

CSBG ORGANIZATIONAL STANDARDS- OOI PROGRESS 4-6-15

January 2015- Final Edition; "PRIVATE" Agency Standards

	Done		
	Needs Done ASAP		
	REVIEW- TAKE ACTION IN FUTURE		
Standard	Status/Notes	Date Completed	Document(s)
1. MAXIMUM FEASIBLE PARTICIPATION			
<i>Consumer Input and Involvement</i>			
Standard 1.1 • The Organization demonstrates low-income individuals' participation in its activities.	Meets requirements; OOI Board member participation, ROMA Report results.	Ongoing.	Board minutes, Parent Meeting minutes, P.C. minutes, Volunteer Records ((In-Kind) etc.
Standard 1.2 • The Organization analyzes information collected directly from low-income individuals as part of the Community Assessment.	Meets requirements- include low income survey data in Needs Assessment & in HS Parent Survey & key informant surveys (seminars, meetings, etc.); Plan on updated Focus Groups in future.	Ongoing.	OOI Needs Assessment, HS Parent Survey, and Key Informant (SUCCESS) surveys, CSST Data (annual report, etc.)
Standard 1.3 • The Organization has a systematic approach for collecting, analyzing, and reporting customer satisfaction data to the Governing Board.	Meets requirements; Currently collect annually from HS Parents, collect satisfaction survey at each seminar. CSBG SUCCESS offers opportunity to complete survey to all participants. Plan to formalize an Agency-wide Customer Satisfaction Plan in future.	Ongoing.	HS Parent Satisfaction Survey, Satisfaction Surveys at each seminar- CSBG SUCCESS offers opportunity to complete survey to all participants.
<i>Community Engagement</i>			
Standard 2.1 • The Organization has documented or demonstrated partnerships across the community, for specifically identified purposes; partnerships include other anti-poverty organizations in the area.	Meets requirements; included in ROMA Report.	Ongoing.	ROMA Reports to OCS, Partnership Agreements (CS & HS), membership in Resource Councils, etc.
Standard 2.2 • The organization 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.	Meets requirements; currently include Partners in N.A. Survey- Need to research whether add'l survey is needed or system is designed to meet requ. <OCS REQUESTED WE BREAK OUT IN SURVEY>	Ongoing.	OOI Comp. Needs Assessment, Board Minutes, etc.
Standard 2.3 • The Organization communicates its activities and its results to the community.	Meets requirements; See OOI Annual Report & Facebook Page and Website (www.ozarkopp.org) Public Hearing every two years (per OCS Requ.)	Feb. 2015- new Annual Report presented and Public Hearing held.	OOI Annual Report, Facebook Page and Website (www.ozarkopp.org).
Standard 2.4 • The Organization documents the number of volunteers and hours mobilized in support of its activities.	Meets requirements; included in ROMA Outcomes Report.	Quarterly.	ROMA (NPI) Reports to OCS.

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<i>Standard</i>	<i>Status/Notes</i>	<i>Date Completed</i>	<i>Document(s)</i>
1. MAXIMUM FEASIBLE PARTICIPATION			
<i>Community Assessment</i>			
Standard 3.1 • The Organization conducted a Community Assessment and issued a report within the past 3 years.	Meets Requirements; done at FEB. 2015 Public Hearing and OOI Board Meeting	Completed in Feb. 23 & 24, 2015.	Public Hearing Packet (Strategic Plan & Community Needs Assessment)
Standard 3.2 • As part of the Community Assessment, the Organization collects and includes current data specific to poverty and its prevalence related to gender, age, and race/ethnicity for their service area(s).	Meets Requirements; done at FEB. 2015 Public Hearing and OOI Board Meeting (Section G Data included in Comm. Assessment)	Completed in Feb. 23 & 24, 2015.	
Standard 3.3 • The Organization collects and analyzes both qualitative and quantitative data on its geographic service area(s) in the Community Assessment.	Meets Requirements; done at FEB. 2015 Public Hearing and OOI Board Meeting- Includes Strengths Matrix results & Focus Groups, Key Informant feedback, Outreach Staff input, etc.	Completed in Feb. 23 & 24, 2015.	
Standard 3.4 • The Community Assessment includes key findings on the causes and conditions of poverty and the needs of the communities assessed.	Meets Requirements; done at FEB. 2015 Public Hearing and OOI Board Meeting; includes Strategic Plan Matrix, Snapshot, and Logic Models.	Completed in Feb. 23 & 24, 2015.	
Standard 3.5 • The Governing Board formally accepts the completed Community Assessment.	Meets Requirements; done at FEB. 2015 OOI Board Meeting	Completed Feb. 24, 2015.	
2. VISION & DIRECTION			
<i>Organizational Leadership</i>			
Standard 4.1 • The Governing Board has reviewed the Organization's mission statement within the past 5 years and assured that:	Meets requirements.	6/28/2013 & Feb. 24, 2015.	Feb. 24, 2015 Board Meeting Minutes.
1. The mission addresses poverty; and	Meets requirements.		
2. The Organization's programs and services are in alignment with the mission	Meets requirements.		
Standard 4.2 • The Organization's Community Action Plan is outcome-based, anti-poverty focused, and ties directly to the Community Assessment.	Meets requirements; see Logic Models, NPI's and Strategic Plan.	Community Action (OOI CSBG Application) accepted by Board at June 30, 2015 Board Exec. Committee Meeting.	Community Action Plan, Strategic Planning Matrix, Comp. Community Assessment.
Standard 4.3 • The organization'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 organization documents having used the services of a ROMA-certified trainer (or equivalent) to assist in implementation.	Meets requirements.	Community Action (OOI CSBG Application) accepted by Board at June 30, 2014 Board Exec. Committee Meeting. & updated OOI Strategic Plan accepted by Board at Feb. 24, 2015 Board Meeting- agency has 2 ROMA certified trainers on staff.	Agency Strategic Plan (includes the use of Community Needs Assessment)
Standard 4.4 • The Governing Board receives an annual update on the success of specific strategies included in the Community Action plan.	Meets requirements; Board approves quarterly outcomes report & accepts annual report to state once per year.	Completed monthly for Board &/or Exec. Committee. Entire Strategic Planning packet adopted at Feb. 2015 Board Meeting.	Feb. 24, 2015 Board Meeting Minutes.

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2. VISION & DIRECTION			
<i>Organizational Leadership; continued:</i>			
Standard 4.5 • The Organization has a written Succession Plan in place for the CEO/ED, approved by the Governing Board, which 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.	Not met; Template created and will be discussed with Board Exec. Committee at April meeting.	NEED TO COMPLETE BY MAY 2015.	Draft of "OOI Succession Plan".
Standard 4.6 • An organization-wide Risk Assessment has been completed within the past 2 years and reported to the Governing Board.	Not met; OOI HEAD START (AGENCY-WIDE) SELF-ASSESSMENT COMPLETED ANNUALLY AND APPROVED BY BOARD.	NEED TO COMPLETE BY MAY 2015.	2013-14 OOI Head Start Risk Assessment.
<i>Board Governance</i>			
Standard 5.1 • The Organization's governing 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.	Meets requirements.	Ongoing; Board is kept aware of openings and assist to fill as needed; UPDATED Board/Exec. Comm. at Feb. and March 2015 meetings.	OOI Board List.
	Meets requirements.		
	Meets requirements.		
	Meets requirements.		
Standard 5.2 • The Organization's governing 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.	Meets requirements; included in OOI ByLaws.	Ongoing; procedure followed.	OOI Bylaws.
Standard 5.3 • The Organization's ByLaws have been reviewed by an attorney within the past 5 years.	Not met.	WILL PRESENT TO BOARD AT MAY 2015 MEETING.	OOI Bylaws.
Standard 5.4 • The Organization documents that each Governing Board member has received a copy of the bylaws within the past two years.	Meets Requirements; Last adopted on Feb. 19, 2013. Sent to Board for review prior to May Board meeting April 2, 2015.	WILL ASK FOR BOARD ACTION ON UPDATES AT MAY 2015 MEETING.	Email account.
Standard 5.5 • The Organization's Governing Board meets in accordance with the frequency and quorum requirements and fills board vacancies as set out in its bylaws.	Meets requirements; see minutes posted on www.ozarkopp.org	Exec. Committee meets monthly, full Board quarterly (schedule in place.)	OOI Board Meeting Minutes- on website.
Standard 5.6 • Each Governing Board member has signed a Conflict of Interest Policy within the past 2 years.	Meets requirements; most recent on file are 2013 dates.	UPDATE at the May 2015 Board Meeting (along with Confidentiality and Code of Conduct forms.)	Signed Agreements.
Standard 5.7 • The Organization has a process to provide a structured orientation for Governing Board members within 6 months of being seated.	Meets requirements. Procedure in place, RH has a tracking log to show status. NEED TO ADD "SIGNATURE PAGE" that they have received Orientation.	Completed as Board members join; will receive review & update in May 2015.	Board Orientation Binder.
Standard 5.8 • Governing Board members have been provided with training on their duties and responsibilities within the past two (2) years.	Meets requirements; see Governing Board Training Schedule.	Monthly training performed for Exec. Committee/Board to meet funder requirements.	Board Training Spreadsheet, Meeting minutes & Board Training Schedule. Emails of opportunities for webinars and ACAA Conf.
Standard 5.9 • The Organization's Governing Board receives programmatic reports at each regular board meeting.	Meets requirements.	Sent monthly; regardless of whether Board meets.	Agency Progress Report- on OOI website.

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2. VISION & DIRECTION			
<i>Strategic Planning:</i>			
Standard 6.1 • The Organization has an agency-wide Strategic Plan in place that has been approved by the governing board within the past 5 years.	Meets requirements.	Approved Feb. 24, 2015.	Feb. 24, 2015 Board Meeting Minutes.
Standard 6.2 • The approved Strategic Plan addresses reduction of poverty, revitalization of low-income communities, and/or empowerment of people with low incomes to become more self-sufficient.	Meets requirements.		Strategic Plan
Standard 6.3 • The approved Strategic Plan contains Family, Agency, and/or Community goals.	Meets requirements.		Strategic Plan
Standard 6.4 • Customer satisfaction data and customer input, collected as part of the Community Assessment, is included in the strategic planning process.	Meets requirements; see 1.2; above.		Strategic Plan & Comm. Assessment
Standard 6.5 • The Governing Board has received an update(s) on meeting the goals of the Strategic Plan within the past 12 months.	Meets requirements; done at quarterly Board Meetings (at a minimum.)		Updated at Feb. 24, 2015 Board Meeting.
3. OPERATIONS & ACCOUNTABILITY			
<i>Human Resource Management</i>			
Standard 7.1 • The Organization has written Personnel Policies that have been reviewed by an attorney and approved by the Governing Board within the past 5 years.	Meets requirements; reviewed by Attorney Mark Peoples in 2014.	P.C. approved in Jan. 2015. OOI Exec. Committee approved at the Jan. 2015 meeting.	OOI Personnel Policies & Procedures (on OOI website)
Standard 7.2 • The Organization makes available the Employee Handbook (or personnel policies in cases without a Handbook) to all staff and notifies staff of any changes.	Meets requirements; available on OOI website and emailed annually to all staff.	Uploaded to public portion of website in Feb. 2015.	OOI Personnel Policies & Procedures (on OOI website)
Standard 7.3 • The Organization has written job descriptions for all positions, which have been updated within the past 5 years.	Meets requirements; available as part of the Personnel Policies & Procedures on OOI website and emailed annually to all staff.	P.C. approved in Jan. 2015. OOI Exec. Committee approved at the Jan. 2015 meeting.	Included as part of the Agency Personnel Policies & Procedures (on OOI website)
Standard 7.4 • The Governing Board conducts a performance appraisal of the CEO/Executive Director within each calendar year.	Meets requirements; Done annually.	Last completed at Nov. 2014 Board meeting.	E.D. Evaluation in H.R. file.
Standard 7.5 • The Governing Board reviews and approves CEO/Executive Director compensation within every calendar year.	Meets requirements; Review for OOI Exec. Director was completed at the Nov. 2014 Board Meeting- Finance Director outlined current salary & fringe.	Added this step to Board Job Description and Exec. Director portion of agency Personnel Policies & Procedures- P.C. approved in Jan. 2015. OOI Board Exec. Committee approved at the Feb. 24, 2015 meeting.	Minutes of Nov. 2014 Board Meeting.
Standard 7.6 • The Organization has a policy in place for regular written evaluation of employees by their supervisors.	Meets requirements (in Personnel Policy)	OOI Exec. Committee approved at the Jan. 2015 meeting.	OOI Personnel Policies & Procedures (on OOI website)

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3. OPERATIONS & ACCOUNTABILITY			
<i>Human Resource Management; CONTINUED:</i>			
Standard 7.7 • The Organization has a Whistleblower Policy that has been approved by the Governing Board.	Meets requirements (in Personnel Policy)	OOI Exec. Committee approved at the Jan. 2015 meeting.	OOI Personnel Policies & Procedures (on OOI website); section 5-11 "Employee Protection/Whistleblower Policy"
Standard 7.8 • All staff participate in a new employee orientation within 60 days of hire.	Meets requirements.	OOI Exec. Committee approved at the Jan. 2015 meeting.	H.R. Files; OOI Personnel Policies & Procedures.
Standard 7.9 • The Organization conducts or makes available staff development/training (including ROMA) on an ongoing basis.	Meets requirements. Held Strategic Planning session on Feb. 11, 2015 that focused on the NPI Outcomes Catalogue with Planning Committee (Board & Staff). Also have ongoing Board & Staff Training & invite staff to participate in additional training as funds & opportunities are available.	ROMA Intro in 2013 and as part of OOI Orientation & Commitment to Excellence Event annually. Employee training & development tracked by supervisors and H.R.- Each employee has a Professional Development Plan (updated annually) & many staff attend annual ACAA Conference.	PDP's, Training Records (ChildPlus), etc.
<i>Financial Operations and Oversight</i>			
Standard 8.1 • The organization's Annual Audit (or audited financial statements) is completed by a Certified Public Accountant on time 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.	Meets requirements; included in OOI Finance Manual.	Completed and submitted to OOI Exec. Committee by Audit Firm on 9/29/2015- Audit presented by firm and allowed private consult before mgt. staff re-entered room. Full Agency Audit emailed to all Board Members along with 990 Tax Return. Accepted by full Board Nov. 2014.	OOI Audit.
Standard 8.2 • All findings from the prior year's Annual Audit have been assessed by the Organization and addressed where the governing board has deemed it appropriate.	Meets requirements; presented to the OOI Board of Directors.		No findings= doesn't need addressed.
Standard 8.3 • The Organization's auditor presents the audit to the governing board.	Meets requirements; included in OOI Finance Manual.		Nov. 2014 Board Minutes
Standard 8.4 • The Governing Board formally receives and accepts the audit.	Meets requirements; included in OOI Head Start PDM Policies & Procedures & Finance Manual.		
Standard 8.5 • The Organization has solicited bids for its audit within the past 5 years.	Meets requirements; included in OOI Finance Manual.	Completed bid process on April 13, 2014 at Exec. Comm. Meeting (awarded bid). Can renew for up to 3 years; then process goes up to bid again.	Finance Policies & Procedures, Bid file- Finance.
Standard 8.6 • The IRS Form 990 is completed annually and made available to the governing board for review.	Meets requirements; included in OOI Finance Manual.	OOI Exec. Committee approved 990 on Sept. 29, 2014.	990 Document
Standard 8.7 • The Governing Board receives financial reports at each regular meeting that include the following:	Meets requirements; included in OOI Head Start PDM Policies & Procedures & Finance Manual.	Monthly.	N/A.
1. Organization-wide report on Revenue and Expenditures that compares Budget to Actual, categorized by program; and	Meets requirements; included in OOI Head Start PDM Policies & Procedures.	Monthly.	Monthly Finance Report.
2. Balance Sheet/Statement of Financial Position.	Meets requirements; is now part of "Finance Report" packet to Board of Directors.	At least quarterly to full Board; began Feb. 24, 2015.	Quarterly (full Board) Finance Report
Standard 8.8 • All required filings and payments related to payroll withholdings are completed on time.	Meets requirements; included in monthly Finance Report to Board of Directors.	Monthly.	Monthly Finance Report & source documentation in payroll records.

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3. OPERATIONS & ACCOUNTABILITY			
<i>Financial Operations and Oversight; CONTINUED:</i>			
Standard 8.9 • The Governing Board annually approves an organization-wide budget.	Meets requirements; Completed annually at February Board of Directors meeting.	Presented and accepted at Feb. 24, 2015 Board of Directors meeting.	Feb. 2015 Finance Report & Board Minutes.
Standard 8.10 • The Fiscal Policies have been reviewed by staff within the past 2 years, updated as necessary, with changes approved by the governing board.	Meets requirements; reviewed & approved by staff and presented to OOI Board of Directors annually.	Finance Policies & Procedures last updated 2-27-2014; will be presented for formal Board Acceptance at May 2015 Board of Directors meeting (after review by legal counsel.)	9/30/2013 Board Minutes.
Standard 8.11 • A written procurement policy is in place and has been reviewed by the governing board within the past 5 years.	Meets requirements; included in OOI Finance Manual and reviewed and approved annually.		9/30/2013 Board Minutes.
Standard 8.12 • The Organization documents how it allocates shared costs through an indirect cost rate, or through a written cost allocation plan.	Meets requirements; included in OOI Finance Manual and have a written Cost Allocation Plan and Schedule.		March 2014 Board Minutes.
Standard 8.13 • The Organization has a written policy in place for record retention and destruction.	Meets requirements; included in OOI Personnel Policies and Procedures.		OOI Personnel Policies and Procedures; section 6-8.
<i>Data and Analysis</i>			
Standard 9.1 • The Organization has a system or systems in place to track and report services customers receive.	Meets requirements; CSST Data System.	Ongoing	CSBG IS Report. CSST Data system reports (as generated.)
Standard 9.2 • The Organization has a system or systems in place to track Family, Agency, and/or Community outcomes.	Meets requirements; CSST Data System.	Ongoing	CSBG IS Report. CSST Data system reports (as generated.)
Standard 9.3 • The organization has presented to the governing board 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.	Meets requirements; results reported quarterly to Board of Directors for acceptance.	Last completed in Jan. and Feb. 2015.	Strategic Plan and Annual agency-wide outcomes report.
Standard 9.4 • The organization submits its annual CSBG Information Survey data report and it reflects client demographics and organization-wide outcomes.	Meets requirements; results reported to Board of Directors for acceptance.	Last completed and approved by Board of Directors on 1-27-15.	CSBG IS Report.