

Agency Strategic Plan

Fiscal Years 2025 to 2029



CANCER PREVENTION & RESEARCH
INSTITUTE OF TEXAS

AGENCY STRATEGIC PLAN

FISCAL YEARS 2025 TO 2029

BY

CANCER PREVENTION AND RESEARCH INSTITUTE OF TEXAS

Oversight Committee Member	Dates of Term	Hometown
David A. Cummings, M.D., Presiding Officer	2023-2029	San Angelo
Cynthia Barberio Payne., Vice Presiding Officer	2020-2025	Spring Branch
Ambrosio Hernandez, M.D, Board Secretary	2020-2025	Pharr
Donald "Dee" Margo	2021-2027	El Paso
William Montgomery	2013-2023	Dallas
Mahendra C. Patel, M.D., P.A.	2021-2027	San Antonio
William Rice, M.D.	2017-2025	Austin
Craig Rosenfeld, M.D.	2013-2017	Dallas

June 1, 2024

Signed: _____

Wayne R. Roberts
Chief Executive Officer

Signed: _____

David A. Cummings, M.D.
Presiding Officer, Oversight Committee

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CANCER PREVENTION AND RESEARCH INSTITUTE OF TEXAS

MISSION AND PHILOSOPHY

Agency Mission

Pursuant to V.T.C.A., Health and Safety Code, Section 102.002, the Cancer Prevention and Research Institute of Texas is to create and expedite innovation in the area of cancer research and to enhance the potential for a medical or scientific breakthrough in the prevention of cancer and cures for cancer; attract, create, or expand research capabilities of public or private institutions of higher education and other public or private entities that will promote a substantial increase in cancer research and in the creation of high-quality new jobs in this state; and develop and implement the Texas Cancer Plan.

Agency Philosophy

The Cancer Prevention and Research Institute of Texas will act in accordance with the highest standards of ethics, accountability, efficiency, and transparency. We affirm that our constitutional responsibility to distribute public funds to cure and mitigate cancer is a commitment to the citizens of Texas. We approach our responsibilities with purpose to honor that commitment.

AGENCY GOALS AND ACTION PLAN

CPRIT's mission is to expedite discoveries and innovations across Texas to reduce the burdens of cancer. CPRIT awarded its first cancer research grant in late 2009. Fourteen and a half years later, the CPRIT Oversight Committee has invested \$3.6 billion in 1,982 grants.

CPRIT's investments are critically important because, despite advances, cancer remains the leading cause of death for Texans under the age of 85, with 121 people dying from cancer every day in Texas. While the emotional and physical toll of cancer is horrific, the economic impact is staggering. Cancer cost the state \$56.3 billion in direct medical costs and mortality losses in 2023, up from \$51.0 billion in 2022 and \$47.7 billion in 2021. Given Texas' emerging demographics and growing population, the state's cost of cancer is unlikely to decline until scientists translate groundbreaking discoveries into widely available treatments and prevention screenings that are available to all Texans.

This is the mission that drives CPRIT and the hundreds of its grantees every day. Texas is growing faster than any other state in fields such as information technology, computer sciences, artificial intelligence, and machine learning. These areas support a booming life science ecosystem and CPRIT grantees trained in these fields will be crucial to tackling the next generation of cancer cures and treatments.

Recognizing this, the 2019 Texas Legislature committed to protecting and leveraging the state's unprecedented investment in innovative cancer research and prevention efforts. In a unanimous Senate vote and near-unanimous House vote, legislators authorized a statewide election to dedicate an additional \$3 billion to drive Texas' momentum in the fight against cancer through the 2020s. On November 5, 2019, Texans responded, overwhelmingly approving Proposition 6.

As a result, CPRIT is a \$6 billion, 20-year initiative—the largest state cancer research investment in the history of the United States and the second largest state cancer research and prevention program in the world. Together with Texas' well-earned business reputation, CPRIT's investments in the Texas' life science infrastructure accelerate the state's efforts to become a major biotechnology hub. We have a pivotal opportunity to further diversify Texas' economy as the "third coast" for biotechnology with high-paying pharmaceutical, medical manufacturing, and healthcare sector jobs. CPRIT gives the state a strategic advantage when competing with other states to attract biotech talent and industry. We focus on the gains Texas can make over the next decade and will work with state leadership and stakeholders to identify new opportunities for innovation in cancer research and prevention efforts. CPRIT remains committed to carrying out its mission in line with the state leadership's vision that the agency be accountable, efficient, effective and transparent.

The Oversight Committee and staff continually engage in strategic and operational planning to address near-term and future opportunities. This planning occurs in setting the statutorily

required annual priorities for academic research, prevention and product development research.

CPRIT's \$3.6 billion investment in 1,982 of the best ideas in cancer research, product development, and prevention in Texas is building a vibrant life sciences and prevention infrastructure across the state. This groundbreaking work has enhanced Texas' competitive edge in the global fight against cancer.

From a foundation built through fourteen years of steady investment, the state can now expand into new life science opportunities. Following are some of the ideas that CPRIT and its stakeholders discussed after the state's authorization of the second \$3 billion. CPRIT has implemented or is in the process of implementing several of these ideas.

- Capitalizing on CPRIT's longstanding investments in improving outcomes in childhood cancer; with continued support, Texas can be the world leader in childhood and adolescent cancer research.
- Growing and enhancing the coalitions and networks delivering cancer prevention services by providing infrastructure to support them.
- Creating and expanding research and treatment capabilities at universities in all regions of the state, including those located more than 100 miles from a comprehensive cancer center.
- Expanding clinical trial options to more people by reducing the institutional and patient barriers to trials.
- Increasing the number and breadth of Collaboration Action Programs (CAPs) that target Texas-centric needs in cancer research and prevention. The CPRIT-initiated liver cancer CAP is addressing liver cancer, in which Texas ranks first among states in incidence rate.
- Taking advantage of the pipeline of novel cancer diagnostic and treatment discoveries at Texas universities by supporting the transition of early-stage development in the growing number of Texas-based companies.
- Doubling the number of NCI Comprehensive Cancer Centers and elevating Texas institutions' standing in prominent national reviews such as the US News and World Report's rankings through continued investment in research capacity, access to cutting-edge technology, and recruiting preeminent experts and the next generation of scientific leaders to Texas.
- Co-investing with established bio-tech venture capital firms in promising Texas-based companies, sharing the risks and rewards equally.

As CPRIT looks ahead to the next decade and considers what will most benefit cancer patients and Texas, the Institute continually seeks advice and input from stakeholders throughout the state and nation. Among other sources, CPRIT's six formal advisory committees and three peer review councils serve as trusted resources that include perspectives from grant recipients, grant applicants, the cancer advocate community, business leaders, community healthcare providers,

venture capitalists, and Texas institutions of higher education.

Texas has the resources and the strong, bipartisan track record for implementing bold steps to address big health research and technology challenges. The state's historic, voter-approved initiative to invest \$6 billion for cancer research and prevention efforts in Texas is testament to that ingenuity. Programs like the Texas Enterprise Fund, Governor's University Research Initiative, Texas Comprehensive Research Fund, the former Texas Emerging Technology Fund, and other mechanisms and special item funding through which Texas appropriates around \$3.5 billion annually are also evidence of the state's unequalled investment in our bio research and translational innovation infrastructure.

With vision and continued commitment, Texas is positioned to take health research and technology leadership away from the East and West Coasts. The state's diverse and talented workforce and entrepreneurial culture position Texas to be uniquely ready to tackle the biggest health research and technology challenges facing our country. Based on our track record and experience, CPRIT is prepared to assist the state to enter new frontiers.

Recent evidence of Texas' growing life science reputation includes the newly formed Advanced Research Projects Agency for Health's (ARPA-H) decision in September 2023 to locate its Customer Experience Hub in Texas. ARPA-H will identify transformative and broadly accessible solutions to the most challenging health care problems, from cancer, Alzheimer's and AIDS to equitable health care delivery and cost containment. Its Customer Experience Hub, one of three regional centers of ARPANET-H, a nationwide health innovation network, is headquartered in Dallas at Pegasus Park.

ARPA-H's decision to locate the ARPANET-H Customer Experience hub in Texas is continued validation of the state's well-earned leadership reputation in healthcare research, development, and technological innovation. The creation and success of CPRIT exemplifies Texas' unprecedented commitment to bold approaches for seemingly intractable scientific challenges and helped set the stage for the ARPA-H decision. Like CPRIT, ARPA-H is committed to funding transformative research that meets urgent challenges facing cancer patients and their families.

Bringing the ARPANET-H Customer Experience hub to Texas culminates a two-year effort by the Coalition for Health Advancement and Research in Texas (CHART). CPRIT, a principal member of CHART, brought together a broad alliance of biotechnology ventures, hospital systems, research institutions, and economic development organizations throughout the state to make the case for Texas' culture of transformation and problem solving. Significant bipartisan support from the Texas Congressional Delegation was also crucial to Texas' success.

An early indicator of CPRIT's impact on advanced cancer research is one of ARPA-H's first awards, a \$45 million cooperative agreement grant to a research team led by CPRIT Scholar Omid Veisheh, Ph.D., a bioengineer at Rice University. Along with his co-investigators, Dr. Veisheh

heads a team of engineers, physicians and multidisciplinary specialists in synthetic biology, materials science, immunology, oncology, electrical engineering, artificial intelligence, and other fields spanning 20 different research labs. The project, dubbed THOR, for Targeted Hybrid Oncotherapeutic Regulation, will develop a sense-and-respond implant technology called HAMMR (Hybrid Advanced Molecular Manufacturing Regulator) that could slash U.S. cancer-related deaths by more than 50%. Other Texas institutions involved in this effort include CPRIT grantee institutions The University of Texas MD Anderson Cancer Center and the University of Houston.

Texas innovation drives discoveries, but health care transformation must keep patients at its core. Texas has the most diverse population in the country, growing three times more rapidly than any other state over the past 20 years. As one of the first majority/minority states, Texas' population reflects the future face of the U.S. The state's demographics also make Texas the ideal location for patient-centered research funded by CPRIT. Clinical trials, health equity initiatives, and accessibility studies undertaken here will make real and practical improvements in the lives of Texans.

OPERATIONAL GOALS

CPRIT's enabling statute specifies three requirements that serve as its operational goals. These three goals and examples of specific action items used to implement the goals follow:

Attract, create and expand research capabilities in higher education

- Recruit stellar researchers and their labs to Texas institutions from across the world
- Increase the likelihood that the National Cancer Institute will identify additional Texas institutions as designated and/or comprehensive cancer centers
- Stimulate receipt of new non-state research funds to Texas institutions
- Establish core facilities to provide access to cutting-edge shared technology through capital instrumentation and technical expertise

Attract, create and expand the capabilities of private entities and create high-quality new jobs

- Recruit existing biotech companies from elsewhere to Texas and establish new companies in Texas
- Enhance existing venture capital biotech investment in Texas
- Stimulate private sector follow-on investment in companies brought to Texas by CPRIT or created through CPRIT funding in Texas
- Increase the state's gross product, personal income, and retail sales
- Increase the number of high quality new permanent jobs created in Texas

Expedite innovation in research and enhance the potential of breakthroughs in prevention and cures

- Support new clinical trials and increase the number of patients in CPRIT-funded clinical trials
- Identify cancer precursors and cancers detected through CPRIT-funded screening awards
- Establish nationally recognized teams and centers in Texas
- Increase the number of academic peer-reviewed publications and patent applications resulting from academic and product development research

Accountable to Tax and Fee Payers of Texas

Fighting cancer in its many manifestations is of paramount importance to Texans. Accordingly, the Legislature took extraordinary steps to make sure that CPRIT funds only the best science and evidence-based prevention activities. CPRIT relies upon an unbiased, merit-based peer review system that is free from conflicts of interest.

CPRIT's enabling legislation incorporates strict statutory checks and balances. CPRIT implements V.T.C.A., Health & Safety Code, Chapter 102 through Texas Administrative Code, Chapters 701-703. The administrative rules codify required processes CPRIT must follow to allocate state appropriations for research and prevention awards and administration of those funds. CPRIT documents adherence to those processes through a variety of mechanisms, including application compliance pedigrees. The pedigrees itemize up to 60 distinct steps in the review process, from posting the requests for applications through award funding approval by the Oversight Committee. A CPRIT staff member or contractor attests to each step. In addition, the Chief Executive Officer and the Chief Compliance Officer must certify completion of each step of the pedigree before the Oversight Committee may vote on an award recommendation.

CPRIT's Audit Subcommittee, comprised of three Oversight Committee members, requires CPRIT staff to itemize internal and financial audit findings and report on the implementation status at its regular quarterly meetings. This process continues until CPRIT addresses the finding to the subcommittee's satisfaction. CPRIT posts the audit reports on the agency's website for public examination.

Efficiently Operate the Agency to Achieve Maximum Results While Minimizing Waste of Taxpayer Funds

To maximize the funds available for substantive research and prevention grants, CPRIT constrains operational costs for both agency and grant management operations. Unlike most state agencies, CPRIT's funding is appropriated bond proceeds, which the statute caps at \$300 million per year. Because of this unique funding source CPRIT does not receive biennial funding increases.

CPRIT is improving Texas' national standing in both cancer research and the biomedical industry. As you examine the social, economic, and personal benefits of CPRIT's activities, be mindful that the Institute and its grantees provide these benefits with an extraordinarily low overhead. CPRIT's grantees may not spend more than five percent of grant funds on indirect costs and CPRIT's overhead comprises approximately seven percent of the total amount appropriated to the agency annually.

Although CPRIT's overhead is seven percent of annual appropriations, it is slightly more than one percent when considered in the context of active grants under management. As of May 2024, CPRIT is administering nearly 600 active grants totaling \$1.4 billion. CPRIT is aware that publicly funded agencies should strive to keep overhead as low as possible. Legislative authorizations and staff reorganizations have recently allowed CPRIT to increase the number of FTEs focused on grant compliance and fiscal monitoring from thirteen FTEs to 18 FTEs.

CPRIT's information technology infrastructure, which is readily accessible in a cloud environment, allows the agency to operate effectively and efficiently whether staff is in the

office or working remotely. CPRIT also uses an online pre- and post-award grant management system, an IT platform that grantees access to submit all required programmatic and fiscal forms. CPRIT's virtualized IT environment includes redundancy and is key to maintaining agency operations in the event of a disaster. The agency's business continuity planning and virtualized IT environment allowed CPRIT staff to begin working remotely with minimal downtime and disruption to business processes during the COVID-19 pandemic.

CPRIT manages its IT infrastructure using a combination of in-house and contracted staff as well as service vendors. In addition, CPRIT's internal Information Technology Governance Committee, composed of staff from different program areas, oversees the ongoing creation and revision of IT policies and data management. The IT infrastructure, environment, and information security policies, practices, and procedures follow or exceed the Department of Information Resources' requirements.

Overall, CPRIT employs a small but talented staff and is committed to keeping them abreast of the dynamic cancer research and prevention landscape through training in their area of expertise to maintain their job performance. Additionally, the agency provides other training to enhance their capabilities, such as IT security training.

Effective in Successfully Fulfilling Core Functions, Measuring Success in Achieving Performance Measures and Implementing Plans to Continuously Improve

As required by law, the Oversight Committee annually reviews, revises and adopts programmatic priorities within and across academic research, product development research and prevention. These priorities transparently indicate how CPRIT's funding is oriented and guide issuance of requests for applications, application reviews, and ranking recommendations within budget constraints.

CPRIT's Oversight Committee inaugurated an agency performance "dashboard" in 2014 reflecting 47 management measures related to accountability, agency mission and transparency. These metrics add to those required through the state's strategic planning and budget templates included elsewhere in this strategic plan. CPRIT staff reports on these metrics at each quarterly Oversight Committee meeting and posts the information on CPRIT's website as part of the publicly available meeting materials.

Providing Excellent Customer Service

While CPRIT's ultimate "customers" are Texans and their elected representatives, potential and current grantees are a critical component of CPRIT's constituents. CPRIT staff interacts daily with grant applicants, grantees, and award administrators across the state. The 2024 survey results continue to reflect overall positive customer satisfaction, including a high of 87.8% respondent satisfaction with program and post-award staff courteousness, knowledge, and promptness.

CPRIT bases its customer service commitment on the belief that the best way to enhance compliance is to prevent noncompliance before it begins. CPRIT staff work in partnership with grantee administrators to inform grantees about fiscal and programmatic requirements through teleconferences, webinars, on-site training, and one-on-one direct interventions and to prevent grant issues by proactively monitoring impending due dates and identifying trends before they become serious. CPRIT also releases an updated Grantee Policies and Procedures Guide every quarter to provide grantees additional assistance in navigating grant administration.

Transparent Agency Operations and Activities

CPRIT is committed to reviewing and awarding grants free of any conflicts of interest. Agency staff constantly seeks to improve transparency and provide information about CPRIT's grant making and operational processes. The public process involved with establishing the Oversight Committee's statutorily required program priorities clearly articulates how CPRIT intends to focus taxpayer funding each year. CPRIT promotes, encourages and facilitates public input during the prioritization process. Once established, CPRIT references the priorities every time the Oversight Committee approves new awards. CPRIT also creates benchmarks for tracking how the agency fulfills the program priorities.

CPRIT's website is a crucial tool for promoting agency transparency. Redesigning the website improved organization and access to this information and provides clarity into the agency's processes and participants. CPRIT posts briefing materials for all open meetings on the agency's website several days before the meeting date. Oversight Committee meetings occur in the Barbara Jordan State Office Building to encourage public attendance and make it more convenient for legislators, their staff, oversight agency staff and the media to attend. Members of the public unable to attend in person may view the open meetings via live webcast. CPRIT also posts the archived video of quarterly meetings on CPRIT's website, along with the compliance pedigrees documenting each step in the award-making process and other information detailing the grant review process.

REDUNDANCIES AND IMPEDIMENTS

CPRIT's mission is unique among Texas state agencies, so there is no overlap in its responsibilities compared to other agencies. CPRIT performs a comprehensive review of its administrative rules and requirements on an ongoing basis. In that review, the agency questions the necessity of every grant application review and approval process to make grant awards as well as the continued need for each grant reporting requirement. Given that CPRIT awards approximately \$280 million worth of grants each year and is now managing a portfolio of about \$1.4 billion in active grants, the grant application processes and procedures and grant reporting requirements are necessary. CPRIT has a fiduciary responsibility to ensure that it awards grants properly and that the grants in its portfolio comply with their project purposes and grant expenditure requirements.

Supplemental Elements

Fiscal Years 2025 to 2029



CANCER PREVENTION & RESEARCH
INSTITUTE OF TEXAS

SCHEDULE A: BUDGET STRUCTURE - GOALS, OBJECTIVES AND PERFORMANCE MEASURES

GOAL 1: CREATE AND EXPEDITE INNOVATION IN CANCER RESEARCH AND PREVENTION SERVICES

Objective 1.1: Cancer Research and Prevention Projects

Outcome

1. Non-State Funds Leveraged as Match for Research Grants (in millions)
2. Total Research Matching Fund Expenditures
3. Percent of Texas Regions with Cancer Prevention Services and Activities Initiated
4. Percentage of Grantees Receiving Compliance Training

Strategy 1.1.1: Award Cancer Research Grants

Output

1. Number of Entities Relocating to Texas for Cancer-Research Related Projects
2. Number of Researchers Recruited to Texas to Conduct Cancer Research

Explanatory

1. Number of Research Grant Awards
2. Average Dollar Amount of Research Grants Awarded
3. Number of Published Articles on CPRIT-Funded Research Projects
4. Number of New Jobs Created and Maintained

Strategy 1.1.2: Award Cancer Prevention Grants

Output

1. Number of Cancer Prevention and Control Services Provided by Institute Funded Grants

Explanatory

1. Annual Age-Adjusted Cancer Mortality Rate

Strategy 1.1.3: Grant Review and Award Operations

Output

1. Number of Grants Reviewed for Compliance

GOAL 2: INDIRECT ADMINISTRATION

Objective 2.1: Indirect Administration

Strategy 2.1.1: Indirect Administration

SCHEDULE B: PERFORMANCE MEASURE DEFINITIONS

GOAL 1: CREATE AND EXPEDITE INNOVATION IN CANCER RESEARCH AND PREVENTION SERVICES

Objective 1.1: Cancer Research and Prevention Project

Outcome Measure 1.1.1	Non-State Funds Leveraged as Match for Research Grants (in millions)
Short Definition:	Total amount of non-state funds leveraged as match for Institute research grants. Non-state funds include any federal, non-profit, corporate, or philanthropic sources of money used as match.
Purpose/Importance:	This measure indicates the amount of non-state appropriated dollars invested in cancer research in Texas.
Source/Collection of Data:	Data for all leverage funds announced is documented in the Institute agreements signed by grant recipients.
Method of Calculation:	Institute staff will total the amount of leverage investments identified in signed protect agreements for projects receiving Institute awards.
Data Limitations:	None
Calculations Type:	Cumulative
New Measure:	No
Desired Performance:	Higher than target

Outcome Measure 1.1.2	Total Research Matching Fund Expenditures
Short Definition:	The total expenditures for the conduct of research and development from all matching fund sources during the reporting period, including indirect costs. This would exclude amounts granted by the Cancer Prevention and Research Institute and would also exclude the Institute's fringe benefits.
Purpose/Importance:	This measure is an indicator of the level of matching research dollars expended for cancer research grant awards.
Source/Collection of Data:	Annual financial reports from grant recipients documenting actual expenditures of all funds related to the Institute's grant award.
Method of Calculation:	The total dollar amount of matching fund expenditures for the conduct of research and development from all funding sources documented in the Institute's award agreements signed by the grant recipients.
Data Limitations:	None
Calculations Type:	Cumulative
New Measure:	No
Desired Performance:	Higher than target

Outcome Measure 1.1.3	Percent of Texas Regions with Cancer Prevention Services and Activities Initiated
Short Definition:	Total verified number of Texas regions, as described by the Texas Health and Human Services Commission, (expressed as a percentage) receiving cancer prevention services through direct Institute intervention or Institute- funded contracts that address one or more of the Texas Cancer Plan goals.
Purpose/Importance:	The Texas Cancer Plan goals are: Prevention Information and Services; Early Detection and Treatment; Professional Education and Practice; Cancer Data Acquisition and Utilization; and Survivorship. The measure reflects the Institute’s ability to wage a multi-faceted attack on cancer.
Source/Collection of Data:	Each initiative is required to apply for Institute funding annually. The applicant must report which Texas Cancer Plan goals are being addressed by their activities and must also indicate the geographic area(s) their program will serve. Each applicant must address at least one Cancer Plan goal and may address multiple goals.
Method of Calculation:	Institute staff verifies the goals being addressed and creates a matrix documenting all initiatives and goals addressed. Geographic areas served will also be tracked. Agency records, and/or a current list of initiatives that are promoted by direct Institute intervention or funded initiatives will substantiate the percentage of Texas regions with services and activities addressed in the <i>Texas Cancer Plan</i> .
Data Limitations:	Inclusion of a Texas region in this calculation does not imply that all of the goals, objectives, and strategies related to the Texas Cancer Plan have been implemented.
Calculations Type:	Non-cumulative
New Measure:	No
Desired Performance:	Higher than target

Outcome Measure 1.1.4	Percentage of Grantees Receiving Compliance Training
Short Definition:	The ratio of the number of grant entities that receive CPRIT-sponsored training on applicable financial, administrative, and programmatic grant reporting requirements compared to the total number of active grant entities as a percentage.
Purpose/Importance:	This measure is an indication that grant entities have the training necessary to comply with grant reporting requirements and administrative rule changes.
Source/Collection of Data:	New grant entities must attend initial, on-boarding training prior to being eligible to receive a disbursement of CPRIT grant funds. Annual training is required for all grant entities who have ongoing CPRIT grants. A grant entity is defined as the organization receiving a CPRIT grant, not an individual such as a principal investigator, program director or company representative. The compliance program tracks grant entity attendance at all CPRIT-sponsored trainings through sign-in sheets for in-person trainings and electronic participation logs for web-based trainings. Grant entities receive credit for attending required training when the grant entity's Authorized Signing Official (ASO) and at least one other member of the grant entity's staff attend a CPRIT-sponsored training (T.A.C. § 703.22). CPRIT maintains the in-person training sign-in sheets and web-based training participation logs in the central agency electronic files.
Method of Calculation:	The percentage is calculated by dividing the numerator of the number of grant entities attending CPRIT-sponsored trainings during the fiscal year by the denominator of the number of total grant entities with active contracted CPRIT grants on or before August 31 of the fiscal year that will also receive a disbursement of grant funds from CPRIT by August 31 of a fiscal year. Because CPRIT's administrative rule requiring annual compliance training by November 1 of the year is based on a calendar year, CPRIT will use the number of grant entities completing compliance training reported on November 1 of a given year in the calculation of the numerator for the fiscal year that the month of November falls in (i.e., grant entities reported as completing annual training by November 1, 2017 would be used in the calculation of the numerator for FY 2018). The other component of the numerator will be the number of new grant entities receiving initial compliance training during the fiscal year being reported.
Data Limitations:	None
Calculations Type:	Cumulative
New Measure:	Yes
Desired Performance:	Higher than target

Strategy 1.1.1:

Fund research grants into the causes of and cures for cancer, laboratory facility construction, and collaboration between various institutions on laboratory research and clinical trials.

Output Measure 1.1.1.1	Number of Entities Relocating to Texas for Cancer-Research Related Projects
Short Definition:	The total number of business or research entities which establish new business or research operations in Texas in order to participate in an Institute-funded grant award.
Purpose/Importance:	This measure indicates the level of attraction of cancer research funding to draw new businesses and research entities to Texas.
Source/Collection of Data:	Annual status or other reports from a grant recipient documenting the relocation of a business or research entity due to the research project funded by the Institute.
Method of Calculation:	The total number of business or research entities relocating to Texas documented in status reports from grant award recipients.
Data Limitations:	None
Calculations Type:	Cumulative
New Measure:	No
Desired Performance:	Higher than target

Output Measure 1.1.1.2	Number of Researchers Recruited to Texas to Conduct Cancer Research
Short Definition:	The total number of scientific researchers who relocate to Texas for a faculty position at a Texas based academic institution.
Purpose/Importance:	This measure indicates the number of scientific researchers in the area of cancer research attracted to Texas because of the availability of CPRIT research grant funds.
Source/Collection of Data:	CPRIT records of the number of academic institutions awarded a grant ratified by the Oversight Committee based on a grant application to recruit a scientific researcher to their institution.
Method of Calculation:	The total number of researchers recruited to Texas during the fiscal year documented by the ratified award slates and Oversight Committee meeting minutes which record these award decisions.
Data Limitations:	None. All data is the result of the number of research recruitment grants awarded to academic institutions.
Calculations Type:	Cumulative
New Measure:	No
Desired Performance:	Higher than target

Explanatory Measure 1.1.1.1	Number of Research Grant Awards
Short Definition:	Number of research grants made by the Institute.
Purpose/Importance:	This measure indicates the workload of the Institute in awarding grants and managing those grants through their award cycles.
Source/Collection of Data:	Signed research grant awards with the Institute.
Method of Calculation:	The total number of research grant awards issued to grant recipients through signed agreements.
Data Limitations:	None
Calculations Type:	Non-cumulative
New Measure:	No
Desired Performance:	Higher than target

Explanatory Measure 1.1.1.2	Average Dollar Amount of Research Grants Awarded
Short Definition:	The average dollar amount of research grant awards made by the Institute.
Purpose/Importance:	This measure indicates the average size of grant awards issued by the Institute
Source/Collection of Data:	Signed research grant awards with the Institute.
Method of Calculation:	The total dollar amount of research grants divided by the total number of research grants made as documented in signed agreements with the Institute.
Data Limitations:	None
Calculations Type:	Non-cumulative
New Measure:	No
Desired Performance:	Higher than target

Explanatory Measure 1.1.1.3	Number of Published Articles on CPRIT-Funded Research Projects
Short Definition:	Number of scientific publications that include articles that result from CPRIT funded research projects.
Purpose/Importance:	This measure indicates the level of success recognized by external research and medical institutions of CPRIT funded projects in the quest to develop breakthroughs in cancer research and prevention services.
Source/Collection of Data:	The number of publications is reported in awardees' annual reports.
Method of Calculation:	Institute staff will verify and total the number of publications reported by awardees in their report submissions. Publications are interpreted as articles that include references to actual scientific outcomes from awarded projects.
Data Limitations:	The majority of data reported by the Institute involves work done by grantees and their subcontractors. This can create a lag time in reported data resulting in a need for updating previously reported numbers. Variances in performance from quarter to quarter and year to year are likely to occur due to the variety of work done by Institute funded initiatives.
Calculations Type:	Non-cumulative
New Measure:	No
Desired Performance:	Higher than target

Explanatory Measure 1.1.1.4	Number of New Jobs Created and Maintained
Short Definition:	An unduplicated count of the number of jobs that were created and maintained (one year) using funds provided by the Institute.
Purpose/Importance:	This measure indicates the impact of Institute funding to preserve and create new jobs; to build human resources stability in the cancer arena.
Source/Collection of Data:	The number of jobs created and maintained is annually reported in awardees reports.
Method of Calculation:	Institute staff will verify and total the number of jobs created and maintained that are reported by awardees in their report submissions.
Data Limitations:	The majority of data reported by the Institute involves work done by grantees and their subcontractors. This can create a lag time in reported data resulting in a need for updating previously reported numbers. Variances in performance from quarter to quarter and year to year are likely to occur due to the variety of work done by Institute funded initiatives.
Calculations Type:	Non-cumulative
New Measure:	No
Desired Performance:	Higher than target

Strategy 1.1.2:

Award grants for effective cancer control grant programs for all Texans, and mobilize public, private and volunteer agencies and individuals to enhance the availability and quality of cancer prevention and control services.

Output Measure 1.1.2.1	Number of Cancer Prevention and Control Services Provided
Short Definition:	Total verified number of cancer related education and clinical services provided to Texans through Institute funded initiatives.
Purpose/Importance:	This measure is an indication of the prevention program's reach to Texans with effective science-based programs and/or services.
Source/Collection of Data:	The number of services is reported in prevention grantees' quarterly reports.
Method of Calculation:	Institute staff verifies the number of services from grantees' quarterly reports and creates a cumulative total that is substantiated by records retained at grantees' sites.
Data Limitations:	The majority of data reported by the Institute involves work done by grantees and their subcontractors. This can create a lag time in reported data resulting in a need for updating previously reported numbers. Large variances in performance from quarter to quarter and year to year are likely to occur due to the wide variety of programs and services funded by the Institute, including some grant projects ending and others beginning.
Calculations Type:	Cumulative
New Measure:	No
Desired Performance:	Higher than target

Explanatory Measure 1.1.2.1	Annual Age-adjusted Cancer Mortality Rate
Short Definition:	Statewide annual age-adjusted cancer mortality rate, as determined by the Cancer Registry Division, Texas Department of State Health Services.
Purpose/Importance:	All of the Institute's activities positively contribute to reducing cancer mortality, as do Texas physicians, hospitals, cancer treatment centers, volunteer organizations and other health care facilities. The Institute recognizes that cancer mortality rate is the ultimate outcome measure for cancer control.
Source/Collection of Data:	The Cancer Registry Division of the Texas Department of State Health Services provides the data reported for this measure.
Method of Calculation:	The calculation age-adjusts cancer death rates to the U.S. 2000 Standard Population, as used by the National Cancer Institute.
Data Limitations:	Age-adjusted mortality rates are relative rates used nationally for comparison purposes. Age-adjusted rates fluctuate when population forecasts change and as the population ages. Cancer rates will be adjusted to the 2000 United States standard. Comparisons with previous mortality rates will require recalculations to the new standards. There is an 8-12 month delay in obtaining cancer mortality data from the Texas Department of State Health Services. A long-term, expensive study would be needed to correlate the impact of the Institute projects with the state mortality rate. Further, the impact of cancer prevention efforts on mortality rates cannot be measured in legislative budget cycles.
Calculations Type:	Non-cumulative
New Measure:	No
Desired Performance:	Lower than target

Strategy 1.1.3:**Direct Institute operational cost of reviewing and awarding research and prevention grants**

Output Measure 1.1.3.1	Number of Grants Reviewed for Compliance
Short Definition:	Total number of active grants reviewed by CPRIT grant monitors, who may be agency staff or contracted employees, to verify compliance with CPRIT grant reporting, statutory, and rule requirements.
Purpose/Importance:	This measure is an indication of the agency workload related to the grant compliance review process.
Source/Collection of Data:	Grant monitors may conduct desk reviews of grantee reports submitted in the CPRIT Grants Management System and grantee monitoring site visits on active grants. The definition of an active grant is one that has been contracted and is not closed in the CPRIT Grants Management System.
Method of Calculation:	A grant is counted toward this measure in the quarter when a grant desk review or site visit is concluded and documented by a completed checklist or report.
Data Limitations:	Grant monitors will be able to perform a limited number of monitoring site visits in any given quarter.
Calculations Type:	Cumulative
New Measure:	No
Desired Performance:	Higher than target

SCHEDULE C: HISTORICALLY UNDERUTILIZED BUSINESSES PROGRAM

The HUB program is governed by the Texas Government Code, Title 10, Subtitle D, Chapter 2161 and rules established by the Comptroller of Public Accounts' Statewide Procurement Division (SPD) in Texas Administrative Code, Title 34, Part 1, Chapter 20, Subchapter B. The purpose of the program is to increase contracting opportunities with the State of Texas for minority-owned, veteran-owned, and women-owned businesses.

The goal of CPRIT's HUB program is to make a good faith effort to award procurement opportunities to certified HUB vendors. CPRIT purchases are historically in three primary procurement categories including Professional, Other Services, and Commodity Purchasing. Certified HUB vendors are classified under an object code that allows SPD to track the agency's HUB expenditures through the Uniform Statewide Accounting System.

As a small agency with 44 full-time equivalents (FTE), CPRIT has one FTE dedicated to purchasing, not a purchasing department. The purchaser's duties include the role of HUB Coordinator and the responsibility to ensure that the agency implements the HUB outreach and procurement strategies identified in this report to increase HUB utilization.

CPRIT depends on SPD to manage the HUB certification process for vendors and maintain the categorical lists of HUB vendors who can provide services and commodities to state agencies. CPRIT also depends on the Department of Information Resources to maintain an adequate number of information technology contracts with certified HUB vendors.

HUB Participation

CPRIT is continuously implementing strategies to increase the agency's HUB participation and to ensure the agency complies in fact and in spirit with the laws and rules established for the HUB program. This compliance includes adherence to HUB planning and reporting requirements and to HUB purchasing procedures established by SPD. As part of the effort to increase HUB participation, the purchaser must ensure that procurement opportunities are distributed among HUB groups, not concentrated within one or two HUB groups.

The strategies the agency uses to increase utilization of HUB vendors through its procurement processes for all goods and services and outreach activities are:

- **Utilizing the SPD Centralized Master Bidders List (CMBL) and HUB search to ensure that all eligible certified HUBs are notified of CPRIT's procurement opportunities;**
- **Utilizing HUB resellers from the Department of Information Resources' information technology contracts as often as possible;**
- **Attending HUB Workgroup Discussion meetings;**
- **Attending HUB small business trainings and HUB forums to increase awareness of CPRIT procurement opportunities among HUB vendors; and**
- **Participating in available meetings with HUB vendors at other agencies.**

Assessment of HUB Vendor Utilization

During 2022 and 2023, CPRIT continued purchasing in three of the six procurement categories and conducted business or awarded contracts to four of the six HUB groups. CPRIT does not make purchases in the Heavy Construction, Building, and Special Trade categories, and this is not likely to change given the agency's mission.

CPRIT uses the statewide annual HUB procurement goals as the agency goals. Based on those goals, CPRIT exceeded the Commodity Purchasing category goal in 2022 but did not reach goal in 2023. The total amount spent by CPRIT among certified HUB vendors in actual dollars decreased by 31 percent from 2022 to 2023 because the agency did not need to purchase as many office supplies, particularly copy paper and printer cartridges, as many agency employees are teleworking or working hybrid schedules.

FY 2023 HUB Expenditures

Procurement Category	Total Expenditures	Total Spent with HUBs (\$)	Total Spent with HUBs (%)	Annual Procurement Goal
Professional	\$182,258	\$41,000	22.50%	23.70%
Other Services	\$10,488,700	\$641,034	6.11%	26.00%
Commodity Purchasing	\$231,987	\$45,986	19.82%	21.10%
Total	\$10,902,645	\$728,020	6.68%	

**CPRIT does not make purchases in Heavy Construction, Building, and Special Trade, so those procurement categories are not included in the table.*

FY 2022 HUB Expenditures

Procurement Category	Total Expenditures	Total Spent with HUBs (\$)	Total Spent with HUBs (%)	Annual Procurement Goal
Professional	\$75,784	\$38,500	50.80%	23.70%
Other Services	\$12,076,550	\$578,646	4.79%	26.00%
Commodity Purchasing	\$413,160	\$96,604	23.38%	21.10%
Total	\$12,565,493	\$713,750	5.68%	

**CPRIT does not make purchases in Heavy Construction, Building, and Special Trade, so those procurement categories are not included in the table.*

CPRIT has generally had lower-than-target HUB purchasing percentages in the Professional and Other Services categories. However, in 2022, CPRIT exceeded the goal by 27.10% in Professional Services. The agency acknowledges that exceeding target is due to continued reduced overall spending in this category. Professional Services is composed of accounting and auditing firm services that CPRIT must procure to meet the requirements of state law for internal audit and an annual independent financial audit.

The bulk of CPRIT purchases fall into Other Services. In fiscal year 2023, CPRIT made \$10.5 million, or 93.89 percent, of agency purchases in this category. CPRIT made approximately \$12.1 million, or 96.11 percent, of its purchases in this category in fiscal year 2022. Agency purchases in this Other Services category include major contracts for specialized services like pre- and post-award grant management support services for CPRIT's grant programs, outside counsel services for intellectual property due diligence on CPRIT product

development research grant applications, business and regulatory due diligence on CPRIT product development research grant applications, third-party peer review meeting monitoring services, and an annual economic assessment of the cost of cancer in Texas.

For the specialized services that CPRIT must procure to fulfill its mission, there are very few vendors who provide many of these services. For pre- and post-award grant management support services and business and regulatory due diligence services, CPRIT has not received proposals from vendors in Texas who can provide these services nor is aware of any vendors in Texas who can provide these services. Therefore, there is a corresponding lack of certified HUB vendors who can provide these services.

This category also includes CPRIT’s expenditures for honoraria payments to the chairs of its peer review committees which evaluate the hundreds of cancer prevention and research grant applications CPRIT receives each year. The chairs of CPRIT’s peer review committees are recruited for their recognized expertise in a cancer research field, the public health prevention arena, or drug and device commercialization and must live outside the state due to conflict-of-interest issues with potential grant applicants. Therefore, no alternatives exist to procure similar services from certified HUB vendors.

FY 2023 Expenditures by Certified HUB Group

Certified HUB Group	Total Number of HUB Vendor(s) Receiving Contract Awards	Percent of HUB Vendors Receiving Awards	Total Dollars Awarded to HUB Groups	Percent of Total Dollars Awarded to HUB Groups
Asian Pacific	1	12.50%	\$62,230	8.55%
Black	1	12.50%	\$41,000	5.63%
Hispanic	2	25.00%	\$249,193	34.23%
Native American	0	0.00%	\$0	0.00%
Service-Disabled Veteran	0	0.00%	\$0	0.00%
Women	4	50.00%	\$375,597	51.59%
Total	8	100.00%	\$728,020	100.00%

FY 2022 Expenditures by Certified HUB Group

Certified HUB Group	Total Number of HUB Vendor(s) Receiving Contract Awards	Percent of HUB Vendors Receiving Awards	Total Dollars Awarded to HUB Groups	Percent of Total Dollars Awarded to HUB Groups
Asian Pacific	2	22.22%	\$146,569	20.53%
Black	1	11.11%	\$38,500	5.39%
Hispanic	2	22.22%	\$85,101	11.92%
Native American	0	0.00%	\$0	0.00%
Service-Disabled Veteran	0	0.00%	\$0	0.00%
Women	4	44.44%	\$443,581	62.15%
Total	9	100.00%	\$713,750	100.00%

CPRIT’s Commodity purchases provide the best opportunities to expand purchasing among HUB groups.

However, the last time that CPRIT was successful in expanding purchases to a different vendor group was in 2019 when the agency was able to award contracts to two vendors in the Native American HUB group for IT products that were only needed once and were not recurring purchases. Otherwise, the types of commodities that the agency purchases do not vary greatly from year to year. The agency will continue good faith efforts to expand contract awards to vendors in the remaining HUB groups, Native American and Service-Disabled Veteran, as well as maintain contract awards with vendors distributed among the current group of HUB groups doing business with CPRIT.

HUB Outreach

CPRIT's HUB outreach efforts have two purposes. One is to distribute information about the agency and its procurement needs to HUB vendors at HUB events, such as small business trainings and forums. The other is for the purchaser to gain knowledge about certified HUB vendors who perform services or provide commodities needed by the agency. CPRIT's purchaser attended Senator West's Doing Business Texas Style HUB event during 2022 and 2023 respectively.

In 2024, CPRIT's purchaser participated in Senator West's Doing Business Texas Style HUB event over May 14-15, 2024. The purchaser may add other HUB events as they are scheduled throughout the year.

CPRIT's outreach efforts include responding to all email and hard copy communication received from HUB vendors, including vendors with whom the purchaser becomes acquainted at HUB events. Through these efforts CPRIT has established new relationships with HUB vendors.

SCHEDULE F: AGENCY WORKFORCE PLAN

The Cancer Prevention and Research Institute of Texas (CPRIT) is authorized to:

- **Make grants to provide funds to public or private persons to implement the Texas Cancer Plan, and may make grants to institutions of learning and to advanced medical research facilities and collaborations in this state for:**
- **Research into the causes of and cures for all types of cancer in humans;**
- **Facilities for use in research into the causes of and cures for cancer;**
- **Research, including translational research, to develop therapies, protocols, medical pharmaceuticals, or procedures for the cure or substantial mitigation of all types of cancer in humans; and**
- **Cancer prevention and control programs in this state to mitigate the incidence of all types of cancer in humans;**
- **Support institutions of learning and advanced medical research facilities and collaborations in this state in all stages in the process of finding the causes of all types of cancer in humans and developing cures, from laboratory research to clinical trials and including programs to address the problem of access to advanced cancer treatment;**
- **Establish the appropriate standards and oversight bodies to ensure the proper use of funds authorized under this chapter for cancer research and facilities development.**
- **Employ a Chief Executive Officer (CEO) as determined by the Oversight Committee;**
- **Employ necessary staff to provide administrative support;**
- **Monitor contracts and agreements; and**
- **Implement the Texas Cancer Plan and continually monitor and revise the Texas Cancer Plan as necessary.**

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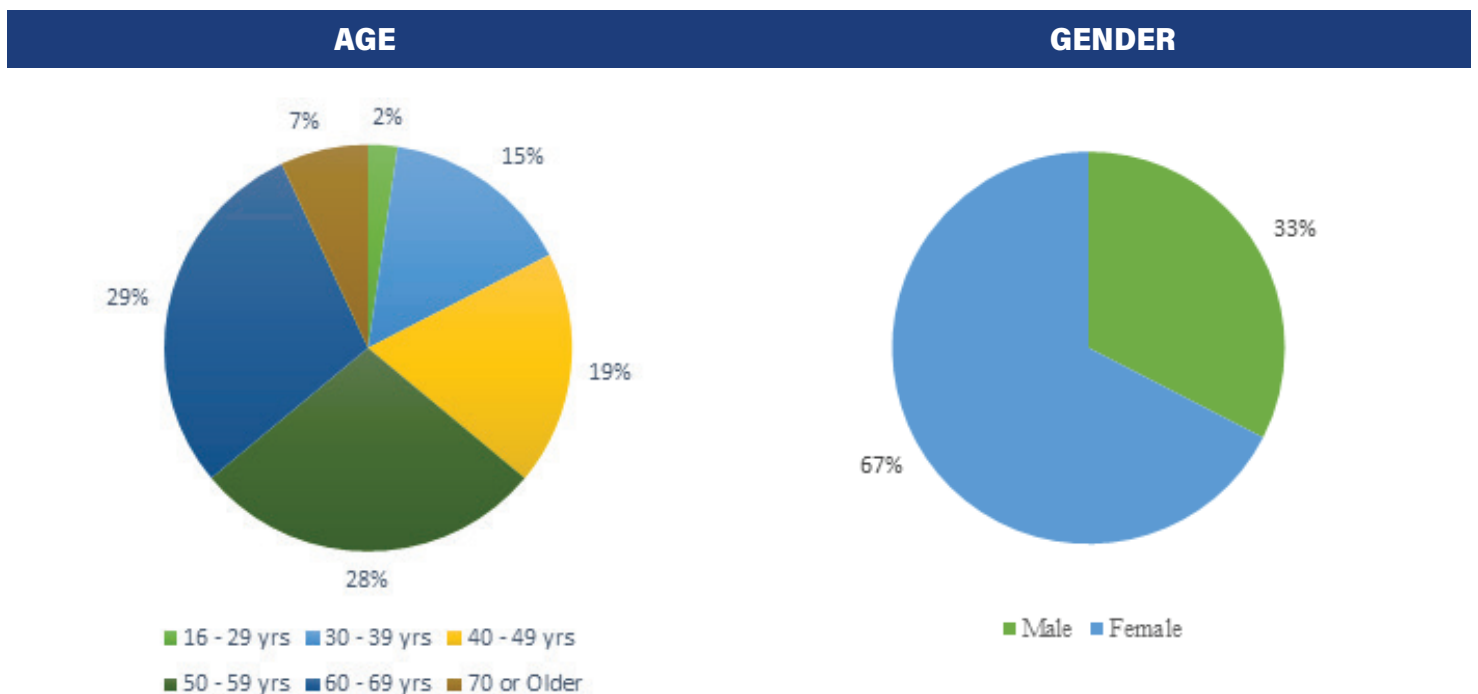
Agency Workforce - Core Functions

CPRIT has 44 budgeted full-time equivalent (FTE) positions headed by a Chief Executive Officer who oversees three core areas: grant programs, operations, and legal and compliance. All areas are integral to support the agency's grant-making capabilities. The three grant programs central to the agency's mission include academic research, prevention, and product development research grant awards. The two other core areas of the agency support the grant programs.

Agency operations includes the information technology, human resources, finance, and procurement functions. Finally, the legal and compliance area includes fulfilling legal and compliance requirements for general agency administration as well as grant administration and monitoring. These functions are necessary to accomplish the mission and duties of the agency.

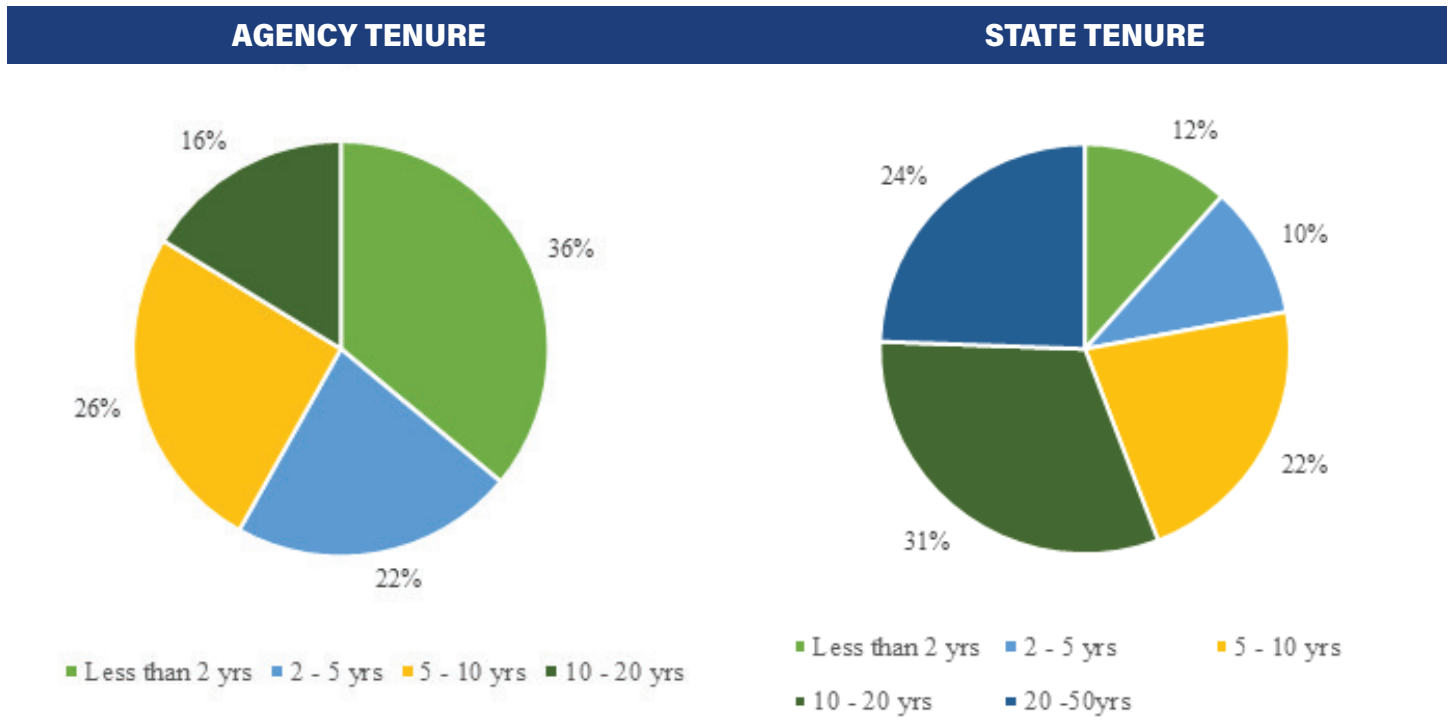
Agency Workforce Demographics

The following charts profile CPRIT's total workforce. Thirty-six percent of CPRIT's employees are over the age of 60. The agency workforce is comprised of 67 percent females and 33 percent males.



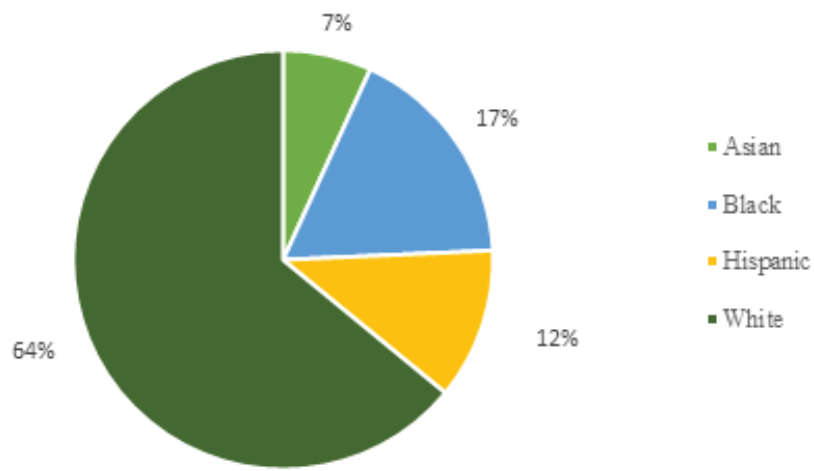
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Thirty-six percent of employees have less than two years of service with CPRIT. Fifty-five percent have more than 10 years of state service. All employees have the potential for continued service with the agency.



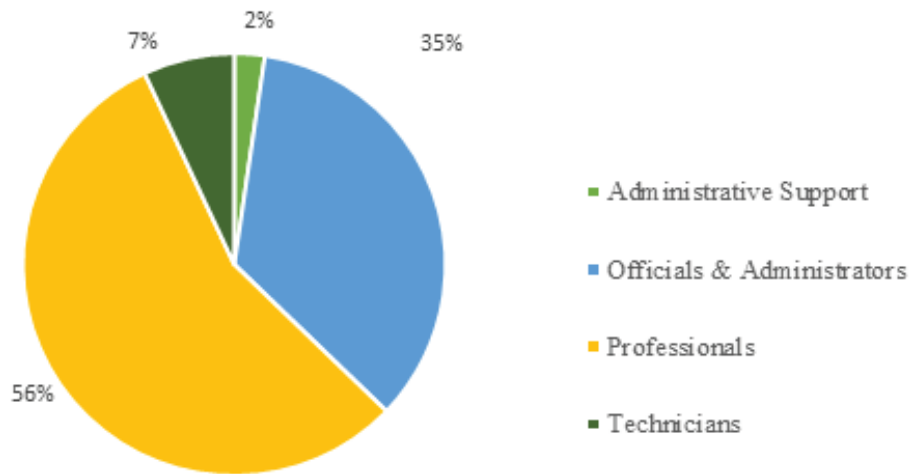
Agency Workforce by Ethnicity

Over half of CPRIT’s workforce is white, while 12 percent is Hispanic, 17 percent is Black/African American, and seven percent is Asian.



Agency Workforce by Job Category

The following illustrates the occupational job category for CPRIT's current workforce as of May 2024.

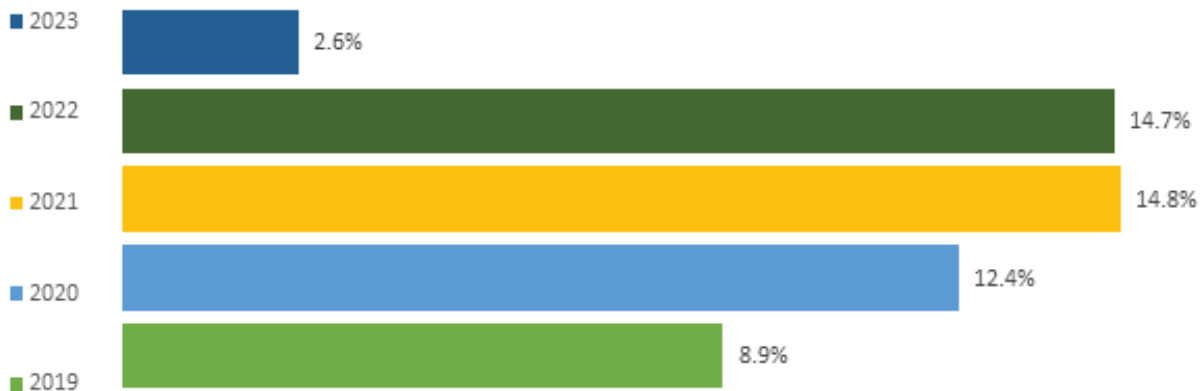


Retirement Eligibility

Approximately 30 percent of CPRIT employees are currently eligible to retire and nine percent are return to work retirees. The agency recognizes that the potential loss of employees due to retirement may be an issue. Loss of expertise along with normal attrition is possible; therefore, CPRIT strives to ensure that business knowledge and organizational proficiency is not lost and continues succession planning for key positions.

Employee Turnover

The following chart shows CPRIT turnover during fiscal years 2019 through 2023. During this period, the turnover rate varied from less than three percent (three FTEs) to 14.8 percent (five FTEs). In general, turnover occurs most commonly among employees who have less than two years of service with the agency.



(continued)

Essential Critical Workforce Skills Necessary for Institute Mission

CPRIT requires a workforce with a broad range of experience. It is essential in a small agency to have staff with diverse skills and experience because it is likely that an employee will perform more than one job function. The agency has qualified, talented, dependable employees with skills necessary to meet the unique requirements of the agency. CPRIT is committed to providing employee training in their area of expertise to maintain their job performance.

To maintain quality services for Texas and carry out essential functions, the agency will continue to hire and retain employees with experience and skills in science, medicine, prevention, product development, leadership, management, human resources, legal, operations, administration, information technology, finance, compliance, and grant monitoring.

Future Workforce Profile (Demand and Gap Analysis)

A continuing analysis of CPRIT demands will be reviewed to ensure that there is an adequate and effective agency workforce in place to carry out the agency mission. Currently, CPRIT does not anticipate a gap in full-time employees over the next five years.

Strategy Development

There are no surpluses in workforce numbers or skills. CPRIT ensures that staff is equipped with the necessary and appropriate knowledge and skills to effectively accomplish the agency's mission by providing training opportunities; supporting staff attendance at job relevant seminars and conferences; and encouraging employees who seek new challenges by assigning special projects and providing cross-training to staff.

CPRIT will continue to follow the established recruitment plan and keep agency policies and procedures documented to ensure necessary skills are retained. CPRIT is committed to recruiting and hiring the staff necessary to continue to support the agency mission.

SCHEDULE H: REPORT ON CUSTOMER SERVICE

Executive Summary and Analysis

CPRIT is accountable to a broad range of important stakeholders — from the Texas Legislature and state leaders, to the researchers and clinicians on the front lines in the conquest of cancer, to the Texans living with cancer and their families and communities, to the citizens who have entrusted their tax dollars to fulfilling the agency's mission.

More directly, CPRIT's customers are the applicants and recipients of its grants served by all three of the agency's strategies under Goal A, Cancer Research and Prevention Services. Their perceptions of agency operations are reflected in CPRIT's 2024 customer satisfaction survey. The overall grant process used by CPRIT includes numerous customer service touchpoints related to the grant reporting requirements, which are among the most rigorous in the field of cancer research. These touchpoints include both in-person and online interactions with CPRIT staff and systems. These survey results reflect CPRIT's emphasis on providing good customer service throughout the agency but particularly in the grant application, contracting, financial reporting, and compliance activities where the majority of customer contact occurs. Compared to the 2022 survey results, the positive perceptions of CPRIT staff courteousness, knowledge and promptness has been maintained at 87.8% (92.0% in 2022; see P-1 in the Perception Data section). This is also true of effective communication with CPRIT at 83.5% (80.0% in 2022; see P-3 in the Perception Data section below).

CPRIT continues to refine its administrative rules to address grant award reporting requirements and provide more written guidance about post-award reporting requirements to grantees which helps the agency maintain a good relationship with the grantees and also results in more consistent compliance with the requirements. In conjunction with these written rules and guidance, CPRIT has also continued to refine the training for grantee personnel of all new and continuing active grant awards to provide our grantees with the knowledge they need comply with the grant requirements. The training addresses CPRIT's new and amended grant policies, procedures and administrative rules required of grantees using CPRIT grant funds.

CPRIT's ability to implement its statutory and administrative rule requirements for grant administration, monitoring and reporting are dependent on mutually satisfactory relationships with grantees required to comply with those requirements. Therefore, the quality, timeliness and efficiency of CPRIT's customer service are integral to effective agency operations and an ongoing focus of the agency to continue improving those standards.

Survey Overview and Methodology

In March 2024, CPRIT issued a customer satisfaction survey to gauge the perceptions of CPRIT grantees about the agency's interaction with them. Results include both quantitative and narrative data summarized in this report. The 2024 survey includes the standardized questions in addition to questions specific to the agency's programs and services. Invitations to participate in the survey were distributed to 1,220 unique grantee representatives of currently active grants including:

- Principal investigators;
- Program directors;
- Company representatives;
- Authorized signing officials; and
- Office of sponsored programs contract and financial staff.

A total of 94 unique customers responded to the survey. Duplicate responses were removed. Descriptive data collected in the survey included:

- Nature of the customer's relationship with CPRIT
- Modes and methods of interaction (e.g., phone, email, grants management system)

Perception data collected in the survey included customer assessments of:

- Interaction with CPRIT staff
- Communications accessibility
- CPRIT's website
- Handling of complaints
- Grants application process and review transparency
- Grant application submission system usability
- Grant application feedback
- Grants helpdesk
- Post-award reporting system usability

Narrative data was provided via open-ended customer comments from 23 respondents. Responses ranged from expressing general appreciation and satisfaction in their interaction with CPRIT staff to difficulties in using the online post-award grant management and report submission system.

Measures of Customer Service

The standard statewide measures for customer service reporting are as follows:

Outcome Measure

- Percentage of Surveyed Customer Respondents Expressing Overall Satisfaction with Services Received: 80.2%

Output and Explanatory Measures

- Total Customers Surveyed: 1,220
- Response Rate: 7.7%
- Total Customers Served: 1,220
- Total Customers Identified: 1,220
- Total Customer Groups Inventoried: 5

Efficiency Measure

- Cost per Customer Surveyed: \$0.67

(continued)

Descriptive Data

D-1. What was the nature of your contact with CPRIT? (*more than one response allowed*)

Program/Activity	Percentage	Number
Academic Research Program	37.2%	35
Prevention Program	30.9%	29
Product Development Research Program	12.8%	12
Grant Expense/Reporting Issue	30.9%	29
Grant Helpdesk	16.0%	15
Grant Contract Issue	6.4%	6
CPRIT Issues (Public or Media Relations)	2.1%	2
Grant Compliance	9.6%	9
Other	3.2%	3
Total Respondents		94

D-2. How did you contact us? (*more than one response allowed*)

Mode	Percentage	Number
Phone	22.3%	21
Email	50.0%	47
CPRIT Grants Management System	70.2%	66
Total Respondents		94

Perception Data

P-1. CPRIT Staff: How satisfied are you with agency staff, including employee courtesy, friendliness, and knowledgeability, and whether staff members adequately identify themselves to customers by name, including the use of name plates or tags for accountability?

Assessment	Percentage	Number
Very unsatisfied	4.3%	4
Unsatisfied	4.3%	4
Neutral	3.2%	3
Satisfied	18.1%	17
Very satisfied	66.0%	62
Not Applicable	4.3%	4
Total Respondents		94

P-2. Grant Helpdesk: How satisfied are you with the courteousness, knowledge, and promptness that helpdesk staff answer your inquiries about grant opportunities?

Assessment	Percentage	Number
Very unsatisfied	3.2%	3
Unsatisfied	1.1%	1
Neutral	5.3%	5
Satisfied	17.0%	16
Very satisfied	54.3%	51
Not Applicable	19.1%	18
Total Respondents		94

P-3. Accessibility: How satisfied are you with agency communications, including toll-free telephone access, the average time you spend on hold, call transfers, access to a live person, letters, electronic mail, and any applicable text messaging or mobile applications?

Assessment	Percentage	Number
Very unsatisfied	2.1%	2
Unsatisfied	4.3%	4
Neutral	8.5%	8
Satisfied	19.1%	18
Very satisfied	56.4%	53
Not Applicable	9.6%	9
Total Respondents		94

P-4. Website: How satisfied are you with the agency's Internet site, including the ease of use of the site, mobile access to the site, information on the location of the site and the agency, and information accessible through the site such as a listing of services and programs and whom to contact for further information or to complain?

Assessment	Percentage	Number
Very unsatisfied	2.1%	2
Unsatisfied	6.4%	6
Neutral	18.1%	17
Satisfied	23.4%	22
Very satisfied	44.7%	42
Not Applicable	5.3%	5
Total Respondents		94

P-5. Grants Application and Review: How satisfied are you with the transparency of CPRIT’s grant application submission and review process?

Assessment	Percentage	Number
Very unsatisfied	3.2%	3
Unsatisfied	2.1%	2
Neutral	4.3%	4
Satisfied	21.3%	20
Very satisfied	45.7%	43
Not Applicable	23.4%	22
Total Respondents		94

P-6. Grant Application Feedback: How satisfied are you with the feedback on a grant application submission to understand the application’s strengths and weaknesses?

Assessment	Percentage	Number
Very unsatisfied	3.2%	3
Unsatisfied	1.1%	1
Neutral	4.3%	4
Satisfied	25.5%	24
Very satisfied	35.1%	33
Not Applicable	30.9%	29
Total Respondents		94

P-7. Complaint Process: How satisfied are you with the agency's complaint handling process, including whether it is easy to file a complaint and whether responses are timely?

Assessment	Percentage	Number
Very unsatisfied	3.2%	3
Unsatisfied	1.1%	1
Neutral	6.4%	6
Satisfied	8.5%	8
Very satisfied	22.3%	21
Not Applicable	58.5%	55
Total Respondents		94

P-8. Grant Application Submission: How satisfied are you with the ease of use of CPRIT's electronic application receipt system?

Assessment	Percentage	Number
Very unsatisfied	2.1%	2
Unsatisfied	2.1%	2
Neutral	7.4%	7
Satisfied	23.4%	22
Very satisfied	37.2%	35
Not Applicable	27.7%	26
Total Respondents		94

P-9. Post-Award Report Submission: How satisfied are you with the ease of use of CPRIT’s post-award electronic grants management system?

Assessment	Percentage	Number
Very unsatisfied	2.2%	2
Unsatisfied	11.8%	11
Neutral	16.1%	15
Satisfied	26.9%	25
Very satisfied	34.4%	32
Not Applicable	8.6%	8
Total Respondents		93

P-10. Agency Office: How satisfied are you with the agency's facilities, including your ability to access the agency, the office location, signs, and cleanliness?

Assessment	Percentage	Number
Very unsatisfied	1.1%	1
Unsatisfied	0%	0
Neutral	6.4%	6
Satisfied	6.4%	6
Very satisfied	17.0%	16
Not Applicable	69.1%	65
Total Respondents		94

P-11. Timely Services: How satisfied are you with the agency's ability to timely serve you, including the amount of time you wait for service in person?

Assessment	Percentage	Number
Very unsatisfied	4.3%	4
Unsatisfied	7.4%	7
Neutral	10.6%	10
Satisfied	17.0%	16
Very satisfied	35.1%	33
Not Applicable	25.5%	24
Total Respondents		94

P-12. Print Materials: How satisfied are you with any agency brochures or other printed information, including the accuracy of that information?

Assessment	Percentage	Number
Very unsatisfied	2.2%	2
Unsatisfied	2.2%	2
Neutral	10.8%	10
Satisfied	12.9%	12
Very satisfied	28.0%	26
Not Applicable	44.1%	41
Total Respondents		93

P-13. Overall Satisfaction: Please rate your overall satisfaction with the agency.

Assessment	Percentage	Number
Very unsatisfied	4.3%	4
Unsatisfied	3.2%	3
Neutral	11.8%	11
Satisfied	22.6%	21
Very satisfied	55.9%	52
Not Applicable	2.2%	2
Total Respondents		93

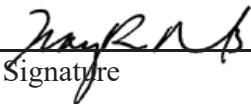


CERTIFICATE

Cancer Prevention and Research Institute of Texas

Pursuant to the Texas Government Code, Section 2056.002(b)(12), this is to certify that the agency has complied with the cybersecurity training required pursuant to the Texas Government Code, Sections 2054.5191 and 2054.5192.

Chief Executive Officer or Presiding Judge



Signature

Wayne R. Roberts

Printed Name


Chief Executive Officer

Title

May 15, 2024

Date

Board or Commission Chair



Signature

David Cummings, M.D.

Printed Name

Presiding Officer, CPRIT Oversight Committee

Title

May 15, 2024

Date

*Together . . .
Texans Conquer Cancer*



CANCER PREVENTION & RESEARCH
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