**Community Action Partnership Standards of Excellence**

**Checklist**

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| **Webinar Topic** | Agency-Wide Budget-Counting Every Dollar | **Date** | June 1, 2011 |

## 1. Organizational Leadership

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| --- | --- |
| ● | 1.1 Leadership Focus |
|  | 1.2 Mission Statement, Code of Ethics, Community Action Promise |
|  | 1.3 Board Structure and Function |
|  | 1.4 Advisory Group Roles/Actions |
|  | 1.5 Community Advocacy |
|  | 1.6 Low income involvement |

## 2. Strategic Planning and Direction

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| --- | --- |
|  | 2.1 Strategic Plan and Deployment |
|  | 2.2 Plan Development/Updates |
| ● | 2.3 Mobilizing New Resources/New Programs, New Partnerships |
| ● | 2.4 Strategic Measures of Success |

## 3. Customer, Constituent, and Partner Focus

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| --- | --- |
|  | 3.1 Customer/Constituent/Community Knowledge |
|  | 3.2 Customer/Constituent Feedback System |
| ● | 3.3 Internal Improvement |
|  | 3.4 Partnership System |

## 4. Measurement, Analysis, and Performance Management

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|  | 4.1 Information System Technology |
| ● | 4.2 Information and Knowledge Management |
| ● | 4.3 Performance Management and Improvement Systems |

## 5. Human Resources

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| --- | --- |
|  | 5.1 Policies, Procedures, and Personnel Systems |
|  | 5.2 Employee Performance Management |
|  | 5.3 Employee Engagement/Participation/Well-Being |
| ● | 5.4 Staff Development and Learning System |
|  | 5.5 Low Income on Staff |

## 6. Organizational Process Management

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| --- | --- |
| ● | 6.1 Financial Systems |
| ● | 6.2 Infrastructure Support |
| ● | 6.3 Purchasing/Procurement |
|  | 6.4 Communications/Public Relations |
|  | 6.5 Intake, Eligibility, Assessment Case Management, and Follow-up |
| ● | 6.6 Project Management |

## 7. Organizational Results

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| --- | --- |
| ● | 7.1 Agency Outcomes and Program/Service Delivery Results |
| ● | 7.2 Customer-Focused Results |
| ● | 7.3 Human Resource Results |
| ● | 7.4 Partnership/Stakeholder/Advocacy |
| ● | 7.5 Financial Accountability and Health |
|  | 7.6 Definitive or Noteworthy Community Recognition an Innovation |