

**To:** Gatekeepers  
**From:** CSBG Program Coordinator  
**Date:** 11/27/2024

**Please distribute to:**  Executive Directors

**Category:** Program Informational

**Update For:**

Survey: Survey Open  
 Other: 2024 ACSI Survey Announcement

**Message:**

Greetings All,

The American Customer Satisfaction Index (ACSI) Survey will be available on **Monday, December 2, 2024**. This survey is part of the performance measurement requirements outlined in Section 678E of the CSBG Act. The Office of Community Services (OCS) is requesting input from the CAA network to evaluate CSBG State Lead activities and overall performance. Your feedback is essential and will help strengthen the CSBG program, so I encourage you to participate.

You should receive an official email from the CFI Group on behalf of OCS, with the subject line: *Office of Community Services Survey of CSBG Eligible Entities*. If you did not receive it, please check your spam or junk folder. If you still cannot find it, feel free to reach out to me for assistance.

Thank you for your time and valuable feedback!

Thank you,

**Leeann Marx**

Oregon Housing and Community Services  
CSBG Program Coordinator  
725 Summer Street NE Suite B | Salem, OR 97301  
Phone 503.986.6892 | Fax 503.986.6877  
[Leeann.marx@oregon.gov](mailto:Leeann.marx@oregon.gov) | [www.ohcs.oregon.gov](http://www.ohcs.oregon.gov)