

# NONPROFIT STANDARDS & INDICATORS OF PERFORMANCE

## MISSION & PROGRAMS

**STANDARD:** Parent Centers have a defined mission and their programs are all aligned with that mission. Parent Centers strive to work effectively and efficiently toward achieving their goals.

Required	Effective	Best Practices	0% ----- 50% ----- 100%			N/A
INDICATORS:			No - Not yet established	In Progress	Yes - Current Practice	
1. Mission						
1.1. Mission includes serving families of children with disabilities who are ages birth through 26 and have the full range of disabilities as described in Sec. 602(3) of IDEA 2004.*						
1.2. Mission statement is defined and approved by the Board of Directors, and programs are consistent with organization's stated purpose.						
1.3. Mission is reviewed every 3-5 years to determine if it needs modification.						
2. Program Planning						
2.1. Processes are established by board for setting clearly defined goals and objectives to accomplish Parent Center's mission. Plan is reviewed annually and re-developed every 3-5 years.						
2.2. Goals and objectives are reasonable considering staffing and resources.						
2.3. Parent Center annually reviews and updates written operational plan for implementation of program, financial, personnel, and evaluation activities. Timelines and personnel responsible are included.						
2.4. Parent Center project is reviewed annually to ensure it is aligned with approved grant application and priority.						
2.5 Parent Center develops and reviews strategic technology plan based on mission and program goals.						
3. Program Evaluation						
3.1. Parent Center submits required evaluations such as annual performance report to OSEP (including information on program performance measures) and data collection forms to ALLIANCE National Center.*						
3.2. Parent Center has defined procedures for conducting qualitative and quantitative evaluations of programs and projects.						
3.3. Evaluations are used to strengthen effectiveness of programs and make needed changes.						
3.5. Program evaluation is ongoing and includes input from a variety of sources.						
3.6. Evaluation results are communicated to stakeholders.						

Please provide a brief explanation for any effective indicators marked "n/a":

# NONPROFIT STANDARDS & INDICATORS OF PERFORMANCE

## SELF-ASSESSMENT TOOL Narrative Response

Please briefly describe the programs, practices or other actions that have helped you to achieve positive outcomes in the **MISSION & PROGRAMS** standard.

Our center's top 3 priorities for improvement within the MISSION & PROGRAMS standard:

Rank	Specific area of concern	Strategies for improvement	Assistance needed
1.			
2.			
3.			

# NONPROFIT STANDARDS & INDICATORS OF PERFORMANCE

## GOVERNING BODY

**STANDARD:** A volunteer board of directors governs the Parent Center and oversees the organization's mission, policies and procedures, and human and financial resources. The board is composed of committed individuals who actively monitor the Parent Center's performance.

Required	Effective	Best Practices	0% ----- 50% ----- 100%			N/A
INDICATORS:			No - Not yet established	In Progress	Yes - Current Practice	
1. Board Responsibilities						
1.1. Board engages in short- and long-term planning for Parent Center programs.						
1.2. Board oversees effective policies (financial and personnel).						
1.3. Board approves annual budget and periodically assesses performance in relation to budget.						
1.4. Board reviews and approves findings of annual audit.						
1.5. Board hires, fires, and annually evaluates Executive Director and determines ED's salary.						
2. Board Composition						
2.1. Board is composed of individuals personally committed to the organization's mission and who possess skills needed to accomplish the mission; board has 7 or more directors.						
2.2. Majority of board members are parents of children with disabilities ages birth-26.*						
2.3. Board includes individuals working in the fields of special education, related services, and early intervention.*						
2.4. Board includes individuals with disabilities.*						
2.5. Board includes members who are broadly representative of the population to be served, including low-income parents and parents of limited English proficient children.*						
2.6. No Parent Center staff members serve on the Board of Directors.						
2.7. Parent Center has term limits for board members and no one can serve more than 6 years without leaving the board for at least 1 year.						
3. Board Conduct						
3.1. Board assists with board recruitment.						
3.2. Board members are provided with clear, written job descriptions in order to fully understand their roles and responsibilities.						
3.3. Board meets not less than once in each calendar quarter (with a quorum present) to review the activities for which the award was made.*						
3.4. Parent Center has written policies regarding attendance at board meetings and a process to address noncompliance.						
3.5. Written board meeting minutes are maintained and distributed to board members along with agency policies, evaluation reports, OSEP performance reports, bylaws, and financial reports (including 990 and A-133 or other audits).						
3.6. Board members adhere to Parent Center's written conflict of interest policy and sign an annual conflict of interest statement disclosing any potential conflicts.						
3.7. Board members serve on a volunteer basis and do not receive compensation for their services.						
4. Advisory Boards are developed to assist in areas of fundraising, marketing, special projects, etc.						

## NONPROFIT STANDARDS & INDICATORS OF PERFORMANCE

Please provide a brief explanation for any effective indicators marked “n/a”:

# NONPROFIT STANDARDS & INDICATORS OF PERFORMANCE

## SELF-ASSESSMENT TOOL

### Narrative Response

Please briefly describe the programs, practices or other actions that have helped you to achieve positive outcomes in the **GOVERNING BODY** standard.

Our center's top 3 priorities for improvement within the GOVERNING BODY standard:

Rank	Specific area of concern	Strategies for improvement	Assistance needed
1.			
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# NONPROFIT STANDARDS & INDICATORS OF PERFORMANCE

## HUMAN RESOURCES

**STANDARD:** Parent Center employees and volunteers are essential to carrying out project activities and achieving the organization's mission. Parent Center policies should cover employees and volunteers and be fair, clear, and allow for ongoing evaluation.

Required	Effective	Best Practices	0% ----- 50% ----- 100%			N/A
INDICATORS:			No - Not yet established	In Progress	Yes - Current Practice	
1. Personnel Policies						
1.1. Parent Center has written personnel policies and procedures approved by the board of directors, including a conflict of interest policy.						
1.2. Parent Center personnel policies include screening, assignment, and training for volunteers.						
1.3. New employees receive a copy of the personnel policies as part of an orientation and acknowledge receipt of policies in writing.						
1.4. All Parent Center staff complete timesheets which include the percentage of time worked on the grants they are assigned to each pay period.*						
2. Employee Recruitment, Hiring, and Retention						
2.1. Parent Center has a policy for recruitment and selection of staff, including recruiting from within the organization.						
2.2. Parent Center strives to employ individuals who reflect diversity of community, including people with disabilities.						
2.3. Parent Center has established interview process which includes review of references.						
2.4. Parent Center has written policies for accommodating people with disabilities.						
2.5. Parent Center employs skilled individuals who are suitable for the positions they occupy and are committed to the goals of the organization.						
2.6. Parent Center has mechanisms in place such as succession plans to handle transition in leadership and key personnel.						
2.7. Parent Center obtains approval from the U.S. Department of Education to hire or replace key personnel, continue project if project director is absent for 3 months or more, and reduce by 25% or more the time the project director devotes to project.*						
2.8. Board balances internal equity with market-based and livable compensation for all employees.						
2.9. Personnel are provided with adequate benefits and opportunity to contribute to retirement plan.						
3. Employee Performance Evaluation						
3.1. Each employee has written job description that clearly identifies roles and responsibilities.						
3.2. Employees receive annual reviews from their supervisors.						

Please provide a brief explanation for any effective indicators marked "n/a":

# NONPROFIT STANDARDS & INDICATORS OF PERFORMANCE

## SELF-ASSESSMENT TOOL

### Narrative Response

Please briefly describe the programs, practices or other actions that have helped you to achieve positive outcomes in the **HUMAN RESOURCES** standard.

Our center's top 3 priorities for improvement within the HUMAN RESOURCES standard:

Rank	Specific area of concern	Strategies for improvement	Assistance needed
1.			
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# NONPROFIT STANDARDS & INDICATORS OF PERFORMANCE

## FINANCIAL & LEGAL

**STANDARD:** Parent Centers adhere to all applicable local, state, and federal legal and financial regulations, and they review their procedures regularly to ensure they remain in compliance. Parent Centers use their financial resources wisely and keep accurate records.

Required	Effective	Best Practices	0% ----- 50% ----- 100%			N/A
INDICATORS:			No - Not yet established	In Progress	Yes - Current Practice	
1. Financial Accountability						
1.1. Parent Center operates in accordance with annual budget approved by the board of directors.						
1.2. Nonprofit creates and maintains financial reports on a timely basis. Internal statements are prepared at least quarterly and approved by board.						
1.3. For organizations with annual revenue of over \$500,000, a Certified Public Accountant audits the accuracy of financial reports.						
1.4. Parent Center has written financial policies, adequate for its size and complexity and in accordance with EDGAR, governing assets, internal controls, purchasing practices, payroll, timesheets, travel, investments, expense accounts, contracts, consultants, leases, etc.*						
1.5. Parent Center has written procurement and equipment management procedures.*						
1.6. Parent Center completes IRS Form 990 and A-133 audits.*						
1.7. Personnel handling finances are covered under the company's bonding insurance policy.						
1.8. Parent Center maintains reserve account with enough funds to cover 6 months' expenses.						
1.9. At least 70% of Parent Center's annual expenses are used for program activities and no more than 30% for management and fundraising.						
1.10. Parent Center does not have persistent or increasing operating deficits.						
1.11. Parent Center strives to diversify funding and not rely solely on federal funding.						
2. Legal Compliance and Accountability						
2.1. Parent Center is aware of and complies with all applicable federal, state, and local laws including those related to fundraising, licensing, financial accountability, document retention and destruction, human resources, lobbying and political advocacy, and taxation.						
2.2. Parent Center periodically assesses the need for insurance coverage in light of the nature and extent of the organization's activities and financial capacity.						
2.3. Parent Center conducts periodic internal review of organization's compliance with legal requirements and provides summary of the results to the board of directors.						

Please provide a brief explanation for any effective indicators marked "n/a":



# NONPROFIT STANDARDS & INDICATORS OF PERFORMANCE

## SELF-ASSESSMENT TOOL

### Narrative Response

Please briefly describe the programs, practices or other actions that have helped you to achieve positive outcomes in the **FINANCIAL & LEGAL** standard.

Our center's top 3 priorities for improvement within the FINANCIAL & LEGAL standard:

Rank	Specific area of concern	Strategies for improvement	Assistance needed
1.			
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# NONPROFIT STANDARDS & INDICATORS OF PERFORMANCE

## OPENNESS & TRANSPARENCY

**STANDARD:** Because Parent Centers are nonprofit organizations serving and receiving support from the public, they are open and transparent about their program activities and finances. Parent Centers are available and responsive to people seeking information about their operations.

Required	Effective	Best Practices	0% ----- 50% ----- 100%			N/A
INDICATORS:			No - Not yet established	In Progress	Yes - Current Practice	
1. Annual Report						
1.1. Parent Center prepares an annual report and makes available to the public information about the organization's mission, program activities, and basic financial data.						
1.2. The annual report identifies the Parent Center's board of directors, management staff, and contributors.						
1.3. Program names, activities, and financial information listed in annual report, audited financial statements, and IRS Form 990 are consistent to allow donors to meaningfully review and evaluate program effectiveness.						
2. Public Access						
2.1. Parent Center provides the public with meaningful ways to communicate with representatives of the organization.						
2.2. Parent Center has at least one staff person responsible for assuring that the organization is complying with federal and state laws regarding disclosure of information to the public.						
2.3. Parent Center complies with all requirements of the Freedom of Information Act (FOIA).						

Please provide a brief explanation for any effective indicators marked "n/a":

# NONPROFIT STANDARDS & INDICATORS OF PERFORMANCE

## SELF-ASSESSMENT TOOL

### Narrative Response

Please briefly describe the programs, practices or other actions that have helped you to achieve positive outcomes in the **OPENNESS & TRANSPARENCY** standard.

Our center's top 3 priorities for improvement within the OPENNESS & TRANSPARENCY standard:

Rank	Specific area of concern	Strategies for improvement	Assistance needed
1.			
2.			
3.			

# NONPROFIT STANDARDS & INDICATORS OF PERFORMANCE

## FUNDRAISING

**STANDARD:** Fundraising activities support Parent Centers' projects and provide financial resources to achieve their mission. Parent Centers' fundraising efforts are honest, responsible, and respectful.

Required	Effective	Best Practices	0% ----- 50% ----- 100%			N/A
INDICATORS:			No - Not yet established	In Progress	Yes - Current Practice	
<b>1. Fundraising Activities</b>						
1.1. Fundraising costs are reasonable over time. Over a 5-year period, organization receives revenue from fundraising and development activities that are at least 3 times the amount spent conducting them.						
1.2. Solicitation and promotional materials are accurate and truthful and identify the intended use of solicited funds.						
1.3. All statements made in fundraising appeals about the use of contributions are honored.						
1.4. Parent Center honors the known intentions of donors regarding the use of donated funds.						
<b>2. Donor Relationships and Privacy</b>						
2.1. Parent Center respects privacy of donors and safeguards the confidentiality of information.						
2.2. Donors are provided the opportunity to state that they prefer to remain anonymous.						
2.3. Parent Center honors requests by donors to stop repeated mailings or telephone solicitations from in-house lists and have their names removed from lists which are sold, rented, or exchanged.						
2.4. Solicitations are free from undue influence or excessive pressure and are respectful of needs and interests of donors and potential donors.						
2.5. Parent Center regularly communicates with contributors about their activities through public and private media such as Web sites, emails, and newsletters.						
<b>3. Acceptance of Gifts</b>						
3.1. Parent Center has policies for acceptance of charitable gifts including any limits on individuals or entities from which organization accepts gifts, purposes for which donations will be accepted, and type of property accepted.						
<b>4. Fundraisers</b>						
4.1. Fundraising personnel (staff and consultants) are not compensated based on percentage of amount raised or other commission formula.						
4.2. When using services of paid consultant, Parent Center only uses services of professional solicitors and counsel who are properly registered with applicable regulatory authorities.						
4.3. Parent Center exercises control over anyone known to be soliciting contributions on behalf of organization.						

Please provide a brief explanation for any effective indicators marked "n/a":

# NONPROFIT STANDARDS & INDICATORS OF PERFORMANCE

## SELF-ASSESSMENT TOOL

### Narrative Response

Please briefly describe the programs, practices or other actions that have helped you to achieve positive outcomes in the **FUNDRAISING** standard.

Our center's top 3 priorities for improvement within the FUNDRAISING standard:

Rank	Specific area of concern	Strategies for improvement	Assistance needed
1.			
2.			
3.			



# NONPROFIT STANDARDS & INDICATORS OF PERFORMANCE

## SELF-ASSESSMENT TOOL

### Narrative Response

Please briefly describe the programs, practices or other actions that have helped you to achieve positive outcomes in the **PUBLIC POLICY & PUBLIC AFFAIRS** standard.

Our center's top 3 priorities for Improvement within the PUBLIC POLICY & PUBLIC AFFAIRS standard:

Rank	Specific area of concern	Strategies for improvement	Assistance needed
1.			
2.			
3.			