Application Process	
New Position in HAB: Grants Liaison to coordinate all grant activities to ensure standardization and accountability of grant processes to improve FOA processes and timelines	Complete
Streamline information requested in funding announcement opportunity, be consistent with language in FOA, edit the FOA, correct mismatch of information, use direct language	In progress
Release FOA on schedule	In progress
Assess the feedback process on the applications submitted to ensure it is timely and constructive	Under development
Webinars: increase the number of TA webinars on the FOA, question and answer periods, ensure clarification of wording/clarification of errors	Under development
Training of POs on the FOA - ensure understanding of the FOA to answer questions, ensure understanding before conducting pre-application TA calls	Under development

# HAB Program Policy Notices



Program Policy Notices is a lower rated component.

## Key Findings:

Grantees would like to see changes in relation to program policy notices. In particular, they do not find the current program policy notices to be clear and easy to understand, nor do they find the information provided to be thorough or comprehensive. Additionally, they are not finding current program policy notices effective in assisting their organizations.

# HAB Response to Grantee Survey

HAB Program Policy Notices	
Clarify the definition of policy notices. Differentiate between letters, notices and guidance	Under development
Release policy notices to grantees in a timelier manner, well before the policy is implemented, and in plain straightforward language	Under development
Ensure that Project Officers are aware of new policies and understand them fully	Under development
With the announcement of each policy, a corresponding informational webinar will be announced to ensure that grantees have the opportunity to ask questions before policy implementation	Under development
Maintain up-to-date policy information easily accessible on the HAB website	Under development
With the HAB re-organization, each Division has a Senior Policy Advisor who will be utilized as “ears on the ground” regarding policy issues to help HAB understand what policies should be developed, implemented, and disseminated	Under development

# “Relationship” Categories

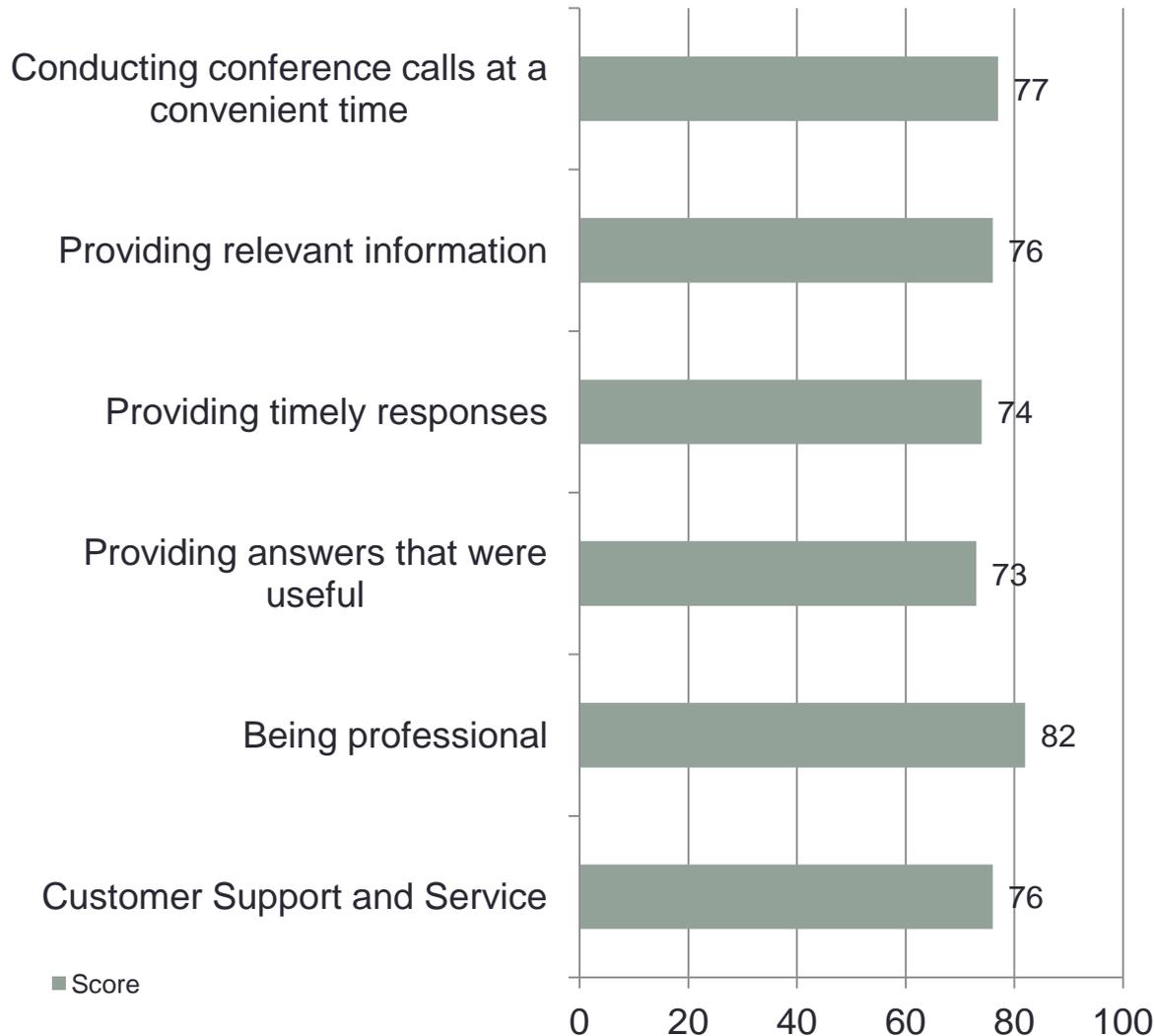
- Customer Support and Service
- Grantee-Project Officer Relationship
- HAB Bi-Weekly Informational Emails

# Resources used frequently

<b>Resources Organization Used*</b>	<b>2012</b>
<b>Individual conversations with Project Officer</b>	<b>83%</b>
<b>HAB-sponsored conference calls</b>	<b>71%</b>
<b>HRSA Website</b>	<b>59%</b>
<b>HRSA Contact Center</b>	<b>36%</b>
<b>Individual conversations with a Grant Management Specialist</b>	<b>30%</b>
<b>Individual conversations other HAB staff</b>	<b>18%</b>
<b>Other</b>	<b>8%</b>
<b>None</b>	<b>3%</b>

\*Multiple responses allowed.

# Customer Support and Service

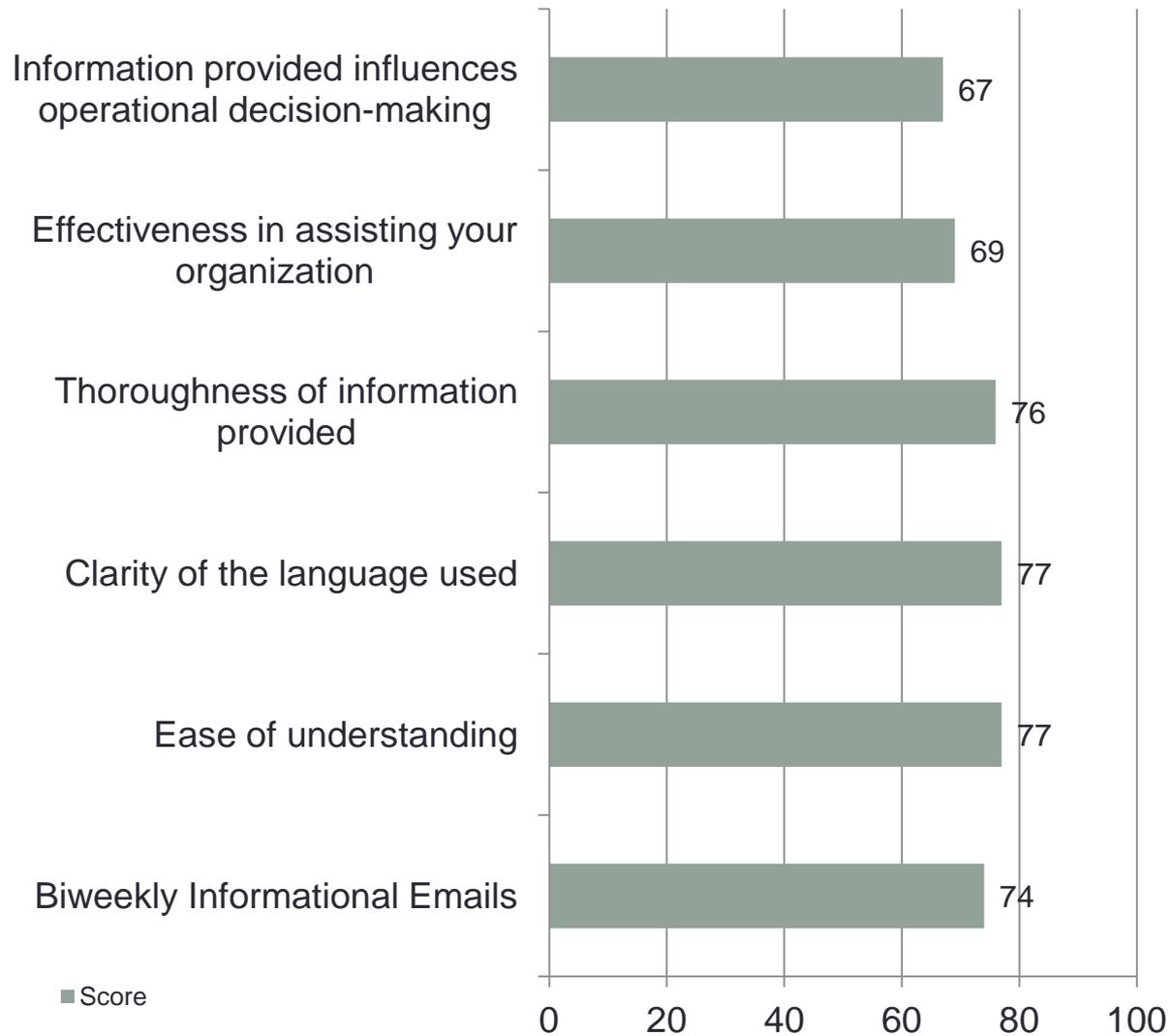


Customer Service and Support is one of the highest scoring components.

Grantees find the support to be professional, find the information relevant, with conference calls conducted at convenient times.

Relatively lower is receiving useful answers.

# HAB Biweekly Informational Emails



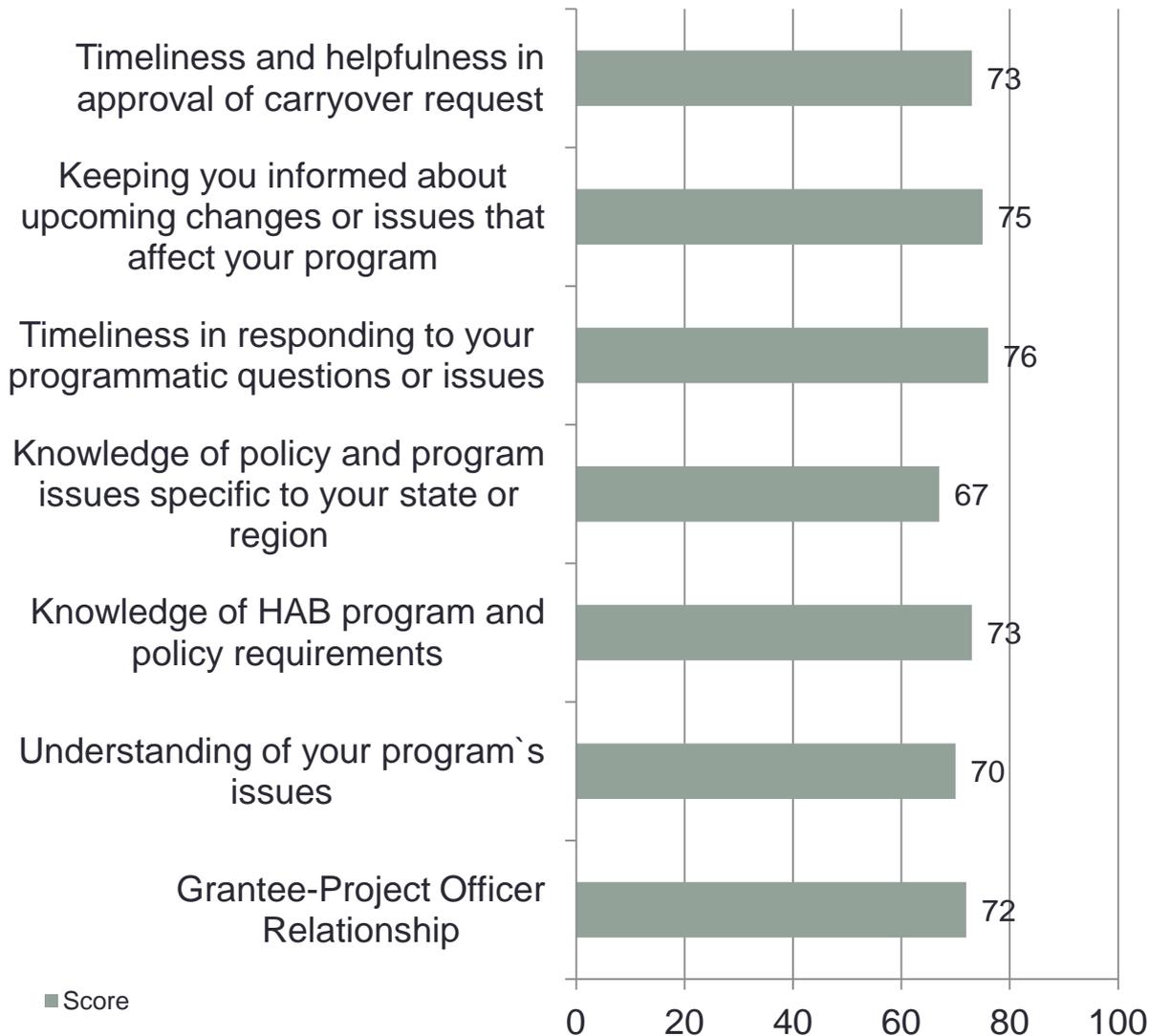
Approximately two-thirds (68%) of respondents' organizations receive the HAB Biweekly Informational Emails.

Grantees find the emails clear and easy to understand, as well as thorough, but do not find them to effectively assist their organization or provide information that influences decision-making.

# HAB Response to Grantee Survey

<b>HAB Bi-Weekly Informational Email</b>	
Encourage grantees to sign up to receive the HAB Bi-Weekly Informational Emails, especially the new staff and/or new grantees. The email is every 2 weeks and provides a lot of information about HIV in and out of the RW community.	In progress
<b>Customer Support and Service</b>	
Ensure webinar times are offered later in the day, and multiple days and times.	In progress

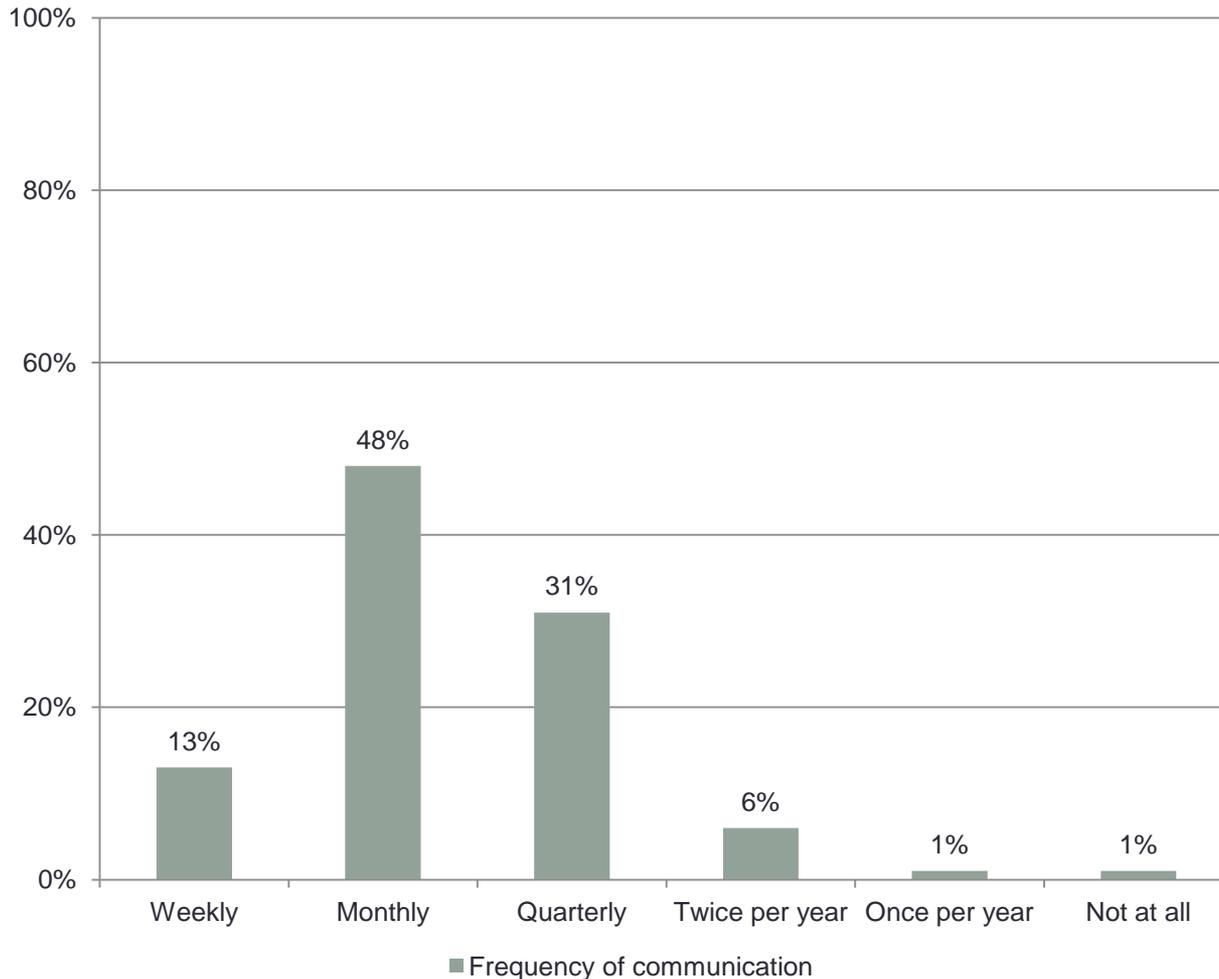
# Grantee – Project Officer Relationship



Grantee-Project Officer Relationship, with a strong impact onto satisfaction, is an area around which to focus improvement efforts.

**Key Findings:** Grantee-Project Officers, overall moderately rated with a strong impact onto satisfaction, has room for growth. Though considered fairly responsive, grantees feel that project officers could be more knowledgeable and understanding.

# Grantee-Project Officer Relationship



The Grantee-PO relationship is critical to ensure grantees obtain the necessary information to meet legislative requirements and program expectations.

Frequency of communication between Project Officers and Grantees is key for the PO to monitor the activities of the grantee.

Regardless of the frequency of PO communication, the Application Process is challenging for grantees. Respondents scored low on the Application Process across all types of application.

# HAB Response to Grantee Survey

Grantee-Project Officer Relationship	
Increase the number of Project Officers in HAB	In progress
Increase and Improve timely communication through monthly phone calls	In progress
Increase site visits	In progress
Increase knowledge of POs on RW program	In progress
Increase PO knowledge of grantees' programs - understanding programs will help to identify appropriate resources and solutions for compliance with grant	In progress
Revise process for PO/grantee review of submitted items	In progress
Encourage POs to familiarize themselves with specific websites such as Kaiser, Planning Council website, local newspapers, CDC state statistics, State Profiles	In progress

## Next steps

- Continue to implement improvements in HAB
- Coordinate with HRSA on concerns raised about EHB and other areas
- 2013 Grantee Satisfaction survey to be conducted in Feb-Mar 2013



# Contact Information

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