

# ORGANIZATIONAL STANDARDS RELATED TO COMMUNITY ASSESSMENT

## **category one:** Consumer Input and Involvement

**Standard 1.2** • The Organization analyzes information collected directly from low-income individuals as part of the Community Assessment.

**Standard 1.3** • The Organization has a systematic approach for collecting, analyzing, and reporting customer satisfaction data to the governing board.

## **category two:** Community Engagement

**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. This would include at minimum: community-based organizations, faith-based organizations, private sector, public sector, and educational institutions.

## **category three:** Community Assessment

**Standard 3.1** • The Organization conducted a Community Assessment and issued a report within the past 3 years.

**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).

**Standard 3.3** • The Organization collects and analyzes both qualitative and quantitative data on its geographic service area(s) in the Community Assessment.

**Standard 3.4** • The community assessment includes key findings on the causes and conditions of poverty and the needs of the communities assessed.

**Standard 3.5** • The governing board formally accepts the completed Community Assessment.

## **category four:** Organizational Leadership

**Standard 4.2** • The Organization's Community Action Plan is outcome-based, anti-poverty focused, and ties directly to the Community Assessment.

## **category six:** Strategic Planning

**Standard 6.4** • Customer satisfaction data and customer input, collected as part of the community assessment, is included in the strategic planning process.

## **category nine:** Data and Analysis

**Standard 9.1** • The Organization has a system or systems in place to track and report customer demographics and the services they receive.

**Standard 9.2** • The Organization has a system or systems in place to track Family, Agency, and/or Community outcomes.

**Standard 9.3** • The organization's governing board and staff leadership have analyzed the agency's outcomes within at least the past 12 months and identified any necessary operational or strategic program adjustments and improvements.