**NORTHEAST INSTITUTE FOR QUALITY COMMUNITY ACTION**

**DRAFT PROGRAM POLICY OUTLINE**

**Section I. PROGRAM TITLE – DESCRIPTION.**

* **Name of Program and abstract description of services to be provided**

**Section II. ELIGBILITY CRITERIA – AREA SERVED.**

* **Description of Target Service Population and Service Eligibility Criteria (e.g. income, etc).**
* **Description of Geographic Service Area.**

**Section III. ROMA GOALS – NATIONAL INDICATOR STANDARDS.**

**Section III. SERVICES AND PERFORMANCE STANDARDS.**

* **Customer Service Standards/Expectations.**
* **Outreach – Case Finding.**
* **Screening/Intake/Referral (Internal/External)**
* **Assessment – Enrollment**
* **Services – Methods – Frequency**
* **Service Documentation – Tracking**
* **Termination – Documentation – Assessment/Feedback.**

**Section IV. LEGAL MATTERS.**

* **Nondiscrimination**
* **Confidentiality Protections**
* **Mandated Reporting**
* **Other (e.g., Davis-Bacon).**

**Section V. FINANCIAL – REPORTING MATTERS.**

* **Funding Sources**
* **Documentation Requirements.**
* **Billing – Reporting Schedules/Responsibilities.**

**Section VI. COMMUNICATION – SUPPORT.**

* **Supervision – Orientation – Training.**
* **Emergency Notification - Operations.**
* **Safety**
* **Ethics – Fraud Prevention.**