



COMMONWEALTH of VIRGINIA

DEPARTMENT OF SOCIAL SERVICES

John McEnhill
Board Chair, New River Community Action
10/27/17

Dear Mr. McEnhill,

Organizational Standards are a capacity-building tool to help ensure agencies are not only operating in accordance of the law, but also functioning at a high, best practice level. Organizational Standards focus on three broad areas: maximum feasible participation; vision and direction; and operations and accountability. The process of developing the Organizational Standards began at the Federal level in 2012. With input from Agencies across the country, the current 58 standards were finalized in 2015. As you may recall a letter was sent in January, 2017 which outlined the number of standards met after our initial review. Our office has been continuously working with agencies to ensure they have the tools and trainings needed to meet each standard. This letter is an update after our most recent standards review conducted in October, 2017.

As of October 23, 2017 New River Community Action is meeting 57 Standards. There is 1 standard that is unmet. Our staff has determined that this Standard is unmet due to lack of documentation provided in CSBG Reporter, or areas of current practice/process that do not appear to meet the basic standard. Attached you will find the list of Standards that are Unmet. OVCS staff members are continuing to work with representatives at each agency to develop and utilize training/ technical assistance plans; this plan will track the progress of unmet standards. It will also provide information on standards that are met, but only in letter and not intent. Those items will be the subject of ongoing efforts by both our office and your agency, to work towards "beyond compliance". However, the important activity in the short-term is to document the status of met and unmet standards. In March, 2018, each state is required to report on how many standards are met and unmet to OCS. We will conduct another review of standards in January, 2018 in preparation for our reporting requirements. Agencies with unmet standards at that time will be documented and will need to show consistent improvement and progress toward meeting all unmet standards.

Please feel free to reach out to us if you have any questions or concerns.

Thank you,

Matt Fitzgerald, CSBG Program Manager

CC: Terry Smusz, Executive Director