PSG Mid-Year Grant Monitoring Survey Summary
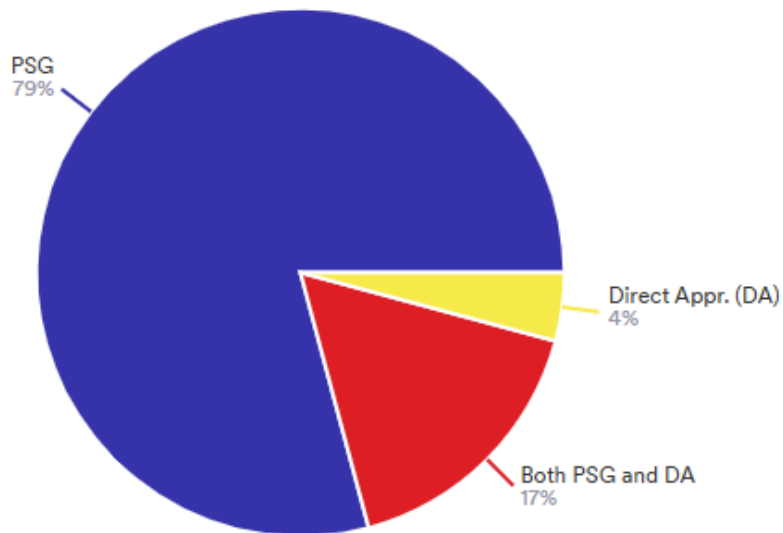## PSG/DA 2024/2025 Recipients

Distribution: 172   **Response Rate**:   24 (14%)

1. **What grant type(s) do you currently have active that is monitored by the Grants and Contract Compliance Division?**

What grant type(s) do you currently have active that is monitored by the Grants and Contract Compliance Division?

PSG 79%

Direct Appr. (DA) 4%

Both PSG and DA 17%

Public Service Grants (PSG)	**79%**
Both PSG and DA	**17%**
Direct Appropriation (DA)	4%

2. **How helpful was the recent Re-Education Grant Orientation Workshop?**

① ② ③ ④ ⑤
Not Helpful   Very Helpful

Rated 4 or 5 (Helpful/Very Helpful)	**78%**
Rated 3	**22%**
Rated 1 or 2 (Not Helpful)	0%

3. **Has the grant process improved?**

Yes	**30%**
Somewhat	**53%**
No	15%
N/A	2%

4. **Has the turnaround time for reimbursements improved since the start of your grant?**

Yes	**55%**
No	**27%**
Somewhat	15%
N/A	3%

5. **What did you enjoy most about the mid-year grant monitoring site visit?**

Meeting one-on-one with my grant monitor	**55%**
Better understanding of Contract and requirements	**30%**
I did not have a visit	15%

6. **Overall satisfaction of service (Contract Execution Process, Grant Monitoring Process and Grant Monitor?**

Very Satisfied	**35%**
Satisfied	**50%**
Neutral	10%
Unsatisfied	4%
Very Unsatisfied	1%

7. **What was your biggest challenge?**

29%	**Changes in grant monitoring & reporting requirements**
29%	**No comments/challenges**
25%	**Timely reimbursements/amount of required documentation**
17%	**Communications/Notices**
13%	**Changes with Grant Monitor**
8%	Time spent on city grants
4%	Accuracy of PSG website
4%	Clarity of deliverables expectations (goals/objectives/outcomes)
4%	Alignment between staff, City Council and PSG Council
4%	Inability to communicate directly with Council Auditor's Office
4%	Audit requirement timelines

8. **Comments/suggestions for improvement:**

50%   **No suggestions**
21%   **Grant Monitors are diligent, professional, detailed, responsive, friendly and helpful**
 8%   Appreciate improvements/re-education sessions cleared up a lot
 4%   Grant Monitor not familiar with past practices
 4%   Grant monitor didn't visit
 4%   OK to smile
 4%   Shorter monitoring process for returning applicants
 4%   Keep simple/don't overcomplicate
 4%   More communication
 4%   Constant Contact communications very helpful
 4%   Improve contract execution time
 4%   Multiple grant budget revisions
 4%   PSG character counts not consistent (template vs grant portal)
 4%   Pay within 45 days
 4%   Provide final report for grant monitoring