



**Northeast Institute for Quality Community Action  
QCAS Self-Assessment Document Checklist.**

**\_\_Peer Review Team Only (1 Copy to Each Team Member):**

- **Completed Agency Self-Assessment.**
- **Agency Annual Report.**
- **Organization Chart.**

**A. Governance.**

- \_\_Bylaws**
- \_\_Board Meeting Minutes and Agendas (6 Meetings)**
- \_\_Board Manual**
- \_\_Documentation of Board Review and Approval of an Agency Operating Budget and Strategic Plan.**
- \_\_Board Orientation and Training Agendas/Curriculums.**
- \_\_Conflict-of-Interest and Ethics Policies**
- \_\_Documentation of Executive Director Performance Evaluation**
- \_\_NIQCA Board Chart (attached).**

**B. Operational Management and Organizational Structure.**

- \_\_Intake Form(s) and Policies.**
- \_\_Evidence of Agency Formal and Informal Collaboration**
- \_\_Operational Program Policies (e.g., Table of Contents,)**
- \_\_Program Performance Reports (e.g., Staff, Board, Funders)**
- \_\_Customer Satisfaction Survey – Results.**
- \_\_Confidentiality Policies**
- \_\_Risk Management and Disaster Recovery Plans**
- \_\_Code of Ethics Policy/Statement.**

**C. Planning and Community Investment.**

- \_\_Agency Mission Statement**
- \_\_Strategic Plan**
- \_\_Community Needs Assessment**
- \_\_Agency Marketing Plan – Sample of Materials.**
- \_\_Fundraising/Development Plan – Sample of Materials – List of Fundraising Activities – Net Income During Past 2 Years.**

#### **D. Information Technology**

- \_\_ IT Plan**
- \_\_ Evidence of IT Hardware and Software Inventory(s)**
- \_\_ IT Security Plan (Policies and Procedures).**
- \_\_ IT Training Needs Assessment, Training Agendas, etc.**
- \_\_ Evidence of IT Client and Program Reporting in Compliance with ROMA Requirements. Evidence of Integration of Client and Program Data for Reporting to Users/Funders.**
- \_\_ IT Technical Support Policies and Procedures**
- \_\_ Telecommunications Inventory – Plan.**
- \_\_ Policies and Procedures for Providing Web Site Technical Support/Maintenance.**

#### **E. Human Resources**

- \_\_ Salary/Wage Compensation Plan and Schedule**
- \_\_ Employee Benefits Description**
- \_\_ Hiring Policies and Procedures**
- \_\_ Evidence of Employee Recognition Program**
- \_\_ Samples of Methods of Communication with Agency Employees**
- \_\_ Documentation of Commitment to Teambuilding (Training Agendas, Curricula, etc)**
- \_\_ Employee Satisfaction Survey – Results**
- \_\_ Diversity Plan**
- \_\_ NIQCA Staffing Chart (attached)**
- \_\_ HR Policies and Procedures Manual**
- \_\_ Agency Health and Safety Policies and Procedures.**
- \_\_ 5 Agency Job Descriptions**
- \_\_ Employee Performance Appraisal Forms and Procedures**
- \_\_ Evidence of Training for Supervisors/Managers in Performance Management.**
- \_\_ Documentation of New Employee Orientation**
- \_\_ Staff Development and Training Plan. Evidence of Staff**
- \_\_ Trainings During the Past Year (Mandatory and Non-Mandatory).**

**F. Finance and Budget.**

- \_\_ Agency Audit for Past Fiscal Year.**
- \_\_ Current Agency Operating Budget**
- \_\_ Capital Asset Plan and Budget**
- \_\_ Copies of Agency Operating Budgets for the Past 3 Fiscal Years**
- \_\_ Finance Manual**
- \_\_ Copy of Agency Financial Controls Policies and Procedures**
- \_\_ Copies of Financial and Budget Reports Prepared for Board and Program Managers.**
- \_\_ Copies of Corrective Action Plans Developed in Response to Audit or Program Compliance Reviews.**
- \_\_ Agency Finance Plan**
- \_\_ Documentation of Training on Finance Topics for Staff or Board During Past 12 Months**
- \_\_ Agency Contracting – Competitive Bidding Policies and Procedures.**

**For Peer Review Site Visits the Agency Should Make a Complete Copy of All Documentation for Each Section for the Peer Team Leader. Based on Information from the Team Leader Copies of Documentation for Each Section Should be Sent to the Peer Reviewer Assigned to that Section. *Documentation Must be Mailed to the Peer Review Team So That It Arrives Not Less Than 2 Weeks Before the Scheduled Visit. Questions Regarding Documentation for Either the Self-Assessment or the Peer Review Visit Should be Directed to Bill Hunter ([whunter@MASSCAP.org](mailto:whunter@MASSCAP.org) or 508-380-1398.***



**Northeast Institute for Quality Community Action QCAS  
Agency Staffing Chart**

**Agency Name:**

Classification	Total # Actual	Total #		Total # Budgeted Positions	% Turnover	Diversity*					
		PT	FT			W	AA	H/L	A	O	NK
<b>Executive</b>											
<b>Senior Managers</b>											
<b>Directors</b>											
<b>Supervisors</b>											
<b>Direct Service Professional</b>											
<b>Direct Service Para Prof.</b>											
<b>Technical</b>											
<b>Admin/ Clerical</b>											
<b>Maint/Security</b>											
<b>Total/Average</b>											

\*Diversity: W (White); AA (African American); H/L (Hispanic/Latino); A (Asian); O (Other Race/Ethnicity)  
NK (Not Known).

**Comments:**

