

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.