OVCS MONITORING INSTRUMENT

PART I: BOARD OF DIRECTORS FOCUS GROUP

Agency Date

Reviewers

1. Describe the process for filling board vacancies.

1. Describe the orientation process you have received as a member of this Board?

1. Describe how you evaluate agency performance?

1. Describe how you evaluate program performance?

1. Does the board receive follow up on program monitoring’s?

1. Describe your understanding of the role of an executive committee and how does your executive committee operate?

1. Describe the Board’s role in developing and reviewing the Agency’s Strategic Plan.

1. How does the Board ensure and monitor the implementation of the Agency’s Strategic Plan?

1. Describe the board’s role in the completion of the Community Needs Assessment and the process for annual updates.

1. How do you ensure that the programs offered are in alignment with the mission?

1. What policies and procedures are reviewed by the board?

1. Describe the board’s role in the Agency’s Annual Budgeting process?

1. What documentation does the Board receive in order to monitor the Agency’s financial performance (i.e. – compare expenditures to budget, revenue received, and cash flow situation).

1. Describe the full cycle of the Audit Process?

1. How often does the Board review the Agency’s salary scale/structure? How is that accomplished? When was this review last completed?

1. How does the Executive Director’s performance review relate to the Agency’s strategic goals and expected outcomes?

1. Describe how the Board plans its own work and evaluates its own performance?

1. Describe your most recent review of bylaws and articles of incorporation.

1. Describe the Board’s role in the agency’s compliance with organizational standards?

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PART II: MANAGEMENT TEAM INTERVIEW

Note: In addition to the Executive Director, the management team interviewed should include the agency’s chief planner, finance director, human resources manager, operations director/manager, and/or other management-level personnel able to address the questions and issues outlined below.

A. Needs Assessment Process

*1. Describe the agency’s Community Needs Assessment process.*

###### 2. For the needs identified in the assessment that are not addressed directly by the agency does the agency actively engage in insuring that gaps in the community service provision are addressed?

*3. How has the menu of agency programs and services changed over the last five years? If they are substantially unchanged, why?*

4. Describe the agency’s system for evaluating programs.

B. Administration & General Operations

*5. Describe the entire client service process from intake to completion.*

6. Describe the system used to track and report services that clients receive?

*7. How often do you analyze outcome data? How was this analysis conducted?*

###### 8. How is outcome data used in management and decision-making processes?

C. Human Resource Management

###### 9. How are personnel made aware of personnel policies (grievance, EEO)?

*10. How does the agency ensure that performance evaluations are performed annually?*

*11. Describe the agency’s approach to staff training and professional development.*

*12. Describe the agency’s formal recruitment process.*

*13. Describe the agency’s orientation process for new employees?*

*14. Describe the agency’s utilization and source(s) of volunteers. How are volunteer hours tracked and documented?*

*15. Describe your agency’s system for communicating its mission, strategic objectives, plans, policies, and financial status to staff.*

D. Program Management

###### 16. Describe the steps to determine whether programs are effective. How does the Board participate in this process?

###### 17. How does the agency secure feedback from participants/clients pertaining to program effectiveness and the quality of agency services?

18. What steps does the agency take to communicate its activities and results to the community?

19. Describe the agency process for targeting outcomes. Does the agency determine a success rate, and track that rate for evaluation purposes?

###### 20. Linkages & Coordination – please share some examples of how you coordinate and/or link your services?

1. *Describe any major resource development activities undertaken during the past two years.*

###### Has your agency lost any program funding over the last two years? If so what funding and why/how was it lost?