Information Services Summary
Fiscal Year 2019 (10/1/2018 to 9/30/2019)

Providing responses to member questions—often within 24 hours—is an important component of NASAA’s daily work. In fiscal year 2019, NASAA staff fulfilled 498 information requests from state arts agencies (SAAs), partners and the public, answering questions about arts funding, the impact of the arts, or research available to support planning, evaluation, program design or policy decision making. This is a rate of two requests per business day. For more on the types of questions NASAA receives and can answer, see the Examples of Recent Information Requests.

During the fiscal year, NASAA members and stakeholders from the arts sector have requested help from staff on a variety of topics and issues. The word cloud below illustrates the breadth of member inquiries NASAA has answered in FY2019, highlighting the words used most frequently in questions. See the Information Requests by Category chart for a deeper analysis of all the questions NASAA answered. This report also maps information requests received by state and charts them by organization type.

Word cloud based on questions from NASAA members logged by NASAA staff between 10/1/2018 and 9/30/2019.

In addition, NASAA provides special services: speaking at statewide conferences, facilitating council meeting discussions and conducting custom research. For more information on these services, or to request information for your agency, contact Ryan Stubbs.
Information Requests by State, 10/1/2018 to 9/30/2019

Information Requests by Category, 10/1/2018 to 9/30/2019

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*Special service* (commissioned research, facilitation services, speaking engagement or in-depth technical assistance)
Information Requests by Organization Type, 10/1/2018 to 9/30/2019

Examples of Recent Information Requests

Advocacy
- We're launching a **new advocacy effort** following the election of a new governor. Can we pick your brain?
- Our state arts agency has been slated for **elimination** in this coming legislative session. Help!
- We need help demonstrating our agency's **return on investment** to a governor who wants to curtail the role of government. Can you help?
- Can you **map our grants by congressional district**?
- Can you provide some **advocacy talking points** and sample social media posts?
- What's your feedback on our **legislative strategy** for a significant budget increase?
- I'm preparing to testify before my legislative budget committee. Can NASAA **review a draft of my legislative testimony**?

Funding
- What **funding and grant-making comparison resources** do you have?
- How many other SAAs have a **companion foundation or friends group** dedicated to raising additional revenue?
- Could you send examples of **dedicated arts license plate** programs?
- What are the state rankings for **per capita arts funding** this year? What is the national average for per capita arts funding?
- Are there SAAs with a **tax based dedicated revenue** stream?
• What are the **pros and cons of identifying alternative revenue sources** when facing legislative budget cuts?
• Can NASAA answer some questions about **legislative line items**?

**Governance, Operations and Policy**
• How many SAA executive directors are appointed by the governor and how many are hired by the council?
• I'm looking for some examples of how **SAA councils support diversity, equity and inclusion** initiatives of their agency.
• Could you review this **agenda design of an upcoming council meeting**?
• What is the typical role of SAA councils in **authorizing grant awards**?
• Would you explain the relationship between an SAA council's **advisory and governance roles**?
• Do any SAAs offer **honoraria** to (nonpanelist) advisors and consultants?
• Please share some examples of SAA **employee manuals**.
• Our council is hiring a new executive director. Could you send us **salary data by budget and region**?
• Does NASAA have examples of **job descriptions** for a director of government relations?
• Could you share **organizational structures** of similarly sized SAAs?
• Which SAAs are connected to their **state cultural tourism office**?
• Can NASAA help with **onboarding our new executive director**?
• If our governor convenes a **state agency restructuring** task force, what kind of policy information could NASAA supply?
• Can you review our **draft percent for art legislation**?
• We are updating our **council member handbook**. Do you have any models or best practices from other SAAs that you can share?
• Please share NASAA’s **diversity, equity and inclusion** policy statement.

**Grant Making and Nongrant Programming**
• Does NASAA have examples of SAA grant programs that help arts groups **recover from disasters**?
• Please share your list of SAAs’ **decentralized grant programs**.
• We're looking for a new **grant management system**. What do other SAAs use?
• How many SAAs offer a **stipend to their grant panelists**?
• Which SAAs have grant programs supporting **tribal entities**?
• We are examining issues of **equity and alignment within our major grant categories**. Can NASAA help us learn how other states approach these issues?
• Do you have statistics on **rural grant making**?
• I'm pulling together some data for my board on our funding ratios. What percentage of **grant requests do most SAAs fund**?
• Does NASAA have state-specific **race and economic equity** information?
• Any thoughts on how to demonstrate the **cost-effectiveness of arts and military programs**, especially those working with people with post-traumatic stress disorder?
• Can you tell me more about NASAA’s resources for SAA staff that are **people of color**?
• We are looking for examples of **arts in health care** programs. Any suggestions?

**National Endowment for the Arts**
• What are the eligibility criteria for **National Endowment for the Arts Partnership Agreement** funding? If we change structure, could we lose our federal support?
• Can you clarify **Arts Endowment matching requirements**? My state legislature wants to know how our federal funding would be impacted if it reduces its investment in the arts.
• When is this year’s National Endowment for the Arts Partnership Agreement panel review?
• I have some questions regarding our Arts Endowment grantee audit.
• How will the federal government shutdown affect my agency?

Planning, Evaluation and Research
• Could you share examples of other SAAs' strategic plans?
• We may be facing a legislative audit. Have other states gone through this? What kind of data can NASAA provide?
• What is the optimal size, composition and role of a strategic planning committee?
• Do you have any recommendations about strategic planning consultants?
• We're embarking on a new strategic planning process. What planning facilitation services could NASAA provide?
• We need help designing a strategic planning survey.
• We're interested in conducting a regional study of the impact of the arts.
• Can you provide more details on data behind the Creative Economy State Profiles?

FDR (Final Descriptive Report) Requirements
• I've been tasked with preparing FDRs. Can you provide some tools and tips for preparing FDRs?
• How do “Project Activity Locations” apply to Poetry Out Loud and our apprenticeship program?
• Please send me the latest edition of the Quick and Easy Guide to Field Definitions and Data Coding.
• How should I code a grant funding student transportation to cultural events?
• How do I account for nongrant programs in my FDR?
• Should I report activity locations separately?
• How do we report awards that involve fiscal agents?