

**DRAFT**

**ORGANIZATIONAL  
PERFORMANCE  
STANDARDS FOR  
COMMUNITY ACTION**

OPEN COMMENT PERIOD

April 15 – May 15, 2013

*UPDATED May 6, 2013*

*Adding Public CAA Parallel Standards*



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The Community Action Partnership and the CSBG Working Group are pleased to submit the **DRAFT Organizational Performance Standards** for review by the Community Action Network. These Standards are in DRAFT form and are provided to the Network for a 30-day comment period during which input will be gathered from Community Action Agencies (CAAs), other CSBG Eligible Entities (CEEs), State CSBG Offices, State Associations, national partners and others.

As you may recall, the federal Office of Community Services (OCS) funded the Community Action Partnership in October 2012 to develop an Organizational Standards Center of Excellence charged with coordinating the development of a core set of Standards for Community Action Agencies. The final Standards are to be delivered to OCS by July 1, 2013. This DRAFT is the next step of several before the Standards are piloted in several states, modified, and delivered to OCS.

These Draft Standards are focused in 9 core organizational capacity areas:

- Leadership
- Governance
- Strategic Planning
- Financial Management
- Human Resources
- Community Assessment
- Consumer Input
- Community Engagement
- Data and Analysis

The CSBG Working Group has worked hard to develop Draft Standards that will demonstrate to multiple audiences a strong organizational foundation for those CAAs/CEEs that meet them, while not placing an undue and costly burden onto agencies. This fine balance was walked with care. The Standards also needed to reflect the unique nature of Community Action Agencies and align with the ROMA Cycle and related activities.

We all agree the families and communities Community Action serves deserve the best services possible. While these Standards do not demonstrate programmatic outcomes, or assess the quality of services an agency provides, they will provide a baseline for organizational management and leadership capacity.

The Draft Standards are written in a way that provides agencies the means to assess if they are "met" or "not met". Later this spring, we will be developing additional tools that will allow agencies to assess their performance along a 5-point continuum for T/TA purposes. Also, there is a (P) next to several of the Draft Standards which denotes that these Standards may be changed/revised for Public CAAs/CEEs based on the nature of how Public CAAs/CEEs operate.

Feedback is being solicited in the following ways:

1. **Online Survey:** We have developed an online survey to help us collect feedback in a consistent and meaningful way. This survey will address each of the proposed standards and ask readers to score each Standard as to whether it is reasonable for CAAs to meet it, and will provide an opportunity to include comments on each standard.
2. **Online Listening Sessions:** The Partnership is hosting 11 Regional Listening Sessions for CAAs, States, Associations, and others to attend to dialogue with Partnership staff on the Draft Standards. To access a list of these sessions and to register, go to [www.communityactionpartnership.com](http://www.communityactionpartnership.com).
3. **Email:** The email address [csbg@communityactionpartnership.com](mailto:csbg@communityactionpartnership.com) remains open and is a portal for general comments on the Standards.

We hope you participate in one or more of the above activities and provide your feedback. We will also be posting a PowerPoint presentation later this week that can be used with staff and board members.

For more background on the full project, go to [www.communityactionpartnership.com](http://www.communityactionpartnership.com).

Thank you for your interest in this work and your dedication to Community Action. If you have questions on the Standards or the process to date, please contact Lil Dupree or Denise Harlow.

Sincerely,

Don Mathis, President and CEO

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**For the purposes of this document, the following definitions apply:**

**Private CAA** - Nonprofit 501(c)(3) organizations serving local communities. These nonprofit entities are governed by a tripartite board of directors, run operationally by an Executive Director or CEO, and may receive funding from a variety of public and private sources.

**Public CAA** - Units of local governmental entities, such as a county or city government. Many “Public CAAs” operate programs directly out of the government/municipal department while others subcontract to nonprofits in their communities to provide services. They are advised by a tripartite board/advisory body.

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# DRAFT ORGANIZATIONAL PERFORMANCE STANDARDS FOR COMMUNITY ACTION

## ONE | LEADERSHIP STANDARDS

### STANDARD 1.1 • PRIVATE

The board has reviewed the agency's mission statement in the last 5 years and assured that:

1. The mission addresses poverty; and
2. The agency's programs and services are in alignment with the mission.

### STANDARD 1.1 • PUBLIC

The tripartite board/advisory body has reviewed its mission statement in the last 5 years and assured that:

1. The mission addresses poverty; and
2. The CSBG programs and services are in alignment with the mission.

#### *Additional Information:*

- "Addresses poverty" does not require using the specific word poverty in an agency's mission.
- There has been discussion as to whether 3 or 5 years is a more appropriate time frame.

### STANDARD 1.2 • PRIVATE

The agency's Community Action Plan\* is outcome-based, anti-poverty focused and ties directly to the Community Assessment.  
\* Sometimes called CSBG Plan or CSBG Workplan

### STANDARD 1.2 • PUBLIC

The Department's Community Action Plan is outcome-based, anti-poverty focused and ties directly to the Community Assessment.  
\* Sometimes called CSBG Plan or CSBG Workplan

#### *Additional Information:*

- None noted

### STANDARD 1.3 • PRIVATE

Every Community Action Agency (CAA)/CSBG Eligible Entity (CEE) has access to and utilizes the services of a minimum of one Results-Oriented Management and Accountability (ROMA)-certified trainer.

### STANDARD 1.3 • PUBLIC

The Department has access to and utilizes the services of a minimum of one Results-Oriented Management and Accountability (ROMA)-certified trainer.

#### *Additional Information:*

- This could be a staff person, or through a formal relationship with someone at the State Association or State CSBG Office, or with another CAA/CEE.

### STANDARD 1.4 • PRIVATE

There is a written succession plan in place for the CEO/ED, approved by the board, that contains procedures for covering an emergency/unplanned, short-term absence of 3 months or less, as well as outlines the process for filling a permanent vacancy.

### STANDARD 1.4 • PUBLIC

The Department adheres to its local government's policies and procedures around interim appointments and processes for filling a permanent vacancy.

# ONE | LEADERSHIP STANDARDS

*Additional Information:*

- There are a variety of no- and low-cost options available to the Network to meet this Standard, as well as a number of experienced consultants able to work with those CAA/CEEs that want additional or in-depth assistance.

**STANDARD 1.5 • PRIVATE**

**An agency-wide risk assessment is completed at least every 2 years and reported to the board.**

**STANDARD 1.5 • PUBLIC**

**The Department complies with its local government's risk assessment policies and procedures.**

*Additional Information:*

- This is more comprehensive than the financial risk assessment contained in the audit, and may include areas such as: insurance, transportation, facilities, staffing, property, etc. Again there are no- and low-cost tools available to agencies.

# TWO | GOVERNANCE STANDARDS

## STANDARD 2.1 • PRIVATE

The agency's board is structured in compliance with the CSBG Act:

1. At least one third democratically-selected representatives of the low-income community;
2. With one-third local elected officials (or their representatives); and
3. The remaining membership from major groups and interests in the community.

## STANDARD 2.1 • PUBLIC

The Department's tripartite board/advisory body is structured in compliance with the CSBG Act, by either:

1. At least one third democratically-selected representatives of the low-income community;
2. With one-third local elected officials (or their representatives); and
3. The remaining membership from major groups and interests in the community.

OR another mechanism specified by the State to assure decision-making and participation by low-income individuals in the development, planning, implementation, and evaluation of programs.

### Additional Information:

- None noted

## STANDARD 2.2 • PRIVATE

The agency's tri-partite board has written procedures that document a democratic selection process for low-income board members adequate to assure that they are representative of the low-income community.

## STANDARD 2.2 • PUBLIC

The Department's tri-partite board/advisory board either has:

1. written procedures that document a democratic selection process for low-income board members adequate to assure that they are representative of the low-income community.
2. OR another mechanism specified by the State to assure decision-making and participation by low-income individuals in the development, planning, implementation, and evaluation of programs

\* Please note under IM 82 for Public Entities the law also requires that a minimum of 1/3 of tripartite board membership be comprised of representatives of low-income individuals and families who reside in areas served.

### Additional Information:

- None noted

## STANDARD 2.3 • PRIVATE

The agency's bylaws have been reviewed by an attorney within the past 5 years.

## STANDARD 2.3 • PUBLIC

The tripartite board's/advisory body's governing documents have been reviewed for consistency with its local government policies and practices.

# TWO | GOVERNANCE STANDARDS

*Additional Information:*

- There has been some concern expressed over the cost of the attorney review; however, the 5 year time frame works to mitigate this.

**STANDARD 2.4 • PRIVATE**      **The agency's tri-partite board members receive and review the bylaws at least every two years.**

**STANDARD 2.4 • PUBLIC**      **The tripartite board/advisory body receives and reviews its governing documents at least every two years.**

*Additional Information:*

- None noted

**STANDARD 2.5 • PRIVATE**      **The agency's tri-partite board meets in accordance with the frequency and quorum requirements and fills board vacancies as set out in its bylaws.**

**STANDARD 2.5 • PUBLIC**      **The Department's tri-partite board/advisory body meets in accordance with the frequency and quorum requirements and fills board vacancies as set out in its governing documents.**

*Additional Information:*

- None noted

**STANDARD 2.6 • PRIVATE**      **Tri-partite board members sign a conflict of interest policy and procedures, and review them at least every 2 years.**

**STANDARD 2.6 • PUBLIC**      **Tri-partite board/advisory body members sign a conflict of interest policy, or comparable local government documents, and review them at least every 2 years.**

*Additional Information:*

- At the advancing/outstanding levels this may include annual signing.

**STANDARD 2.7 • PRIVATE**      **The agency has a structured process for tri-partite board members' orientation within 6 months of being elected.**

**STANDARD 2.7 • PUBLIC**      **The Department has a structured process for tri-partite board/advisory body members' orientation within 6 months of being elected.**

*Additional Information:*

- None noted

**STANDARD 2.8 • PRIVATE**      **Tri-partite board members are provided with training on their duties and responsibilities at least every two years.**

**STANDARD 2.8 • PUBLIC**      **Tri-partite board/advisory body members are provided with training on their duties and responsibilities at least every two years.**

## TWO | GOVERNANCE STANDARDS

*Additional Information:*

- More frequent, structured training will be recognized at the advancing and outstanding levels.

**STANDARD 2.9 • PRIVATE**

**The agency's tri-partite board receives regular programmatic reports on agency progress.**

**STANDARD 2.9 • PUBLIC**

**The Department's tri-partite board/advisory body receives programmatic reports on Department progress at all regular meetings.**

*Additional Information:*

- Note that the fiscal reporting to the board can be found in the Fiscal Standards.

# THREE | STRATEGIC PLANNING

## STANDARD 3.1 • PRIVATE

**Community Action Agencies/CSBG Eligible Entities (CAA/CEEs) have an agency-wide strategic plan in place that has been approved by the tri-partite board in the past 5 years.**

## STANDARD 3.1 • PUBLIC

**The Department has a strategic plan, or comparable planning document, in place that has been reviewed and accepted by the tripartite board/ advisory body in the past 5 years. If the Department does not have a plan, the tri-partite board/advisory body will develop the plan.**

### *Additional Information:*

- At the advancing and outstanding levels the time frame would be shorter, and include language about measurable goals, time frames, etc.
- There has been discussion as to whether 3 or 5 years is a more appropriate time frame.

## STANDARD 3.2 • PRIVATE

**The approved strategic plan addresses reduction of poverty, revitalization of low-income communities, and/or empowerment of low-income people to become more self-sufficient.**

## STANDARD 3.2 • PUBLIC

**The approved strategic plan, or comparable planning document, addresses reduction of poverty, revitalization of low-income communities, and/or empowerment of low-income people to become more self-sufficient.**

### *Additional Information:*

- Please note the and/or phrase in the proposed standard: it does not require including all three areas.

## STANDARD 3.3 • PRIVATE

**The approved strategic plan contains Family, Agency, and Community goals.**

## STANDARD 3.3 • PUBLIC

**The approved strategic plan, or comparable planning document, contains Family, Agency, and/or Community goals.**

### *Additional Information:*

- The committee chose not to include the 6 national goals as a large number of CAA/CEEs do not incorporate them into their strategic plan.
- Certainly most CAA/CEEs do have Family and Agency goals in existing plans, and partnerships can help CAA/CEEs meet the basic point of the community goal.

## STANDARD 3.4 • PRIVATE

**The agency ensures that customer satisfaction data and customer input is included in the strategic planning process.**

## STANDARD 3.4 • PUBLIC

**The Department ensures that customer satisfaction data and customer input is included in the strategic planning process, or comparable planning process, or is included through public comment periods and hearings.**

### *Additional Information:*

- Notations in the plan would affirm this standard.
- Appendix materials for the plan may include summary documents/surveys.

## THREE | STRATEGIC PLANNING

**STANDARD 3.5 • PRIVATE**

**The board of directors is updated on the progress of the strategic plan no less than every 12 months.**

**STANDARD 3.5 • PUBLIC**

**The tripartite board/advisory body is updated on the progress of the strategic plan/comparable planning document no less than every 12 months.**

*Additional Information:*

- This would be more frequent at the advancing/outstanding levels.
- This could include an annual update to the plan at the outstanding level.

# FOUR | FISCAL STANDARDS

## STANDARD 4.1 • PRIVATE

**The agency’s annual audit is completed by a Certified Public Accountant on time (includes within approved extension periods) in accordance with OMB A-133 (if applicable) and/or State audit threshold requirements.**

## STANDARD 4.1 • PUBLIC

**The Department’s annual audit is completed through the local governmental process in accordance with OMB A-133 (if applicable) and/or State audit threshold requirements. This may be included in the municipal entity’s full audit.**

### *Additional Information:*

- It is noted that not all CAA/CEEs hit the A-133 threshold.
- It is noted that the A-133 threshold may be increasing based on OMB Super Circular development.
- Many states have additional thresholds or requirements that may lead to an audit being completed for a CAA/CEE at less than the A-133 threshold.
- If no audit is required of a CAA/CEE by a governmental agency or other funder, the standard will not apply.
- Additional TA tiers may address submission to the Audit Clearinghouse.

## STANDARD 4.2 • PRIVATE

**All findings from the prior year’s annual audit have been assessed by the agency and addressed where the agency has deemed it appropriate.**

## STANDARD 4.2 • PUBLIC

**The Department follows local government procedures in addressing any findings related to CSBG funding.**

### *Additional Information:*

- A finding is NOT unaddressed if the Agency considered its options, and agreed no changes could or should be made. (e.g., small agencies with a continued concern regarding the of segregation of duties that is inherent given size would be an example. They addressed it by making a decision).
- A board may have considered a finding but end up disagreeing with it, and may choose to make no changes.
- A clean audit every year across all CAA/CEEs is not realistic or appropriate.

## STANDARD 4.3 • PRIVATE

**The agency’s auditor presents the audit to the Board of Directors. This can be met by presentation to the full board or to the Finance/Audit committee and can be done by conference call/web meeting.**

## STANDARD 4.3 • PUBLIC

**The Department’s tripartite board/advisory body is notified of the availability of the local government audit.**

### *Additional Information:*

- This can be met via the auditor meeting with the appropriate committee including Finance, Finance/Audit, Audit, or Executive.

## STANDARD 4.4 • PRIVATE

**The Board of Directors formally receives and reviews the Audit.**

## STANDARD 4.4 • PUBLIC

**The Department’s tripartite board/advisory body is notified of any findings related to the CSBG.**

# FOUR | FISCAL STANDARDS

*Additional Information:*

- By a board vote, the board may accept the audit.

**STANDARD 4.5 • PRIVATE**

**The Audit is put out for bid at least every 5 years and follows the agency’s procurement policy.**

**STANDARD 4.5 • PUBLIC**

**The audit bid process is outside of the purview of tripartite board/ advisory body therefore this standard does not apply to public entities.**

*Additional Information:*

- The Audit RFP is sent out at least every 5 years.
- It is noted and acceptable that the CAA/CEE may choose to work with the same auditor following the bid process.
- As well as working for independence, putting the audit out to bid helps keep the auditor in line on costs.
- Following the bid process, the CAA/CEE may choose to rotate partners within the same firm as well.
- There is no mandate that they select a new firm.

**STANDARD 4.6 • PRIVATE**

**The IRS Form 990 is completed annually and made available to the board for review.**

**STANDARD 4.6 • PUBLIC**

**The federal tax reporting process for local governments is outside of the purview of tripartite board/advisory body therefore this standard does not apply to public entities.**

*Additional Information:*

- The T/TA Continuum will address the board’s review of the 990.

**STANDARD 4.7 • PRIVATE**

**The Board receives financial reports at each regular meeting that include at minimum:**

- 1. Revenue and Expenditures–Budget to Actual by Program;**
- 2. Balance Sheet/Statement of Financial Position; and**
- 3. Cash Flow Report/Update/Needs for the next 30 days.**

**STANDARD 4.7 • PUBLIC**

**The tripartite board/advisory body receives financial reports at each regular meeting, for those programs the body advises, as allowed by local government procedure.**

*Additional Information:*

- Most of the proposed standards are not this prescriptive, but may need to be for fiscal.

**STANDARD 4.8 • PRIVATE**

**All required filings and payments related to payroll tax withholdings are completed on time.**

**STANDARD 4.8 • PUBLIC**

**The payroll tax withholding process for local governments is outside of the purview of the Department, therefore this standard does not apply to public entities.**

# FOUR | FISCAL STANDARDS

*Additional Information:*

- Difficult for the Standards to itemize all state and local filings.
- Payroll taxes are a high risk area for agencies if they are in trouble financially.

**STANDARD 4.9 • PRIVATE**

**The Board of Directors annually approves an agency-wide budget.**

**STANDARD 4.9 • PUBLIC**

**The tripartite board/advisory body has input as allowed by local governmental procedure into the CSBG budget process.**

*Additional Information:*

- It is noted that this will be a change for some Agencies.
- The timing of approval prior to the start of the Agency's fiscal year will be included in the T/TA Continuum.
- It is recognized that that CAA/CEEs have grants that run along different funding years which adds a level of complexity to this standard.
- It is understood that each CAA/CEE has their own annual fiscal year so each CAA/CEE will have its own time period for the budget.
- Good businesses need to know where funds come from to support programs that are running deficits and need a picture of overall agency health. Having only program budgets does not give the board a picture of the full organization.
- Fiscal software packages can assist CAA/CEEs in this effort.

**STANDARD 4.10 • PRIVATE**

**The Fiscal Policies are reviewed annually by staff, updated as necessary, with changes approved by the board.**

**STANDARD 4.10 • PUBLIC**

**The Fiscal Policies for local governments are outside of the purview of the Department and the tripartite board/advisory body, therefore this standard does not apply to public entities.**

*Additional Information:*

- Running changes via the Finance Committee to go to the full board would be the most likely scenario.
- Ensuring that the Fiscal policies and procedures are reviewed would also likely be reported to the Finance Committee.
- If no changes, a note in the minutes that the review took place would be adequate.

**STANDARD 4.11 • PRIVATE**

**A written cost allocation plan is in place for Agencies without an approved federally approved indirect cost rate.**

**STANDARD 4.11 • PUBLIC**

**A written cost allocation plan is outside of the purview of the Department and the tripartite board/advisory body, therefore this standard does not apply to public entities.**

*Additional Information:*

- None noted

## FOUR | FISCAL STANDARDS

**STANDARD 4.12 • PRIVATE**

**A written procurement policy is in place and reviewed by the board at least every 5 years.**

**STANDARD 4.12 • PUBLIC**

**Local governmental procurement policies are outside of the purview of the Department and the tripartite board/advisory body, therefore this standard does not apply to public entities.**

*Additional Information:*

- None noted

**STANDARD 4.13 • PRIVATE**

**The CAA/CEE has a written document retention and destruction policy in place.**

**STANDARD 4.13 • PUBLIC**

**The Department follows local governmental document retention and destruction policies.**

*Additional Information:*

- None noted

# FIVE | HUMAN RESOURCES STANDARDS

## STANDARD 5.1 • PRIVATE

**The agency has written personnel policies that have been reviewed by an attorney and approved by the Board within the past 5 years.**

## STANDARD 5.1 • PUBLIC

**Local governmental personnel policies are outside of the purview of the Department and the tripartite board/advisory body, therefore this standard does not apply to public entities.**

### *Additional Information:*

- This would need to be in place no later than 3 years following Standards implementation (estimated by 2016).
- Have moved to 5 years due to listening session feedback.
- Some states of EEO review that would meet the requirement.
- After much discussion, attorney review made sense for a proxy for meeting state and federal requirements and is balanced by the 5 year time period.

## STANDARD 5.2 • PRIVATE

**The agency makes available the Employee Handbook (or personnel policies in cases without a Handbook) to all staff and notifies staff of any changes.**

## STANDARD 5.2 • PUBLIC

**The Department follows local governmental policies in making available the Employee Handbook (or Personnel Policies in cases without a handbook) to all staff and in notifying staff of any changes.**

### *Additional Information:*

- Can be met via a staff-accessible intranet where they would be accessible 24/7 or any other method the agency deems appropriate.
- Up to Agency to determine how/when notify staff of changes as they are responsible for them once approved.

## STANDARD 5.3 • PRIVATE

**For all employees, the agency has written Job Descriptions, which have been updated in the past 5 years.**

## STANDARD 5.3 • PUBLIC

**For all employees, the Department has written Job Descriptions. Updates may be outside of the purview of the Department.**

### *Additional Information:*

- This would need to be in place no later than 3 years following Standards implementation (estimated by 2016).
- Five years gives agencies time to get up to speed.
- Job descriptions should be noted when they were last updates/reviewed.
- Many Agencies already do this annually at the time of employee appraisals .

## STANDARD 5.4 • PRIVATE

**The Board of Directors conducts a performance appraisal of the CEO/ Executive Director within each calendar year.**

## STANDARD 5.4 • PUBLIC

**The Department follows local government procedures for performance appraisal of the Department Head.**

### *Additional Information:*

- Gave calendar year to allow for annual appraisals to occur at the board and CEO's schedule.

# FIVE | HUMAN RESOURCES STANDARDS

**STANDARD 5.5 • PRIVATE**

**The Board reviews and approves the CEO/Executive Director compensation within every calendar year.**

**STANDARD 5.5 • PUBLIC**

**The compensation of the Department Head is made available according to local governmental procedure.**

*Additional Information:*

- Time frame to calendar year to match that of the CEO/ED evaluation time frame as they would likely occur together.
- It is recognized that due to a some CEO contracts, executive compensation and any increases may be determined by a contract that overlaps several years, which would then meet this Standard.

**STANDARD 5.6 • PRIVATE**

**The agency has a policy in place for regular written evaluation of employees by their respective supervisors.**

**STANDARD 5.6 • PUBLIC**

**The Department follows local governmental policies for regular written evaluation of employees by their respective supervisors.**

*Additional Information:*

- This gets away from dictating a percentage of staff to be evaluated to meet the standard.

**STANDARD 5.7 • PRIVATE**

**The agency has a whistleblower policy that has been approved by the board within the past 5 years.**

**STANDARD 5.7 • PUBLIC**

**The Department provided a copy of the local government whistleblower policy to the tripartite board/ advisory body within the past 5 years.**

*Additional Information:*

- It is noted that once established, the policy may not change but still reviewing and approving every 5 years is appropriate
- Most agencies have this in place.

**STANDARD 5.8 • PRIVATE**

**All staff participate in a new employee orientation within the first 60 days of hire.**

**STANDARD 5.8 • PUBLIC**

**The Department follows local governmental policies for new employee orientation.**

*Additional Information:*

- Up to the Agency to determine what is contained in the orientation.

**STANDARD 5.9 • PRIVATE**

**The agency conducts or makes available staff development/training (including ROMA) on an ongoing basis.**

**STANDARD 5.9 • PUBLIC**

**The Department conducts or makes available staff development/training (including ROMA) on an ongoing basis.**

*Additional Information:*

- None noted

# SIX | COMMUNITY ASSESSMENT STANDARDS

**STANDARD 6.1 • PRIVATE**

**The CAA/CEE conducts a community assessment and issues a report no less than once every 3 years.**

**STANDARD 6.1 • PUBLIC**

**The Department conducts or is engaged in a community assessment and issues a report no less than once every 3 years, if no other report exists.**

*Additional Information:*

- None noted

**STANDARD 6.2 • PRIVATE**

**As part of the community assessment, the CAA/CEE collects and includes data specific to poverty and its prevalence related to gender, age, and race/ethnicity for their service area.**

**STANDARD 6.2 • PUBLIC**

**As part of the community assessment, the Department collects and includes data specific to poverty and its prevalence related to gender, age, and race/ethnicity for their service area.**

*Additional Information:*

- Poverty data is a key factor and race/ethnicity rates are also important, particularly given recent demographic shifts.

**STANDARD 6.3 • PRIVATE**

**The CAA/CEE collects and analyzes both qualitative and quantitative data on its service area(s) in the community assessment.**

**STANDARD 6.3 • PUBLIC**

**The Department collects and analyzes both qualitative and quantitative data on its service area(s) in the community assessment.**

*Additional Information:*

- None noted

**STANDARD 6.4 • PRIVATE**

**The Board of Directors formally accepts the completed Community Assessment.**

**STANDARD 6.4 • PUBLIC**

**The tripartite board/advisory body formally accepts the completed Community Assessment.**

*Additional Information:*

- Demonstrates board involvement in the process.

# SEVEN | CONSUMER INPUT STANDARDS

**STANDARD 7.1 • PRIVATE**      **The agency demonstrates low-income involvement in its activities.**

**STANDARD 7.1 • PUBLIC**      **The Department demonstrates low-income involvement in its activities.**

*Additional Information:*

- This is broader than the board structure, and may include involvement in Head Start Policy Council, Tenant/Neighborhood Councils, etc.

**STANDARD 7.2 • PRIVATE**      **The agency collects and analyzes data collected directly from low-income individuals as part of the community assessment.**

**STANDARD 7.2 • PUBLIC**      **The Department analyzes data collected directly from low-income individuals as part of the community assessment.**

*Additional Information:*

- Reflects the need for CAA/CEEs to talk directly with low-income individuals.

**STANDARD 7.3 • PRIVATE**      **The agency has a systematic approach for collecting and reporting customer satisfaction data.**

**STANDARD 7.3 • PUBLIC**      **The Department has a systematic approach for collecting and reporting customer satisfaction data, which may be met through broader local government processes.**

*Additional Information:*

- None noted

# EIGHT | COMMUNITY ENGAGEMENT STANDARDS

## STANDARD 8.1 • PRIVATE

**The CAA/CEE has documented partnerships across the community, specifically including other anti-poverty organizations in the area.**

## STANDARD 8.1 • PUBLIC

**The Department has documented partnerships across the community, specifically including other anti-poverty organizations in the area.**

### *Additional Information:*

- These could be documented through MOUs, contracts, agreements, documented outcomes, etc.
- This will require a definition of “partnership” in the guidance.

## STANDARD 8.2 • PRIVATE

**The agency utilizes information gathered from key sectors of the community in assessing needs and resources. This would include at minimum: community-based organizations, faith-based organizations, private sector, public sector, and educational institutions.**

## STANDARD 8.2 • PUBLIC

**The Department utilizes information gathered from key sectors of the community in assessing needs and resources. This would include at minimum: community-based organizations, faith-based organizations, private sector, public sector, and educational institutions.**

### *Additional Information:*

- Engagement may include: focus groups, key informant interviews, staff participation in other community groups/advisory bodies, community-wide processes, etc.

## STANDARD 8.3 • PRIVATE

**The agency communicates its activities and its results to the community.**

## STANDARD 8.3 • PUBLIC

**The Department communicates its activities and its results to the community.**

### *Additional Information:*

- This may be met through an agency’s annual report on anti-poverty activities, Social Media activity, traditional news media, community outreach activities, etc.

## STANDARD 8.4 • PRIVATE

**The CAA/CEE documents the number of volunteers and hours mobilized in support of agency activities.**

## STANDARD 8.4 • PUBLIC

**The Department documents the number of volunteers and hours mobilized in support of agency activities.**

### *Additional Information:*

- This is already tracked in the NPIs.

# NINE | DATA AND ANALYSIS STANDARDS

**STANDARD 9.1 • PRIVATE**      **The agency has a system or systems in place to track and report services customers receive.**

**STANDARD 9.1 • PUBLIC**      **The Department has a system or systems in place to track and report direct services customers receive.**

*Additional Information:*

- May or may not be the same system as 9.2; data systems range widely across the network.

**STANDARD 9.2 • PRIVATE**      **The agency has a system or systems in place to track customer, agency, and community outcomes.**

**STANDARD 9.2 • PUBLIC**      **The Department has a system or systems in place to track direct customer, agency, and/or community outcomes.**

*Additional Information:*

- May or may not be the same system as 9.1; data systems range widely across the network.

**STANDARD 9.3 • PRIVATE**      **The agency analyzes its outcomes no less than every 12 months.**

**STANDARD 9.3 • PUBLIC**      **The Department analyzes its outcomes no less than every 12 months.**

*Additional Information:*

- Could be demonstrated via program committee review and the resulting committee minutes of the discussion and via the report to the full board.

**STANDARD 9.4 • PRIVATE**      **The agency has a system in place to produce an unduplicated count of customers served, with the exception of those grants/funders that prohibit data aggregation.**

**STANDARD 9.4 • PUBLIC**      **The Department has a system in place to produce an unduplicated count of direct customers served, with the exception of those grants/funders that prohibit data aggregation.**

*Additional Information:*

- There is no requirement for a particular type of system.
- Such an exception would include WIC.

**STANDARD 9.5 • PRIVATE**      **The agency submits its annual IS Data Report and it reflects agency-wide outcomes.**

**STANDARD 9.5 • PUBLIC**      **The Department submits its annual IS Data Report and it reflects CSBG-funded outcomes.**

*Additional Information:*

- None noted

# NINE | DATA AND ANALYSIS STANDARDS

**STANDARD 9.6 • PRIVATE**

**The agency analyzes customer satisfaction data no less than every 12 months.**

**STANDARD 9.6 • PUBLIC**

**The Department analyzes customer satisfaction data no less than every 12 months.**

*Additional Information:*

- Could be demonstrated via program committee review and the resulting committee minutes of the discussion and via the report to the full board.