

# CSBG Monthly Webinar—Organizational Standards: Beyond Compliance

June 21, 2018



# Housekeeping

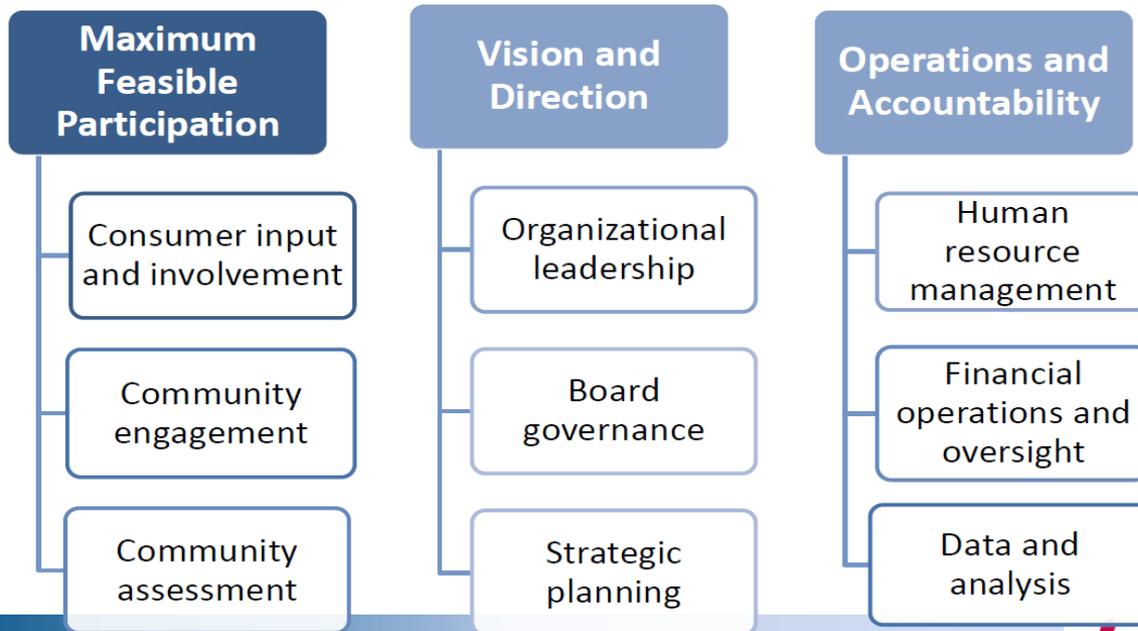
- **Reminder: State Fiscal Year End (6/30/18)**  
ALL RFFs for June **due (in good form) by: July 10 , 2018.** *This includes both CSBG contracts (FY18 /FY17—if your FY17 amendment is fully executed)*
- Update on amendments
- June 26—will post State Plan for comment and notify of public Hearing
- June 27—FY 19 EITC closes
- July 27—FY19 CSBG State Plan Public Hearing
- Next Webinar: July 26, 2018—FY 2019 CSBG Application Prep

# Organizational Standards—Beyond Compliance

*As a refresher: 58 standards for Private CAPs/50 standards for Public CAPS*

## CSBG Organizational Standards

Organized into three thematic groups



# Organizational Standards—Beyond Compliance

- National discussion:
  - organizational standards are the *ground floor*  
Documentation demonstrating compliance  
included in the monitoring tool
  - compliance required per IM138

Nationally—partners and OCS are encouraged by network's embrace of standards:

*Agency Capacity Building*

*Promotion of Best Practices*

*Promotion of Transparency*

*Tool to Promote Better Engaged Boards*

*Better resource for community*

*Better services for clients*



## Discussion of what compliance and beyond compliance looks like

### Example: Maximum Feasible Participation (from National Partnership)

- Technical Assistance Guides (by category) available on Natl. Partnership's website: <https://www.communityactionpartnership.com/menus/organizational-standards.html>
- Standard 1.1 The department demonstrates low-income individuals' participation in its activities. (Public CAA)

	Unacceptable	Unsatisfactory	SATISFACTORY	Advancing	Outstanding
<b>Standard 1.1</b>	My department has no low-income individuals serving on the tripartite board/advisory body or involved in any organizational activities.	My department has no low-income participation on the tripartite board/advisory body and has very limited participation in activities (e.g. in only one activity once a year)	<b>The department demonstrates low-income individuals' participation in its activities.</b>	My department has a recruitment strategy for engaging low-income individuals in organizational activities and events. There are opportunities for capacity building of low-income individuals that are advertised and encouraged (e.g. trainings, meeting facilitation, event planning).	My department has low-income individuals on its tripartite board/advisory body and actively assists in linking them, as well as other low-income individuals, to other opportunities to serve in decision making roles including advisory bodies, policy bodies, and in program and event planning.

## Discussion of what compliance and beyond compliance looks like

- Standard 1.2 The organization analyzes information collected directly from low-income individuals as part of the community assessment. (Private CAA)

	Unacceptable	Unsatisfactory	SATISFACTORY	Advancing	Outstanding
<b>Standard 1.2</b>	My organization receives no input directly from low-income individuals during the assessment or at other times and does not include an analysis of client data and outcomes in the community assessment.	My organization utilizes client data and outcomes in the community assessment, but does not engage or seek input directly from low-income individuals in the community during the assessment process.	<b>The organization analyzes information collected directly from low-income individuals as part of the community assessment.</b>	My organization analyzes information from low-income clients and other low-income individuals in the community and compares that data with historical feedback for inclusion in the final assessment report.	My organization seeks feedback on an ongoing basis from low-income clients and other low-income individuals and continuously seeks to develop and implement new methods for soliciting feedback. My organization documents using this feedback for making organizational improvements.

## Discussion of what compliance and beyond compliance looks like

- Standard 1.3 The agency/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. (Public CAA)

	Unacceptable	Unsatisfactory	SATISFACTORY	Advancing	Outstanding
<b>Standard 1.3</b>	My department (or parent agency or sub-contractors) does not collect or analyze any customer satisfaction data.	My department collects customer satisfaction data and infrequently provides the raw data to the tripartite board/advisory body.	<b>The department has a systematic approach for collecting, analyzing, and reporting customer satisfaction data to the governing board.</b>	My department continuously collects and analyzes customer satisfaction data and provides a formal report inclusive of recommendations to the tripartite board/advisory body.	My department continuously collects data, collates the feedback by timeframe and program, analyzes the data frequently and presents a formal report to the board quarterly. There is documentation that the information shared is used to make continuous improvements in my department.

# Why go beyond?

- Compliance required—*but moving beyond compliance is likely what moves your agency to achieve goals in its Strategic Plan*

For example: 1.3 could be met showing examples of periodic collection customer satisfaction data

---What does this data do for your agency/programs?

---*If important as a pathway toward continuous improvement—developing a policy that creates an internal requirement for the agency to gather this information—is an example of “beyond compliance” and of the agency recognizing this data source as critical/ creating internal mechanism for its regular collection/review/analysis*

--**Doing what’s best for your clients/agency/community...**



# Strengthen Compliance

- OS 1.3—example of a “process” standard: “systematic approach for collecting, analyzing, and reporting.....” Policy—shows internal commitment to the practice/ a narrative describing process at least strengthens compliance—to show process that links samples of satisfaction data shared at monitoring

Other “process” standards: *(Could writing a descriptive narrative strengthen your agency’s compliance?)*

- OS 1.2—organization *analyzes information collected directly from low-income individuals* as part of the community assessment (why it’s important to “show your math”)
- OS 2.2—organization *utilizes information gathered from 5 sectors* ( community-based, faith-based, education, private, and public)
- OS 3.3—organization *collects and analyzes qualitative and quantitative data* on its geographical service areas in the needs assessment
- OS 4.3—CAP and Strategic plan *DOCUMENT the continuous use of full ROMA cycle & use of ROMA trainer/implementer to assist with implementation*
- OS 6.4 –*Customer satisfaction data* (collected with needs assessment) is *included in the strategic planning* process
- OS 9.2 The organization has a *system(s) in place to track family, agency, and community outcomes*
- OS 9.3 The organization has presented to the tripartite board for review/action within past 12 months an *analysis of the agency’s outcomes and any operational or strategic program adjustments and improvements* identified as necessary
- **Others**.....Look at your documentation for other standards—would a written narrative strengthen compliance? *Would a narrative show how your agency is already beyond compliance?*



# Beyond Compliance

- Are there some standards (like 1.3)—that your agency already has an informal policy in place that exceeds the standard?—could agency make this formal policy?
- Has compliance become an automatic result of greater goals—perhaps included in strategic plan?

## *For example: Category 3—Community Assessment (public toolkit):*

- **Do the results of the CNA guide development of the department's strategic plan and community action plan?** Ideally, the CNA should directly inform the department's community action plan by identifying the primary causes and conditions of poverty that its programs should address. Likewise, the strategic plan should reflect results from the assessment in areas such as resource allocation and program goals.
- **Do the department's strategies, programs, and services address key needs identified in the CNA?** The CNA should be one of the primary tools a department uses to guide decisions about service delivery strategies and program goals. Ideally, there should be a close alignment between the types of services a department delivers and the community needs identified in the assessment.
- **Are results from the CNA updated and used to routinely guide decisions about the department's service delivery strategies and programs?** While CNAs are typically conducted every three years, it is important to update key indicator data such as unemployment and educational outcomes on an annual or even more frequent basis. Likewise, the CNA should be a key resource in planning and decision-making processes throughout the year which requires current data.



# Beyond Compliance

- **Does the CNA focus on the causes and conditions of poverty?** Some departments contract out work on the CNA to other community partners who might focus on issues other than poverty or not fully understand how the assessment is used. An analysis of the causes and conditions of poverty for the purpose of informing department programs and service delivery strategies should be the primary focus of the assessment.
- **Does the department use the CNA to engage key community stakeholders and build consensus on a shared policy agenda?** An important use of the CNA is to build awareness among key stakeholders and the general public of the causes and conditions of poverty in the community. Ideally, a department should use multiple forums to issue the results of the assessment (e.g. press release, community meeting, webinar), build consensus on the importance of anti-poverty efforts, and support the development of a policy agenda to address the needs of the community.
- **Does the department work with its larger parent agency to ensure that community assessments include a focus on poverty?** In cases where the department relies upon a community assessment conducted by its larger parent agency, it can work with the staff who conduct the assessment to ensure that the process includes a focus on poverty-related issues if it does not already.
- **Does the department work to educate its contractors about the findings of the CNA?** Some departments contract with other service providers to manage CSBG-funded programs. In such cases, the departments can ensure these contractors are informed of and apply the findings of the most recent CNA to support their work.

*From National Partnership—OS toolkits (by section) for private/public CAP agencies:  
<https://www.communityactionpartnership.com/menus/organizational-standards.html#TechnicalAssistanceGuidesandWebinars>*

# Beyond Compliance

- Examples from other toolkits—private/public:

<https://www.communityactionpartnership.com/menus/organizational-standards.html#TechnicalAssistanceGuidesandWebinars>

## *Category 2: Community Engagement...(Private CAA example)*

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





# Beyond Compliance

- *Questions that move your agency to beyond compliance: (Extracted from National Partnership toolkit)*

**--Do the existing formal partnerships support the agency's strategies, programs, and services?**

Staff can review the agency's primary partnerships to ensure that they are aligned with the mission and support its core strategies, programs, and services. Another option is to estimate how much effort each major partnership requires to assess whether the overall level of activity truly supports the most important goals and activities of the agency.

**--Does the agency engage key community stakeholders to build consensus on a shared policy agenda?**

Partnerships related to service delivery activities are obviously critical to the success of CAAs. However, it is important that agencies also use their partnerships to help build a broader consensus on how the community can truly address the underlying causes of poverty. Does the agency play a key role or otherwise participate in partnerships that aim to raise overall community awareness of poverty as an important issue, advocate for additional resources to support anti-poverty work, and identify specific policy options to implement?

**--Does the agency strategically engage stakeholders who can help develop new resources (funding, professional development, other community collaborations)?**

Building relationships with funders in the philanthropic, public, and private sectors is critically to the long-term stability and success of CAAs. Is the agency strategic about approaching potential funders to sit on advisory bodies, boards, and collaboratives? Does it build relationships with local universities and community colleges that might offer professional development opportunities to staff?

**--Has the agency tried to engage sectors that are not usual partners (private sector, school district, etc....)?**

It is all too easy for agencies to rely on partnerships with other organizations that have similar values and interests. However, part of building an effective anti-poverty strategy for the community as a whole requires engaging stakeholders that are not typically found "at the table" in anti-poverty efforts. Does the agency try to build relationships with diverse stakeholders outside of the neighborhoods it serves, across political boundaries, or with potential competitors for "turf"?

# Beyond Compliance

*Is your agency already beyond compliance?*

*Do you have the documentation to get credit for great work....?*



# Questions/Comments

