

PUBLIC CAAs – Organizational Standards

Category 1: Consumer Input and Involvement		Required Documentation	Examples	Criteria Details
1.1	The department demonstrates low-income individuals' participation in its activities.	At minimum, one example showing participation in agency activities from low-income participants. This includes activities such as volunteering and focus groups.	<ul style="list-style-type: none"> • Volunteer Roster and Hours • Advisory Board Membership • Forums and Focus Group Information 	Agencies cannot use tripartite board membership to show this standard, but low-income participation on additional groups, such as advisory bodies, is acceptable.
1.2	The Department analyzes information collected directly from low-income individuals as part of the community assessment.	This Standard has been merged with Standard 3.3.	See Standard 3.3	See Standard 3.3.
1.3	The department has a systematic approach for collecting, analyzing, and reporting customer satisfaction data to the tripartite board/advisory body, which may be met through broader local government processes.	Agencies must submit documentation showing that there is a process in place, the results have been analyzed and the findings have been shared with the board.	<ul style="list-style-type: none"> • Procedure Doc • Data Instrument • Analysis Report or Board Report • Board Minutes 	All three requirements must be evident in submitted documentation. Systematic approach is up to agency, however, it must be annually, at minimum, and schedule should be noted in process doc, as well as evident it is followed in analysis and board report docs.
Category 2: Community Engagement		Required Documentation	Examples	Criteria Details
2.1	The department has documented or demonstrated partnerships across the community, for specifically identified purposes; partnerships include other anti-poverty organizations in the area.	This information is collected via the CSBG Annual Report and the MGA CSBG Community Action Plan.		This Standard is not in the software as documentation is collected elsewhere.
2.2	The department utilizes information gathered from key sectors of the community in assessing needs and resources, during the community assessment process or other times. These sectors would include at minimum: community-based organizations, private sector, and educational institutions.	Qualifying agencies must submit documentation showing that information has been collected from all of the minimum sectors and utilized in at least 1 planning document.	<ul style="list-style-type: none"> • Meeting Minutes • Analysis Doc • Survey / Forum Docs • Needs Assessment Appendix or Strategic Plan Appendix 	Agencies must show the information has been collected and utilized. However, all three minimum sectors' collected information does not need to be shown in one document. With county agencies, where there are typically multiple plans and reports utilizing this information and showing the picture of homelessness and poverty, it is possible this information is spread across reports. In this instance, 'qualifying' refers to agencies with an annual budget of \$15 million or above (For ACCESS, CAPECO, CAT, CCNO, CCSSD, CINA, KLCAS, MCCAC, ORCCA, YCAP, OHDC this standard is optional).
2.3	The department communicates its activities and its results to the community.	Agencies must submit, at minimum, 1 example of communicating outcomes and, at minimum, 2 examples of communicating activities.	<ul style="list-style-type: none"> • Press Releases • Social Media Screenshots • Outcome Reports 	Agency documentation must show the information was externally publicized. Internal documents and reports do not qualify. It is possible the dept.'s news is communicated from the dept. itself, or through inclusion in broader reports. If that is the case, dept. should be sure to note where this info can be found if submitting this type of documentation.

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2.4	The department documents the number of volunteers and hours mobilized in support of its activities.	This information is collected via the CSBG Annual Report.		This Standard is not in the software as documentation is collected elsewhere.
Category 3: Community Assessment		Required Documentation	Examples	Criteria Details
3.1	The department conducted or was engaged in a community assessment and issued a report within that past 3 years if no other report exists.	Community Needs Assessment	<ul style="list-style-type: none"> Community Needs Assessment Press Release Email Website Posting 	Submitted Community Needs Assessments must be dated to qualify for review. Issuing the report is defined by finalizing, approving and sharing. Sharing may be limited to inter-agency; however, the agency must provide documentation that shows the agency staff have access to the document. This can be shown through: copy of the email distribution, screenshot of posting on website, etc. In the case of external sharing, a press release, email distribution to partners, screenshot of public website posting, social media posting, etc., are acceptable. In the case of county agencies, it is possible that the dept. /CAA was part of an assessment, rather than doing a stand-alone.
3.2	As part of the community assessment, the department collects and includes current data specific to poverty and its prevalence related to gender, age, and race/ethnicity for their service area(s).	Agency's assessments must include information about poverty in relation to all required demographics: gender, age, race/ethnicity.	<ul style="list-style-type: none"> Poverty Data Citation Service Area Data 	It is not acceptable to show only the demographics of the service area. The data must show the poverty levels of those demographics. Preferred formatting is charts and graphs.
3.3	The department collects and analyzes both qualitative and quantitative data on its geographic service area(s) in the community assessment, including data collected from low-income community members.	Agency's assessments must include both quantitative and qualitative data, including information collected from low-income community members. Agencies must submit both the assessment and documentation showing information was collected from low-income community members.	<ul style="list-style-type: none"> Methodology Doc Copies of Raw Data Analysis Meeting Minutes or the assessment Needs Assessment and list of data by service area Copies of Raw Data 	If the information collected is not referenced explicitly in the body, methodology or appendix of the assessment, agencies may be asked to submit additional documentation to show that both types of data were collected and included information collected from low-income community members. Blank information-collecting instruments, such as surveys, will not be considered adequate documentation for this purpose.
3.4	The community assessment includes key findings on the causes and conditions of poverty and the needs of the communities assessed.	Community Needs Assessment and Key Findings section	<ul style="list-style-type: none"> Key Findings Section in Assessment Documentation and discussion in summary 	Community Needs Assessments must include a clearly labeled section or summary that meets the intent of this standard. In the case that the dept. is part of a larger assessment that does not do this, then the dept. should compile and create an amended doc that shows this.

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3.5	The tripartite board/advisory body formally accepts the completed community assessment.	Documentation must be submitted that shows the board approved the final draft of the agency's assessment.	<ul style="list-style-type: none"> Needs Assessment Board Minutes 	Board minutes must indicate a vote and approval. Board minutes referencing discussions about the assessment, but not the approval of final draft, will not be accepted. However, in county agencies, it may be the case that it is not up to them to approve, particularly if it is the dept. participating in a larger assessment. In this case, agencies should show notice and discussion of the assessment in the board minutes.
Category 4: Organizational Leadership		Required Documentation	Examples	Criteria Details
4.1	The tripartite board/advisory body has reviewed the organization's mission statement within the past 5 years and 1. The mission addresses poverty; and 2. The CSBG programs and services are in alignment with the mission.	Agencies must submit documentation showing that the mission statement has been reviewed.	<ul style="list-style-type: none"> Board Minutes Mission Statement 	Documentation must include board minutes. Agendas-only will not qualify. Board minutes must reflect discussion that indicates a review. Review should address mission statement's reflection on agency's services and priorities. In the event that the department does not have a mission statement, and operates under the agency's, then the department or program should adopt a mission statement to be compliant.
4.2	The department's Community Action Plan is outcome-based, anti-poverty focused, and ties directly to the community assessment.	This information is collected during the MGA process.		This Standard is not in the software as documentation is collected elsewhere.
4.3	The department's Community Action Plan and Strategic Plan document the continuous use of the full Results Oriented Management and Accountability (ROMA) cycle or comparable system (assessment, planning, implementation, achievement of results, and evaluation). In addition, the department documents having used the services of a ROMA-certified (or equivalent) to assist in implementation.	Agencies must submit a completed ROMA Documentation Form and show that ROMA-trained staff were involved in the process.	<ul style="list-style-type: none"> ROMA Documentation Tool in Toolkit Statement from certified staff 	Agencies should use the tool developed for this standard. The tool should show that an Implementer, or staff trained in ROMA, have participated in the planning process.
4.4	The tripartite board /advisory body receives an annual update on the success of specific strategies included in the Community Action Plan.	Agencies should submit dated board minutes and related materials (agenda, handouts) to show this standard has been met.	<ul style="list-style-type: none"> Board Minutes Board Packet: Materials Update/Analysis Report 	Documentation must show that an update and discussion occurred with the board. Distribution-only of the plan, without discussion of the strategies, will not qualify for this standard to be met.
4.5	The department adheres to its local government's policies and procedures around interim appointments and processes for filling a permanent vacancy.	Agencies must submit their govt. policy pertaining filling appointments.	<ul style="list-style-type: none"> Relevant Policy Example 	In this case, a statement from HR could suffice, in place of an example.

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4.6	The department complies with its local government’s risk assessment policies and procedures.	Agencies must submit their govt. policy pertaining to risk assessment procedures.	<ul style="list-style-type: none"> • Risk Assessment Report • Board Minutes 	In this case, a statement from the relevant department could suffice, in place of an example.
Category 5: Board Governance		Required Documentation	Examples	Criteria Details
5.1	The department’s tripartite board/advisory body is structured in compliance with the CSBG Act, by either: 1. Selecting the board members as follows: · At least one third are democratically-selected representatives of the low-income community; · One-third are local elected officials (or their representatives); and · The remaining members are from major groups and interests in the community; or 2. Selecting the board through 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.	Agencies must submit a tripartite board roster for their governing board (or advisory board) that meets all components.	<ul style="list-style-type: none"> • Bylaws • Board Roster 	Agencies bylaws must include tripartite requirement for board structure. Submitted rosters should clearly show the tripartite structure. Low-income positions on the board should not primarily be made of representatives from low-income serving agencies.
5.2	The department’s tripartite board/advisory body 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, or 2. 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.	Agencies must submit a written procedure that documents their democratic selection process.	<ul style="list-style-type: none"> • Written procedure from the board manual 	Only a written procedure from the board manual will be accepted for this standard. A summary description of the process in the bylaws will not qualify to be reviewed for meeting the standard. This procedure must reflect a true democratic selection process that ensures actual low-income representation on the board. Nominations from an advisory body are an acceptable process.
5.4	The department documents that each tripartite board member / advisory body member has received a copy of the governing documents within the past 2 years.	Agencies must submit documentation that shows the most current bylaws have been distributed to their board.	<ul style="list-style-type: none"> • Signed Bylaws Receipt • Board Minutes • Meeting Materials 	While a discussion does not need to have occurred, clear evidence of (at minimum) the distribution of the most current bylaws must be present in submitted documentation.

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5.5	The department’s tripartite board/advisory body meets in accordance with the frequency and quorum requirements and fills board vacancies as set out in its governing documents.	Agencies must submit documentation that shows their meeting requirements, as well as examples of meeting the requirements.	<ul style="list-style-type: none"> • Bylaws • Board Calendar • Board Minutes 	Reviewer will be looking at minutes and schedule to determine if this is met. Agencies should indicate quorum in their minutes to facilitate this as well as have clear information about the schedule and quorum requirements in their bylaws. 2-3 examples of successive board meeting minutes is acceptable.
5.6	Each tripartite board/advisory body member has signed a conflict of interest policy, or comparable local government document, within the past 2 years.	Agencies must submit their policy and evidence that each board member has signed the form in the required timeframe.	<ul style="list-style-type: none"> • Conflict of Interest Policy • Signed Form 	Acceptable documentation would be a .pdf of all of the signed docs, as well as the roster.
5.7	The department has a process to provide a structured orientation for tripartite board/advisory body members within 6 months of being seated.	Agencies submit documentation of process of orientation and provide example of implementation.	<ul style="list-style-type: none"> • Orientation materials • Board Minutes • Dated Orientation Receipt Form 	The content of orientation is not being reviewed; however, the agency must show there is an actual documented process for the orientation. As to implementation, this can be shown through a combination of notice of acceptance to the board, the orientation process from board manual and a dated receipt of orientation.
5.8	Tripartite board/advisory body members have been provided with training on their duties and responsibilities within the past 2 years.	Agencies should submit, at minimum, (1) example of board members receiving training on their duties and responsibilities if the example is Board 101 training, or at minimum (2) examples if the training being submitted is regarding new initiatives and other types of specialized training.	<ul style="list-style-type: none"> • Board Minutes • Training Tracker 	In this case, training on responsibilities is not limited to board members receiving board 101 - responsibilities can include refresher course, updates, and information on new initiatives, etc. However, the agency should submit at minimum (2) examples to illustrate this as meeting the standard.
5.9	The department’s tripartite board/advisory body receives programmatic reports at each regular board/advisory meeting.	Agencies should submit documentation that shows the board receives programmatic reports consistently.	<ul style="list-style-type: none"> • Board Minutes • Program Reports 	Consistently, in this case, is defined as regularly, not, for example, once a year during a strategic planning session. The intent of this standard is that the board is engaged and knowledgeable about the programming. Therefore, two conditions should be shown: received regularly and space for discussion. If reports are distributed but are not part of the agenda, the threshold for meeting the standard will not be met.

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Category 6: Strategic Planning		Required Documentation	Examples	Criteria Details
6.1	The department has a strategic plan, or comparable planning document, in place that has been reviewed and accepted by the tripartite board/advisory body within the past 5 years. If the department does not have a plan, the tripartite board/advisory body will develop the plan.	Agencies must submit approved strategic plan.	<ul style="list-style-type: none"> Strategic Plan Board Minutes 	In some county cases, the dept. does not have its own strategic plan, but rather the county does. If the dept. is able to show they are represented in the plan and their contribution was approved by the board, then that will suffice. If that is not the case, the dept. may need to develop an additional supplement to be compliant with this standard.
6.2	The approved strategic plan, or comparable planning document, addresses reduction of poverty, revitalization of low-income communities, and/or empowerment of people with low incomes to become more self-sufficient.	Agencies must submit an approved strategic plan that addresses at least (1) of these categories.	<ul style="list-style-type: none"> Strategic Plan 	One of these criteria must be listed. An internally-focused strategic plan that does not contain at least (1) of these categories will not qualify the plan for this standard.
6.3	The approved strategic plan, or comparable planning document, contains family, agency, and/or community goals.	Agencies must submit an approved strategic plan that addresses at least (1) of these categories.	<ul style="list-style-type: none"> Strategic Plan 	One of these criteria must be listed. While an internally-focused strategic plan with only agency goals would qualify, it is in danger of not meeting 6.2, if (1) category from 6.2 is not listed.
6.4	Customer satisfaction data and customer input, collected as part of the community assessment, is included in the strategic planning process, or comparable planning process.	Agencies must submit documentation that shows the agency collected, analyzed and included customer satisfaction data into the strategic planning process.	<ul style="list-style-type: none"> Strategic Plan Collected Data Customer Input Survey or Collection Instrument 	In order for submitted documentation to qualify as proof, there must be direct, easily found linkages between data collected and inclusion in the strategic plan. Reviewer will be looking for items such as meeting minutes where data is discussed, collection tools, methodology notes, inclusion in the document appendix, etc.
6.5	The tripartite board/advisory body has received an update(s) on progress meeting the goals of the strategic plan/comparable planning document within the past 12 months.	Agencies must submit documentation that shows the board received an update on strategic plan goals progress within the previous 12 months.	<ul style="list-style-type: none"> Board Minutes Report or Goal Progress Summary 	Documentation should show that a progress report was given. However, if progress reports are given at board minutes throughout the year, in phases, this will also be acceptable as long as documented in the submitted board minutes. If this is the case, agencies should submit 2-3 months of board minutes to reflect this.
Category 7: Human Resource Management		Required Documentation	Examples	Criteria Details
7.2	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.	Agencies should submit the relevant policy and provide example of implementation.	<ul style="list-style-type: none"> Employee Handbook Policy Proof of notice of changes List of positions List of job descriptions 	In this instance, implementation could be shown through screenshots of the policy on server or website, and documentation such as an email notice or a statement from HR.

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7.3	The department has written job descriptions for all positions. Updates may be outside of the purview of the department.		<ul style="list-style-type: none"> Organizational Chart/Staff List Job Descriptions with dates noted Local Government Policies/Procedures Regarding Job Descriptions 	This references job descriptions for each type of position, not each staff person.
7.4	The department follows local government procedures for performance appraisal of the department head.	Agencies should submit the relevant policy and provide example of implementation.	<ul style="list-style-type: none"> Policy Appraisal Document 	In this instance, implementation could be met with a statement from HR.
7.5	The compensation of the department head is made available according to local government procedure.	Agencies should submit procedure doc and screenshot, doc or webpage if applicable.	<ul style="list-style-type: none"> Screenshot or web link Procedure 	A screenshot, webpage, etc., is sufficient in this case.
7.6	The department follows local governmental policies for regular written evaluation of employees by their supervisors.	Agencies should submit the procedure doc and provide example of implementation.	<ul style="list-style-type: none"> Evaluation Policy Example or HR statement 	Depending on the processes, an HR statement is sufficient.
7.7	The department provides a copy of any existing local government whistleblower policy to members of the tripartite board/advisory body at the time of orientation.	Agencies should submit the policy doc and documentation showing the board has received the policy.	<ul style="list-style-type: none"> Whistleblower Policy Board Minutes Board Handbook 	This does not require review or approval, only distribution.
7.8	The department follows local governmental policies for new employee orientation.	Agencies should submit the policy and documentation showing implementation.	<ul style="list-style-type: none"> Orientation Receipt Orientation Docs Hiring Date for documentation 	Implementation can include HR statement.
7.9	The Organization conducts, or makes available, staff development/training (including ROMA) on an ongoing basis.	Agencies should submit a training tracker illustrating that staff are provided with opportunities to attend trainings, including ROMA.	<ul style="list-style-type: none"> Training Tracker ROMA Attendance certification 	Not all staff needs to attend ROMA, however, some CSBG staff should show attendance.
Category 8: Financial Operations & Oversight		Required Documentation	Examples	Criteria Details
8.1	The department’s annual audit is completed through the local governmental process in accordance with Title 2 of the Code of Federal Regulations, Uniform Administrative Requirements, Cost Principles, and Audit Requirement (if applicable) and/or State audit threshold requirements. This may be included in the municipal entity’s full audit.	Agencies should provide documentation that confirms the local audit process is complete as well as documentation that confirms the department’s participation in that process is complete.	<ul style="list-style-type: none"> Completed Audit Certification by the parent agency that the department’s participation in the Audit process is complete 	Each local government will have its own process; department should provide documentation of the local procedures and be able to show compliance.

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8.2	The department follows local government procedures in addressing any audit findings related to CSBG funding.	Agencies should provide documentation of the local government process to address Audit findings and documentation that confirms that the department has followed the process.	<ul style="list-style-type: none"> Board/Advisory Body Minutes Department’s Response to the Audit Copy of the local government procedures to address Audit findings 	Each local government will have its own process; department provides documentation of the local procedures and able to show compliance. Findings are those noted in the Audit itself, not the Management Letter. Any findings that are addressed should be reported back to the advisory board.
8.3	The department’s tripartite board/advisory body is notified of the availability of the local government audit.	Agencies must submit documentation that shows the board received notification of the availability of the audit.	<ul style="list-style-type: none"> Board Minutes 	Board minutes are sufficient. No further documentation is necessary, however, if notice was provided through a different means, that should be submitted as documentation (i.e., email notice)
8.4	The department’s tripartite board/advisory body is notified of any findings related to CSBG funding.	Agencies must submit documentation that shows the board is notified of findings in the audit.	<ul style="list-style-type: none"> Board Minutes 	Board minutes are sufficient. No further documentation is necessary, however, if notice was provided through a different means, that should be submitted as documentation (i.e., email notice)
8.7	The tripartite board/advisory body receives financial reports at each regular meeting, for those program(s) the body advises, as allowed by local government procedure.	Agencies must submit documentation that shows the board receives regular financial reports.	<ul style="list-style-type: none"> Board Minutes Report Materials 	In some instances, the advisory board may receive a summary, in lieu of distribution of the actual financial docs, from a board member that serves on a subcommittee or attends the governing body meetings as a representative. Documentation of this in the board minutes is sufficient.
8.9	The tripartite board/advisory body has input as allowed by local governmental procedure into the CSBG budget process.	Agencies should submit documentation that shows the process for input if allowable, and evidence of implementation.	<ul style="list-style-type: none"> Board Minutes Dept. Budget 	Agencies should show the implementation, whether it be input given in a board meeting or evidence that a board member participates in subcommittees of the governing body, etc.
8.13	The department follows local governmental policies for document retention and destruction.	Agencies should submit the agency policy as well as evidence of implementation.	<ul style="list-style-type: none"> Record & Retention Policy Staff signed statement 	In this instance, a statement from the relevant department head is sufficient.
Category 9: Data & Analysis		Required Documentation	Examples	Criteria Details
9.1	The department has a system or systems in place to track and report client demographics and services customers receive.	This information is collected during the Annual Report.		This Standard is not in the software as documentation is collected elsewhere.
9.2	The department has a system or systems in place to track family, agency, and/or community outcomes.	This information is collected during the Annual Report.		This Standard is not in the software as documentation is collected elsewhere.

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9.3	The department has presented to the tripartite board/advisory body for review or action, at least within the past 12 months, an analysis of the agency’s outcomes and any operational or strategic program adjustments and improvements identified as necessary.	Agencies must submit documentation that shows the agency has presented program results and data to the board, at least on a quarterly basis.	<ul style="list-style-type: none"> Analysis Report 	In this instance, simple distribution in board packet materials without discussion or presentation will not suffice. Board minutes must show presentation – items presented as part of the strategic planning process may qualify.
9.4	The department submits its annual CSBG Information Survey data report and it reflects client demographics and CSBG-funded outcomes.	This information is collected during the Annual Report.		This Standard is not in the software as documentation is collected elsewhere.