



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

**Agency Self-Assessment (Peer Review Only)**

**A. Governance.**

- Bylaws**
- Board Meeting Minutes and Agendas (6 Meetings)**
- Board Manual**
- Board Orientation and Training Agendas/Curriculums**
- Conflict-of-Interest and Ethics Policies**
- Documentation of Executive Director Performance Evaluation**
- NIQCA Board Chart (attached)**
- Agency Annual Report\***

**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**
- Annual Report\***
- Organization Chart**

**C. Planning and Community Investment.**

- Agency Mission Statement**
- Strategic Plan**
- Community Needs Assessment**
- Agency Marketing Plan – Sample of Materials.**
- Annual Report\***
- 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.**
- Annual Report\***

#### **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).**
- Annual Report\***
- Organization Chart**

**F. Finance and Budget.**

- \_\_ Agency Audit for Past Fiscal Year.**
- \_\_ Current Agency Operating Budget**
- \_\_ Capital Budget for Current Year**
- \_\_ Copies of Operating Budgets for the Past 3 Fiscal Years**
- \_\_ Finance Manual**
- \_\_ Copy of Agency Financial Controls Policies and Procedures**
- \_\_ Copy of Agency Accounting Policies and Procedures**
- \_\_ Copies of Financial and Budget Reports Prepared for Board and Program Managers (Reports Over Period of 6 Months)**
- \_\_ 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**
- \_\_ Annual Report\***

**\*One Copy of the Agency’s Annual Report Should be Sent to Each Peer Reviewer. A Copy does not have to be sent with each QCAS Section.**

**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
Executive											
Senior Managers											
Directors											
Supervisors											
Direct Service Professional											
Direct Service Para Prof.											
Technical											
Admin/ Clerical											
Maint/Security											
<b>Total/Average</b>											

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

**Comments:**

