

Organizational Standards for Public Organizations

To validate compliance with Organizational Standards, specific documentation must be uploaded into COPOS and approved by the executive director. COPOS documentation is reviewed routinely and as part of annual monitoring. To expedite the review process and to substantiate your achievements, please identify or highlight any portion of board meeting minutes that pertain to the standard. If a document or form is not self-explanatory, please enter a note in COPOS to explain how the document supports your compliance with the standard.

<i>Category One – Consumer Input and Involvement</i>		
1.1	The department demonstrates low-income individuals’ participation in its activities.	Annually
<p>Any combination of the following:</p> <ul style="list-style-type: none"> ✓ Participation lists, group documents, and minutes from agency advisory bodies; ✓ Tripartite board minutes documenting the involvement of low-income individuals in activities; ✓ Documentation of low-income individual’s participation in the development of services, or in the needs assessment process, or assistance at agency events; ✓ Client Advisory Board activities documentation (i.e. Head Start). 		
1.2	The department analyzes information collected directly from low-income individuals as part of the community assessment.	Every three (3) years.
<ul style="list-style-type: none"> ✓ Methodology section of the community needs assessment that details the processes to include low-income individuals in data collection; <p>Or any combination of the following:</p> <ul style="list-style-type: none"> ✓ Notes from community forums or focus groups, transcripts from interviews that included low-income individuals; ✓ Samples of surveys from low-income individuals; ✓ Minutes of meeting where the data was analyzed for the community assessment; ✓ Copy of the Needs Assessment. 		
1.3	The department has a systematic approach for collecting, analyzing, and reporting customer satisfaction data to the tripartite board/governing body, which may be met through broader local government processes.	Every three (3) years.
<p>Any combination of the following:</p> <ul style="list-style-type: none"> ✓ Agency’s customer satisfaction policy and/or procedures; ✓ Schedule for customer satisfaction data collection; ✓ Board meeting minutes; ✓ Report that analyzes the customer satisfaction data for board and the general public. 		
<i>Category Two – Community Engagement</i>		
2.1	The department has documented or demonstrated partnerships across the community, for specifically identified	Annually

	purposes; partnerships include other antipoverty organizations in the area	
✓	A list of the agencies and/ or primary partnerships	
And	✓ Samples of documents such as MOUs and/or contracts that document the partnerships.	
✓		
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, faith-based organizations, private sector, public sector, and educational institutions.	Every three (3) years.
✓	Information gathered during the community needs assessment from all five sectors listed in the standard;	
And	✓ Summary of the data in the community needs assessment or its appendices.	
2.3	The department communicates its activities and its results to the community.	Annually
✓	The agency's public annual report;	
And any of the following:		
✓	Social media activity (Facebook page, Twitter account, etc.);	
✓	News release copies;	
✓	Community event information.	
2.4	The department documents the number of volunteers and hours mobilized in support of its activities.	Annually
✓	Documentation of how the agency tracks the number of volunteers and volunteers hours.	

Category Three – Community Assessment

3.1	The department conducted or was engaged in a community assessment and issued a report within the past 3 years, if no other report exists.	Every three (3) years.
✓	An electronic copy of the full Community Needs Assessment.	
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).	Every three (3) years.
✓	Documentation that demonstrates collection of poverty data regarding gender, age, and race/ethnicity (all three demographics).	
3.3	The department collects and analyzes both qualitative and quantitative data on its geographic service area(s) in the community assessment.	Every three (3) years.
At least one from the following categories:		

<p>Data collection procedures:</p> <ul style="list-style-type: none"> ✓ A list of all data collection methods used in the needs assessment; ✓ Descriptions of the processes used to collect the data collected; ✓ Links to or copies of the raw data collected. <p>Data analysis procedures:</p> <ul style="list-style-type: none"> ✓ Descriptions of the processes used to analyze the data; ✓ The primary sections of the needs assessment that include data analysis. <p>Quantitative and qualitative data:</p> <ul style="list-style-type: none"> ✓ A list of all data sources collected for the needs assessment divided into qualitative, quantitative, and mixed methods categories; ✓ Links to or copies of the raw data collected. 		
3.4	The community assessment includes key findings on the causes and conditions of poverty and the needs of the communities assessed.	Every three (3) years.
<ul style="list-style-type: none"> ✓ Executive summary that outlines the key findings of the needs assessment; 		
3.5	The tripartite board formally accepts the completed community assessment.	Every three (3) years.
<ul style="list-style-type: none"> ✓ Board meeting minutes. 		

Category Four – Organizational Leadership		
4.1	The tripartite board/advisory body has reviewed the department’s mission statement within the past five (5) years and assured that: 1. The mission addresses poverty; and 2. The CSBG programs and services are in alignment with the mission.	Every five (5) years.
<ul style="list-style-type: none"> ✓ Board meeting minutes; <p>And</p> <ul style="list-style-type: none"> ✓ A copy of the Strategic Plan that includes mission statement. 		
4.2	The department’s Community Action plan is outcome-based, anti-poverty focused, and ties directly to the community assessment.	Annually
<ul style="list-style-type: none"> ✓ A copy of the CSBG Work Plan. 		
4.3	The department’s Community Action plan and strategic plan document the continuous use of the full Result 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 trainer (or equivalent) to assist in implementation.	Annually
<p>All of the following:</p> <ul style="list-style-type: none"> ✓ Evidence that all steps in the ROMA cycle (assessment, planning, implementation, achievement and evaluation) were carried out in the Work Plan and Strategic Plan, e.g. a logic model; ✓ Evidence indicating involvement of ROMA trainer/implementer in implementation of ROMA 		

principles in the Work Plan and Strategic Plan; ✓ Board Meeting Minutes.		
4.4	The tripartite board/advisory body receives an annual update on the success of specific strategies included in the Community Action plan.	Annually
✓ Board meeting minutes.		
4.5	The department adheres to its local government’s policies and procedures around interim appointments and processes for filling a permanent vacancy.	Every five (5) years.
✓ Local government’s policies and procedures on hiring.		
4.6	The department complies with its local government’s risk assessment policies and procedures.	Every two (2) years.
✓ Risk assessment instrument and results; And ✓ Board Meeting minutes.		

Category Five – Board Governance

5.1	The department’s tripartite board/advisory body is structured in compliance with the CSBG Act, by either: <ol style="list-style-type: none"> 1. Selecting the board members as follows: <ul style="list-style-type: none"> • 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. 	Every five (5) years.
✓ Board bylaws; And ✓ Board Membership Module complete and updated in COPOS.		
5.2	The department’s tripartite board/advisory body either has: <ol style="list-style-type: none"> 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 	Every five (5) years.

	<p>decision-making and participation by low-income individuals in the development, planning, implementation, and evaluation of programs.</p> <p><i>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</i></p>	
	<p>✓ Board by-laws.</p>	
5.3	<p>Not applicable: Review of bylaws by an attorney is outside of the purview of the department and the tripartite board/advisory body, therefore this standard does not apply to public entities.</p>	<p>Not applicable.</p>
	<p>✓ Not applicable</p>	
5.4	<p>The department documents that each tripartite board/advisory body member has received a copy of the governing documents, within the past 2 years.</p>	<p>Every two (2) years.</p>
	<p>Any of the following:</p> <ul style="list-style-type: none"> ✓ Board meeting minutes; ✓ Signature of board members. (See appendix.); ✓ Email documenting board members receipt of the governing documents 	
5.5	<p>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.</p>	<p>Annually</p>
	<p>✓ Board meeting minutes.</p>	
5.6	<p>Each tripartite board/advisory body member has signed a conflict of interest policy, or comparable local government document, within the past two (2) years.</p>	<p>Every two (2) years.</p>
	<ul style="list-style-type: none"> ✓ A conflict of interest document; <p>And</p> <ul style="list-style-type: none"> ✓ Signatures of board members documenting receipt of Conflict of Interest, (See appendix). <p>And</p> <ul style="list-style-type: none"> ✓ Conflict of Interest forms available upon on request. 	
5.7	<p>The department has a process to provide a structured orientation for tripartite board/advisory body members within six (6) months of being seated.</p>	<p>Annually</p>
	<ul style="list-style-type: none"> ✓ Board Membership Module complete and updated in COPOS. <p>And</p> <ul style="list-style-type: none"> ✓ The curriculum/tools used for orientation; <p>And one of the following:</p>	

	<ul style="list-style-type: none"> ✓ A signed board member statement that such orientation occurred, (See appendix). <p>Or</p> <ul style="list-style-type: none"> ✓ Sign-in sheet from the orientation. 	
5.8	Tripartite board/advisory body members have been provided with training on their duties and responsibilities within the past two (2) years.	Every two (2) years.
	<ul style="list-style-type: none"> ✓ Board Meeting Minutes <p>And</p> <ul style="list-style-type: none"> ✓ The curriculum/tools used for training; <p>And one of the following:</p> <ul style="list-style-type: none"> ✓ A signed board member statement that such training occurred, (See appendix). <p>Or</p> <ul style="list-style-type: none"> ✓ Sign-in sheet from the training. 	
5.9	The department’s tripartite board/advisory body receives programmatic reports at each regular board/advisory meeting.	Annually
	<ul style="list-style-type: none"> ✓ Board meeting minutes. 	

Category Six – Strategic Planning

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 five (5) years. If the department does not have a plan, the tripartite board/advisory body will develop the plan.	Every five (5) years.
	<ul style="list-style-type: none"> ✓ A copy of the completed strategic plan; <p>And</p> <ul style="list-style-type: none"> ✓ Board meeting minutes. 	
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.	Every five (5) years.
	<ul style="list-style-type: none"> ✓ A copy of the strategic plan. 	
6.3	The approved strategic plan, or comparable planning document, contains family, agency, and/or community goals.	Every five (5) years.
	<ul style="list-style-type: none"> ✓ A copy of the strategic plan. 	
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.	Every five (5) years.
	<ul style="list-style-type: none"> ✓ A section of the strategic plan or summary that describes how the customer feedback data was used. 	
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 twelve	Annually

	(12) months.	
✓	Board meeting minutes.	

Category Seven – Human Resources Management

7.1	Not applicable: 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.	Not applicable
------------	---	-----------------------

✓ Not applicable

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.	Annually.
------------	---	------------------

✓ Personnel policies or employee handbook;
And
 ✓ Documentation that personnel policies have been made available to employees. (See appendix)

7.3	The department has written job descriptions for all positions. Updates may be outside of the purview of the department.	Every five (5) years.
------------	--	------------------------------

✓ Dated job descriptions.

7.4	The department follows local government procedures for performance appraisal of the department head.	Every twelve (12) months.
------------	---	----------------------------------

✓ Policy or procedures pertaining to performance appraisals;
And
 ✓ Sample appraisal document;
And
 ✓ Actual appraisal document available upon request.

7.5	The compensation of the department head is made available according to local government procedure.	Every twelve (12) months.
------------	---	----------------------------------

✓ Policy or procedures document.

7.6	The department follows local governmental policies for regular written evaluation of employees by their supervisors.	Annually.
------------	---	------------------

✓ Policy or procedures document pertaining to performance appraisals;
And
 ✓ Sample appraisal document;
And
 Actual appraisal document available upon request.

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.	Every five (5) years.
------------	--	------------------------------

✓ The curriculum, tool, or handbook used for orientation.

7.8	The department follows local governmental policies for new	Annually.
------------	---	------------------

	employee orientation.	
✓	Personnel policies or employee handbook;	
And		
✓	Documentation that demonstrates orientation is conducted for new hires. (See appendix).	
7.9	The department conducts or makes available staff development/training (including ROMA) on an ongoing basis.	Annually.
✓	Documentation of attendance at training, events, conferences, (e.g. sign in sheets, registration confirmation or other).	

Category Eight – Financial Operations and Oversight		
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.	Every twelve (12) months.
✓	Documentation of audit report;	
And		
✓	Confirmation of timely filing.	
8.2	The department follows local government procedures in addressing any audit findings related to CSBG funding.	Every twelve (12) months.
If there were no findings:		
✓	Policy and Procedures	
If there were findings:		
✓	Documentation of corrective action plans prepared in response to audit findings.	
8.3	The department’s tripartite board/advisory body is notified of the availability of the local government audit.	Every twelve (12) months.
✓	Board meeting minutes.	
8.4	The department’s tripartite board/advisory body is notified of any findings related to CSBG funding.	Every twelve (12) months.
✓	Board meeting minutes.	
8.5	Not applicable: The audit bid process is outside of the purview of tripartite board/advisory body therefore this standard does not apply to public entities.	Not applicable.
✓	Not applicable.	
8.6	Not applicable: 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.	Not applicable.
✓	Not applicable.	

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.	Annually.
✓	Board meeting minutes.	
8.8	Not applicable: The payroll withholding process for local governments is outside of the purview of the department, therefore this standard does not apply to public entities.	Not applicable.
✓	Not applicable.	
8.9	The tripartite board/advisory body has input as allowed by local governmental procedure into the CSBG budget process.	Every twelve (12) months.
✓	Board meeting minutes.	
8.10	Not applicable: 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.	Not applicable.
✓	Not applicable.	
8.11	Not applicable: 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.	Not applicable.
✓	Not applicable.	
8.12	Not applicable: 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.	Not applicable.
✓	Not applicable.	
8.13	The department follows local governmental policies for document retention and destruction.	Every five (5) years.
✓	Document Retention and Destruction Policy	

Category Nine – Data and Analysis

9.1	The department has a system or systems in place to track and report client demographics and services customers receive.	Annually
✓	A copy of the demographic report from the reporting system.	
9.2	The department has a system or systems in place to track family, agency, and/or community outcomes.	Annually
✓	Sample of a report documenting program outcomes.	
9.3	The department has presented to the tripartite board/advisory	Every twelve (12)

	body for review or action, at least within the past twelve (12) months, an analysis of the agency’s outcomes and any operational or strategic program adjustments and improvements identified as necessary.	months.
✓	Board meeting minutes.	
9.4	The department submits its annual CSBG Information Survey data report and it reflects client demographics and CSBG-funded outcomes.	Autoformatted annually.