

Department of Public Safety Office of Justice Programs

Results of the 2014 Grant Management Survey

Introduction

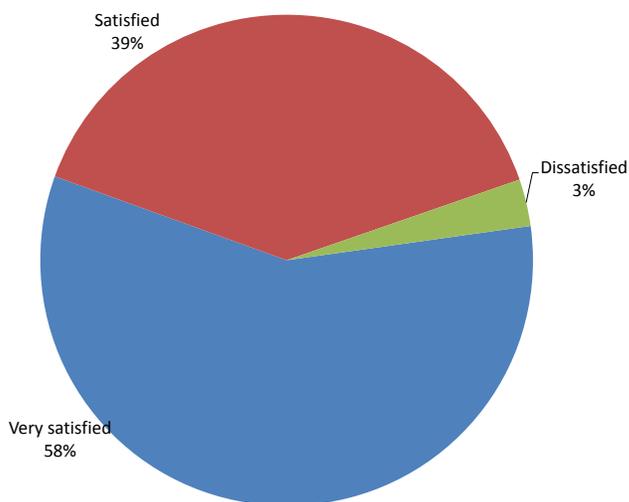
In December of 2014, the Department of Public Safety Office of Justice Programs (OJP) asked grantees to complete an on-line survey that addressed the grant management services provided by OJP grant managers in both the crime victim services and justice and community grants units. The survey was sent to 283 grantees. Grantees that did not complete the survey were given multiple reminders and opportunities to do so; however, the survey was completely voluntary and confidential. A total of 162 grantees completed the survey for a response rate of 57 percent.

Specifically, the survey asked respondents to rate their agreement with a variety of statements about their grant managers, their overall satisfaction with the services provided by OJP, issues related to the OJP grant manual, and gave grantees an opportunity to explain their satisfaction or dissatisfaction with OJP.

Results

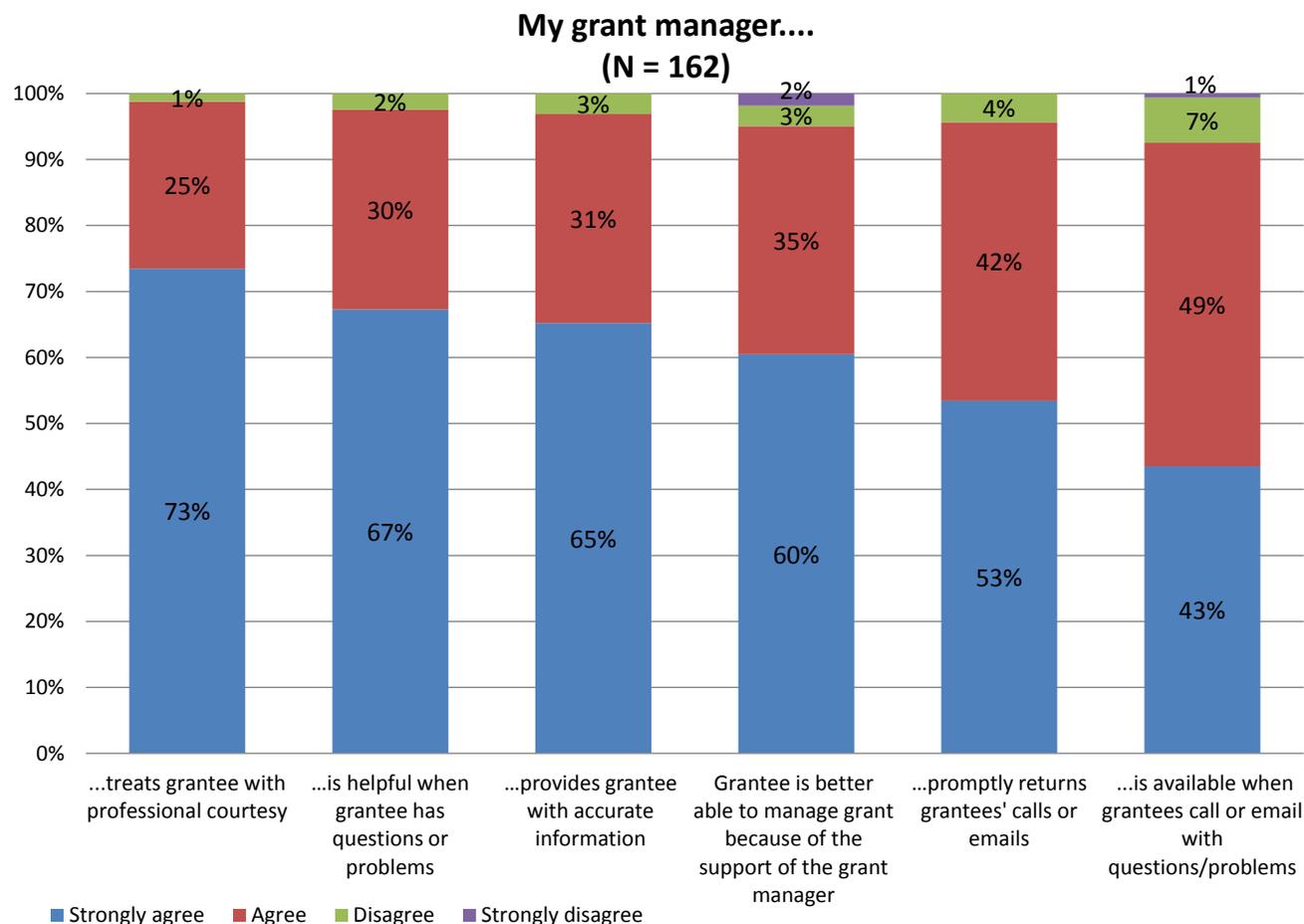
Overall, 97 percent of grantees are *very satisfied* or *satisfied* with the grant management services they have received from OJP in the past 12 months. Only three percent of grantees reported dissatisfaction and no grantees indicated that they are very dissatisfied. When asked why they are satisfied, grantees

Grantees' Overall Satisfaction with the Grant Management Services Received from OJP (N = 162)



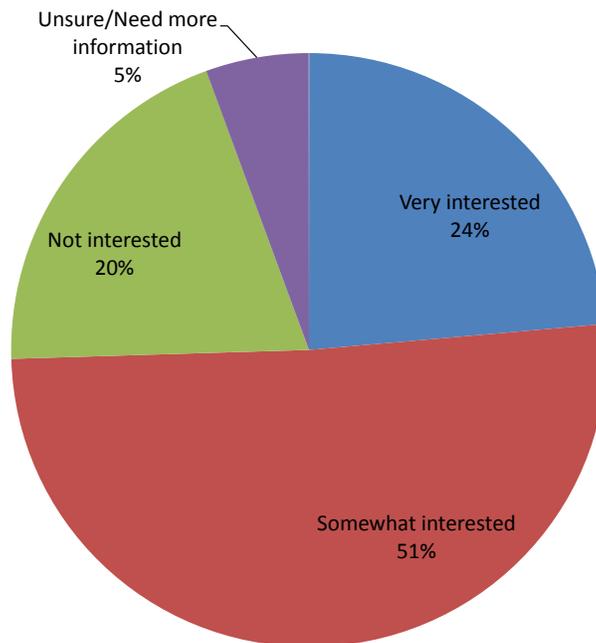
often mentioned that their grant manager is very helpful, can answer questions and very much cares about the success of their program. One grantee reported, *“Our experiences with OJP have always been very positive. I feel our grant manager works hard to help us succeed, giving positive suggestions and offering support of our work for victims. She understands what we are working to accomplish and the barriers we face as service providers.”*

The few grantees who reported overall dissatisfaction with the OJP grant management services were unhappy with E-grants (our electronic grant management system) or the grant manager’s ability to help them clearly and accurately address their grant questions or concerns. In addition to overall satisfaction, grantees were asked to rate their agreement with a variety of statements about their grant manager. The graph below shows that grantees are overwhelmingly pleased with the services provided by their grant manager. More than 90 percent of grantees *strongly agree* or *agree* with all of the statements about their grant manager.



The survey of grantees also gave OJP the opportunity to find out how we could improve upon our grant manual, which every grantee is legally responsible for following. The grant manual provides grantees with the basic information needed to appropriately manage their grant and follow state and federal guidelines. Since the grant manual is such an important tool for grantees, it is important that they find it to be useful, clear and understandable. We first asked all grantees their interest in a one hour webinar on the grant manual. The graph below shows that three-quarters (75%) of grantees are *very* or *somewhat interested* in a webinar on the information contained in the grant manual. Because of this level of interest, OJP will be offering a webinar to all grantees in the coming months.

Grantees' Interest in a One Hour Grant Manual Training Webinar (N = 162)



In addition, we asked those grantees who had used the grant manual in the past year (61%) how OJP could improve the functionality of the manual. Some grantees did have suggestions for improvement. OJP will be exploring these suggestions and making changes to the manual as appropriate. Some of these suggestions include:

- Making the manual interactive with hyperlinks to both internal and external content
- More examples to help grantees understand what OJP is describing
- Highlights for the most important sections or information in the manual

Conclusion

The Office of Justice Programs provides grant management, best practices and assistance to grantees across Minnesota that provide a variety of crime victim and crime prevention/intervention services to a wide array of clients. OJP strives to fund services across the state based on best or promising practices to reduce victimization and support the process of recovery. Providing effective grant management services and helping grantees be effective stewards of their funds is just one way that OJP hopes to accomplish this. The 2014 grant management survey shows that OJP grant managers are valuable to our grantees in ensuring effective stewardship and promoting effective services.

The Office of Justice Programs would like to thank our grantees who took time to provide responses to this survey. The information you provided is essential to improving our grant management services to you and those you serve.