



NORTHEAST INSTITUTE FOR QUALITY COMMUNITY ACTION

AGENCY SELF-ASSESSMENT OVERVIEW.

WHY A SELF-ASSESSMENT?

The NIQCA Self-Assessment is a resource developed to promote excellence in the management and governance of local Community Action Agencies. The Assessment identifies areas of agency strengths and deficiencies and engages key agency stakeholders in a process of continuous quality improvement (CQI) designed to both mitigate risk of failure and embrace best practice.

WHO IS INVOLVED?

An agency Assessment Team composed of a cross section of staff, board members and possibly other stakeholders is appointed to undertake the agency Self-Assessment. Materials and technical support are provided by NIQCA staff. The Assessment Team utilizes the NIQCA Assessment Manual to conduct the review. The Assessment Team is broken down into 6 “Section” Teams and assigned responsibility for conducting the assessment and assigning preliminary scores for one of the following areas of review: Planning and Community Investment; Operational Management; Governance; IT; HR; Finance and Budget. Section Teams report scores to the agency Assessment Team for final scoring.

When the internal assessment is completed a 3-4 Member NIQCA Peer Review Team visits the agency and, using the same tools and information, conducts an independent agency assessment. Peer Review Team scores are reported to the agency’s Assessment Team with explanations of why NIQCA scores varied from agency scores.

HOW IS THE ASSESSMENT CONDUCTED?

- Agency Assessment Team appointed by ED/CEO.
- Assessment Members assigned to Assessment Section Teams.
- Assigned Section Teams review NIQCA Standards for their assigned Sections.
- Assigned Section Teams review assigned documents.
- Assigned Section Teams interview key agency/section informants.
- Assigned Section Team members meet to agree on scoring for each Standard.
- Assigned Section Team reports Section Scores to full Assessment Team
- Assessment Team assigns final scores
- Assessment Team scores and agency documents sent to NIQCA Peer Review Team.
- NIQCA Peer Review Team schedules/conducts 2 day site visit.
- Agency identifies Priorities for Improvement – Creates Action Plan to make Improvements.

CONFIDENTIALITY.

Unless an NIQCA Assessment is mandated to be released by an agency funding source or other regulatory authority due to allegations of risk or mismanagement the findings of all NIQCA Self-Assessments will remain strictly confidential and only be released to authorized agency officials. All NIQCA Certified Peer Reviewers sign Agreements protecting agency confidentiality.

DELIVERABLES.

1. A blueprint which identifies 3 year priorities for agency self-improvement.
2. Improved staff understanding or agency operations and opportunities for sharing ideas and support.
3. Improved Board understanding and support for achieving agency self-improvement goals.
4. Response to ROMA goals # 4 and # 5.
5. Improved productivity and competitiveness.

TIME COMMITMENT.

Assessment normally takes 2-3 months to complete. Most time consuming part of the process is document collection/review.

COST.

Except in certain instances* the cost of NIQCA Assessments is determined using the following sliding scale:

Agency Budget Up To \$10 million = \$1,000 Fee

Agency Budget From + \$10 million- \$25 million = \$1,500 Fee

Agency Budget + \$25 million = \$2,000 Fee.

*For DHCD-NIQCA Partnership CAA Assessments fees are waived. Fees may be waived due to financial hardship.

INFORMATION – ASSISTANCE.

Visit www.niqca.org. Contact Bill hunter, NIQCA ED at 508-380-1398 or whunter@masscap.org.