



*Meeting Notice
Agenda*

**Special Program, Planning & Public Policy Committee
Meeting**

Wednesday April 10, 2019

SDC Main Office

1730 W North Avenue

Milwaukee, WI 53205

5:30 – 6:30 PM SDC Boardroom

*SDC Program, Planning & Public Policy Committee
Meeting Notice*

If you are unable to attend this meeting, please call Abra Fortson at 414-906-2720.

*NOTICE is hereby given that the Committee may convene in closed session to consider item (s) above pursuant to Section 19.85 (1) (c), (e), (f), and (g) Wisconsin statutes, and may reconvene in open session to take action on items discussed.



AGENDA

April 10, 2019
SDC – 1730 W. North Avenue SDC Board Room
Milwaukee, WI 53206
5:30 PM

1. Call to order Chair, Nikki Purvis

2. Roll Call

3. Compliance with the Open Meetings Law

4. Adoption of the April 10, 2019 Meeting Agenda Action

5. Approval of March 13, 2019 Meeting Minutes Action

6. Planning Action
 - March 2019 Briefing Papers: Action
 - BP2409
 - BP2410
 - Information Only: Information
 - BP2411
 - SD Foundation Briefing Papers April 2019:
 - BP2412
 - SD Foundation Information Only:
 - None

7. Policy Information
 - ROMA Next Generation Mandatory Board Training 2019



- | | |
|-----------------|-------------|
| 8. New Business | Information |
| 9. Old Business | Information |
| 10. Adjournment | Action |



Program Planning & Public Policy Committee March 13, 2019

Call to order by Committee Co-Chair Donna Brown-Martin, at 5:40 pm

Roll Call: Abra Fortson confirmed a quorum.

Committee Members Present:

- Donna Brown-Martin
- Vincent J. Bobot
- Alma Ramirez
- George C. Matthews
- Dr. Regina Smith

Excused Absent

- Nikki Purvis
- Vi Anna Jordan
- Lelah Huntley
- Craig Sanders

Compliance with Open Meetings Law: Confirmed by Abra Fortson

Adoption of the March 13, 2019 Meeting Agenda

- Motion to approve was made by Dr. Regina Smith
- Motion 2nd by Vincent Bobot
- The motion carried.

Approval of February 13, 2019 Meeting Minutes

- Motion to approve made by Dr. Regina Smith
- Motion 2nd by Vincent Bobot
- The motion carried

Planning:

Presentation of Briefing Papers:

SDC Planner/Grant Writer, Barbara McKillop presented briefing papers BP2401 – BP2403.

- A motion was made to approve the previously mentioned briefing papers by Vincent Bobot. The motion was 2nd by Alma Ramirez.

SDC Planner/Grant Writer, Barbara McKillop presented briefing papers **BP2404/05**

- A motion was made to approve BP2404/05 by Vincent Bobot the motion was 2nd by George Matthews.
- The motion carried with 1 abstention from Donna Martin Brown

Program Reports:

SDC Manager Clinical Education & Counseling provided an overview of the Youth and Family Services Department.

Vincent Bobot asked what substances are most prevalent with the customers the clinic sees. Ms. Sampton responded:

1. Marijuana
2. Synthetic Marijuana (K2)
3. Opioid
4. Meth

She reported that the clinics focus is on education and intervention. They use a lot of evidence based curriculum. They focus on lots of conflict resolution tactics, bullying and negative media influences.

She noted that the clinic accepts youth mostly by referrals.



Policy Report:

SDC Quality Assurance Manager, Ofelia Mondragon provided a review of the SDC:

- 2018 Poverty Summit Satisfaction Report
- Revised Customer Satisfaction Survey Process & Procedures
- Customer Satisfaction Survey Report for review
- 2018 SDC Customer Satisfaction Report

Dr. Regina Smith asked if there was any other social media medium used other than Facebook? Yes, SDC Social Media Specialist also uses instagram, LinkedIn, YouTube and twitter reported Chantell Sain. She noted that FB was the highest responder.

New Business

None

Old Business

Vincent Bobot mentioned that the SD Foundation Plated! Event was occurring April 25th.

Adjournment-

The meeting adjourned at 7:00pm



April 2019 Briefing Papers for Action/Information

BP	Funder	Services/Program	Request	Refunding/New
Action Items				
BP2409	Wisconsin Dept of Justice	Youth Gang Diversion	\$320,400	Refunding
BP2410	WHEDA Foundation	Weatherization Deferral	\$25,000	Refunding
Total			\$345,400.00	
Information only				
BP2411	Employ Milwaukee – Eligibility	Career Services	N/A	New
Total				

Requests through the Social Development Foundation

BP	Funder	Services/Program	Request	Refunding/ New
Action Items				
BP2412	Waukesha Community Foundation	Youth Services/Youth Recreation	\$50,000	New
Total			\$50,000.00	
Information Only				
Total			0	

2019 Grants Status- To date

Agent	Total # of requests	Total \$ requested	Total # awarded	*Total amount awarded	New awarded	Total pending	Amount pending	Total denied	Amount denied
Agency-wide	24	\$1,628,868	7	\$820,493	\$32,576	15	\$763,400	2	\$45,000
SDF only	8	\$100,000	1	\$25	\$25	6	\$93,000	1	\$5,000

ROMA NEXT GENERATION & ORGANIZATIONAL STANDARDS: WHAT BOARDS OF DIRECTORS NEED TO KNOW

Presented by Marcy Harris
April 10, 2019

Materials prepared by Francie Mathes, MN Office of Economic Opportunity and Marcy Harris, Esq.

1

CAA Board Roles & Responsibilities

The CSBG Act states that boards must fully participate in the development, planning, implementation, and evaluation of programs supported by CSBG. Community Action Agency boards must balance their governance responsibilities against micromanagement.

Board minutes and assuring compliance with the Organizational Standards provide opportunities for Boards to demonstrate fulfillment of their responsibilities.

2

2

Board Roles & Responsibilities



Strong Boards:

- ▶ Foster strong agencies, raise agency standing in community
- ▶ Focus on governance (not management)
- ▶ Make effective use of committees
- ▶ Thoughtfully evaluate board and leadership
- ▶ Skillfully recruit new members; assess and fill gaps
- ▶ Strictly Adhere to their Fiduciary Duties:
 - ▶ Duty of Care
 - ▶ Duty of Loyalty
 - ▶ Duty of Obedience

3

3

Fiduciary Duties

Duty of Care: discharge the duties of the position of a director in good faith, in a manner the director reasonably believes to be in the best interests of the organization, and with the care an ordinarily prudent person in a like position would exercise under similar circumstances.

Duty of Loyalty: complete, undivided loyalty to the organization, avoid using director's position or organization's assets in a way which would result in any benefit for them or a family member.

Duty of Obedience: follow the organization's governing documents, carry out the organization's mission, assure that funds are used for lawful purposes and comply with relevant state and federal laws.

4

4

Board Meetings

- ▶ What do your Bylaws say?
- ▶ Minutes: organizations are not required to, nor should they, record every detail or statement said at the meeting. However, there should be enough information to make the minutes useful should they ever be used for reference or offered as evidence that an action was properly taken or that directors fulfilled their fiduciary duties.
- ▶ Consent Calendar: a handy tool to take care of agenda items that need formal board approval but are routine in nature or have been thoroughly discussed during previous meetings. Consent calendar items can be approved all at once by adopting the consent agenda in one motion.

5

5

Performance Management Framework

The New Performance Management Framework for Community Action contains the following elements:

- ▶ Local Theories of Change
- ▶ Organizational Standards
- ▶ State and Federal government agency Accountability Measures
- ▶ Results Oriented Management and Accountability system individual/family, agency and community measures for local agencies
- ▶ ROMA Next Generation - refinement of Accountability measures for government agencies and community action agencies (including Organizational Standards)

6

6

ROMA and ROMA Next Generation

ROMA - Results Oriented Management & Accountability -- is a management and accountability process that is focused on the results achieved as a result of your agency's activities.

ROMA Next Generation (NG) builds on ROMA to improve CSBG Performance Management and Performance Measurement. ROMA Next Gen is a “complete package” of local, state and federal accountability that focuses on:

- ❖ National Community Action goals, particularly community-level activities
- ❖ improved data collection and analysis, locally and across the network
- ❖ a commitment to organizational excellence (Organizational Standards)
- ❖ continuous quality improvement across a complex system

7

7

Theory of Change

☺ Each agency has underlying assumptions about the causes of, and solutions to, poverty that are based on experience and understanding of local circumstances and conditions. These assumptions guide the work of the agency now, but in many cases they have not been clearly recognized or stated.

☺ The Local Theory of Change identifies these assumptions and shows how they reflect information from the Community Needs Assessment.

8

8

Theory of Change: Mission Statement

Community Action missions address supporting families and individuals as they become self-sufficient, and improving their clients' communities.

CAA missions should tie into the National Goals:

- Goal 1: Individuals and families with low income are stable and achieve economic security.
- Goal 2: Communities where people with low income live are healthy and offer economic opportunity.
- Goal 3: People with low incomes are engaged and active in building opportunities in communities.

Your mission statement should address two central themes:

- Why are we in business?
- What results are we trying to achieve?

9

9

Theory of Change: Community Needs Assessment

It is important to create a “true picture” of the community or “community profile” – including a comprehensive range of the needs, issues, resources – not just the needs and issues the agency has programs to address.

Remember --

- A Community Needs Assessment takes a team and it takes time
- Plan before beginning (include Board in the planning)
- Surveying is a science
- Analyze and prioritize
- Report results to the community, use them in your planning, evaluation and communications with the community



10

10

CSBG Organizational Standards

The CSBG Organizational Standards are an element of Community Action accountability that enhance Board oversight and management as they carry out their responsibilities.

The 58 Standards address three broad categories:

- ❖ **Maximum Feasible Participation:** Consumer Input and Involvement, Community Engagement, Community Assessment
- ❖ **Vision and Direction:** Organizational Leadership, Board Governance, Strategic Planning
- ❖ **Operations and Accountability:** Human Resource Management, Financial Operations and Oversight, Data and Analysis

11

11

CSBG Organizational Standards

Maximum Feasible Participation

- 1. Consumer Input and Involvement (Standards 1.1-1.3)**
 - ▶ Demonstrates low-income individuals' participation in planning and activities
- 2. Community Engagement (Standards 2.1-2.4)**
 - ▶ Demonstrates involvement with partnerships
- 3. Community [Needs] Assessment (CNA) (Standards 3.1-3.5)**
 - ▶ Conducted a CNA and issued report within past 3 years
 - ▶ CNA includes assessment of data, key findings on needs
 - ▶ Governing Board formally accepts completed CNA

12

12

CSBG Organizational Standards

Vision and Direction

4. Organizational Leadership (Standards 4.1-4.6)

- ▶ Board demonstrates it has reviewed mission statement within past 5 years
- ▶ Community Action Plan documents use of ROMA, tied into community assessment. Board must approve Plan and receive at least an annual update on the success of the Plan
- ▶ Succession Planning: Board has approved a written plan for emergency, short-term, permanent absences/vacancies
- ▶ Risk Assessment: comprehensive risk assessment has been completed within past 2 years and reported to Board

13

13

CSBG Organizational Standards

Vision and Direction (cont.)

5. Board Governance (Standards 5.1-5.9)

- ▶ Tri-Partite Board in place? Democratic selection process? **Document!!**
- ▶ By-Laws: reviewed by attorney within past 5 years, distributed to board within past 2 years? **Document these actions!!**
- ▶ Board meets, establishes quorums, fills vacancies in accordance with Bylaws? **Document!!**
- ▶ Conflict of Interest Policy: signed by Board members within past 2 years. **Document!!**
- ▶ Structured Orientation for new members w/in 6 mos.? **Document!!**
- ▶ Board receives training on roles & responsibilities every 2 years. **Document!!**
- ▶ Board receives programmatic reports at each regular Board meeting. **Document!!**

14

14

CSBG Organizational Standards

Vision and Direction (cont.)

6. Strategic Planning (Standards 6.1-6.5)

- ▶ Have a current mission statement, focused on poverty.
- ▶ Programs align with mission; linked to Community Needs
- ▶ Approved Strategic Plan includes Family, Agency & Community Goals; Board can choose to focus on one, two or all areas
- ▶ Consumer Input/Feedback Key Part of Strategic Plan
- ▶ Board must approve the strategic plan -must be conducted at least every 5 years - **Document!!**
- ▶ Board receives at least an annual progress report on meeting strategic goals - **Document!!**

15

15

CSBG Organizational Standards

Operations and Accountability

7. Human Resource Management (Standards 7.1-7.9)

- ▶ Written personnel policies have been reviewed by an attorney and approved by the Board within the past 5 years.
- ▶ Board **annually** conducts a performance appraisal of the CEO/executive director & review of compensation
- ▶ Whistleblower policy that has been approved by the Board.

16

16

CSBG Organizational Standards

Operations and Accountability (cont.)

8. Financial Operations and Oversight (Standards 8.1-8.13)

- ▶ Audit: completed annually by CPA. Auditor presents to Board, Board receives and accepts the audit
 - ▶ Findings from prior year's audit assessed and addressed by Board
 - ▶ Organization solicits bids for audit every 5 years
- ▶ 990 is completed annually, made available to Board for review
- ▶ Financial reports presented at each meeting - includes revenue/ expense comparison, balance sheet
- ▶ Board annually approves organization-wide budget
- ▶ Fiscal policies approved by Board. Reviewed by staff every 2 years, updated and approved by Board as necessary
 - ▶ Written procurement policy reviewed by Board every 5 years
 - ▶ CAA has indirect cost rate or cost allocation plan
 - ▶ Written policy for record retention and destruction

17

17

CSBG Organizational Standards

Operations and Accountability (cont.)

9. Data and Analysis (Standards 9.1-9.4)

- ▶ Systems in place to track and report demographics, services, and outcomes
- ▶ Board annually reviews and approves agency's outcomes and any operational or strategic program adjustments and improvements identified as necessary
- ▶ Annual CSBG reports submitted by agency

18

18

Organizational Standards: Wrap-Up

While the Organizational Standards cover a lot of activity, remember:

- ❖ Role of the Board has not changed - still responsible for fiduciary duties, policy-setting
- ❖ Resist the urge to “get into the weeds” or to micro-manage
- ❖ Recommendations
 - Obtain a copy of the most recent Organizational Standards submission in preparation for the next submission.
 - A Board committee set up to review the Standards and assure continuous improvement and compliance
 - Review the Calendar at least annually to assure the Board and the agency are meeting requirements

RECEIVE, REVIEW, DISCUSS, ACCEPT/APPROVE!



19

19

CSBG Annual Report

- ▶ Identifies 3 National Goals (down from 6)
- ▶ Divided into Modules (not sections)
- ▶ Integrates the Organizational Standards
- ▶ Utilizes the Online Data Collection System - OLDC - to collect and analyze information
- ▶ Significantly increases reporting burdens

Board must review and approve the Annual Plan and Annual Report



20

20

CSBG Annual Report: Module 1

Module 1: State Administration

Module 1 is completed by the State CSBG office and measures state activities, monitoring results

Module 1 includes information on:

- ❑ State administration of CSBG funding
- ❑ Use of State administrative funds and discretionary funds for staff positions, technical assistance
- ❑ Progress of CAAs in meeting Organizational Standards
- ❑ Progress of State in meeting accountability measures
- ❑ Information on State monitoring activities, details about any CAA Quality Improvement Plans
- ❑ ROMA support for CAAs and CAA continuous improvement efforts

21

21

CSBG Annual Report: Module 2

▶ Module 2: Expenditures, Capacity and Resources

- ▶ Completed by the CAA
- ▶ Reports on agency capacity and how the agency uses its CSBG (and other) funds
- ▶ **Section A: CSBG Expenditures by Eligible Entity.** Expenditures are reported by Domain (outcome category, e.g. Employment, Housing, Health & Social/Behavioral Development, etc.)
- ▶ **Section B** shows different strategies that agencies employ - besides CSBG money - to build capacity
 - Hours that Board Members, Agency staff engaged in capacity building activities
 - Volunteer hours; Staff certifications
 - Number and types of organizations that CAA works with to expand resources and opportunities
- ▶ **Section C:** reports on the resources (funding) other than CSBG, that the agency has



22

22

CSBG Annual Report: Module 3

- ↳ Module 3 reflects a renewal of the CSBG network's understanding of the necessity of working toward community change as well as individual and family outcomes.
- ↳ Module 3 creates the reporting space for community action agencies to tackle complex community-level issues
- ↳ Module 3 is divided into 3 Sections, all of which are new
 - A) Initiative Status Form
 - B) National Performance Indicators
 - C) Strategies List, which is not a reporting form.

23

23

CSBG Annual Report: Module 4

At the individual and family level, ROMA Next Generation renews the community action focus to connect outcomes, services and participants to facilitate robust analysis.

- **Outcomes** (Examples): Obtained jobs, completed education, increased income, improved parenting, secured housing (Proposed Family Level Performance Indicators)
- **Services** (Examples): Job Training, Work Experience, Scholarships, Financial Education, Support Groups, Housing Counseling, Food Assistance (Family Level Services).
- **People**: Unduplicated count of people served. All participant characteristics (income, job status, education, etc.); and, participants at the time they first engage.

24

24

How Does This All Fit Together?



25

25

Resources

- ❑ National Community Action Partnership: series of You Tube videos designed for Boards on each category of Organizational Standards.
<https://www.communityactionpartnership.com/menus/organizational-standards.html>
- ❑ The National Community Action Partnership Risk Assessment tool:
https://communityactionpartnership.com/online_tools/risk-management-portal/
- ❑ CAPLAW website: Tools for Top-Notch CAAs:
<https://www.caplaw.org/resources/publicationdocuments/topnotchtoolkit.html>
- ❑ The National Association of State Community Services Programs: www.nascsp.org, has a lot of information about the Community Services Block Grant, ROMA Next Gen and the Annual Report

26

26

Conclusion & Acknowledgements

Questions about Board roles & responsibilities?

Questions about the Organizational Standards?

***Training & technical assistance is available
for your agency!***

~Thank you for your time ~

Materials prepared by Francie Mathes and Marcy Harris, Esq.

27