**Examples of How CNCS Listened and Incorporated Input from Public Comments**

The Transformation and Sustainability Plan and CNCS's implementation reflects input from many stakeholders, including Congress, the GAO, the CNCS Inspector General as well as many years of CNCS reports that incorporated stakeholder input. Below are some examples of how CNCS listened and incorporated input from the public comments it solicited in 2018.

| | **What we heard from public comments** | **Examples of what we're doing in response** |
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| Goal 1: Core business | • 47% said they have difficulty complying with the criminal history check and/or are unhappy with disallowances.<br><br>• 22% want external engagement in the development of new processes and testing new systems. | • CNCS accelerated the rollout of a new optional vendor tool that reduces burden on grantees. Also, funded grantees to do re-checks of volunteers.<br><br>• CNCS initiated monthly meetings with State Commissions and Senior Corps Associations focused on Transformation. Also, CNCS accelerated grantee involvement in user experience interviews for the new grants management system. |
| Goal 2: Realign grantmaking and monitoring roles | • 26%, including all major national service associations, want better training for staff and grantees.<br><br>• State Commissions want region portfolio assignments to be organized by state. | • This input helped CNCS recognize it needs to rebuild its training plan from scratch. CNCS launched a Training and Development Working Group that is developing new, standardized training to implement late Summer.<br><br>• CNCS designed a region staffing model that aligns Senior Portfolio Manager "teams" by states. |
| Goal 3: Prioritize evidence-based interventions | • More than 95% had concerns that new requirements would make them ineligible for CNCS resources. | • In her September 2018 newsletter to stakeholders, CEO Barbara Stewart re-assured grantees that this is a directional goal and CNCS will not institute immediate requirements. CNCS intends to develop a long-term roadmap and strategy for helping move organizations up the evidence curve, with continued input from the field. |
| Goal 4: Simplify/ streamline the application process | • 61% expressed they want administrative burdens reduced. One of the largest complaints is about selecting and completing performance metrics. | • Across our programs, CNCS reduced the number of performance metrics from 233 to 77 for this year's applications. |

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| Goal 5:<br>Strengthen CNCS's brand | • 57% voiced support for simplifying brands and/or rebranding. | [CNCS is conducting market research – including stakeholder perceptions on the brand and how to enhance it – and has made no decisions at this time.] |
| Goal 6:<br>Align workplaces and workforce | While 21% expressed simple opposition (including many from states with no CNCS office today), helpfully, other responses articulated more specific concerns:<br>• 15% expressed positive feelings for the staff they work with today.<br>• 11% said state offices are important for face-to-face meetings, technical assistance and/or getting timely response to questions.<br>• 6% are concerned CNCS will lose focus on rural programming. | CNCS is taking a number of actions to support a continued focus on knowing states and their communities:<br>• Creating state-focused teams in regional offices.<br>• CNCS will invest resources for staff to travel as needed for face-to-face meetings, trainings, project development. In fact, the plan will provide CNCS greater financial capacity.<br>• CNCS field staff will continue to interact day-to-day with grantees as we do today – which is predominantly by phone, email, webinar. |