

NC Department of Health and Human Services

Community Services Block Grant State Plan: Organizational Standards

Office of Economic Opportunity

August 2025

Agenda

Organizational Standards Background

Due Dates / Time Frames

Review of Organizational Standards

Flash Drive Submission Expectations

Organizational Standards

- **CSBG organizational standards provide a uniform foundation of organizational capacity for all CSBG Eligible Entities (CEEs)**
- **The Office of Community Services' Information Memorandum 138 provides direction to states and CEEs on establishing organizational standards and includes the final language for standards developed by the OCS-funded Center of Excellence (COE).**
- **The COE-developed organizational standards are comprehensive and were developed by and for the CSBG Network through the work of the CSBG Working Group. They work together to characterize an effective and healthy organization while reflecting the vision and values of community action and the requirements of the CSBG Act.**

Purpose

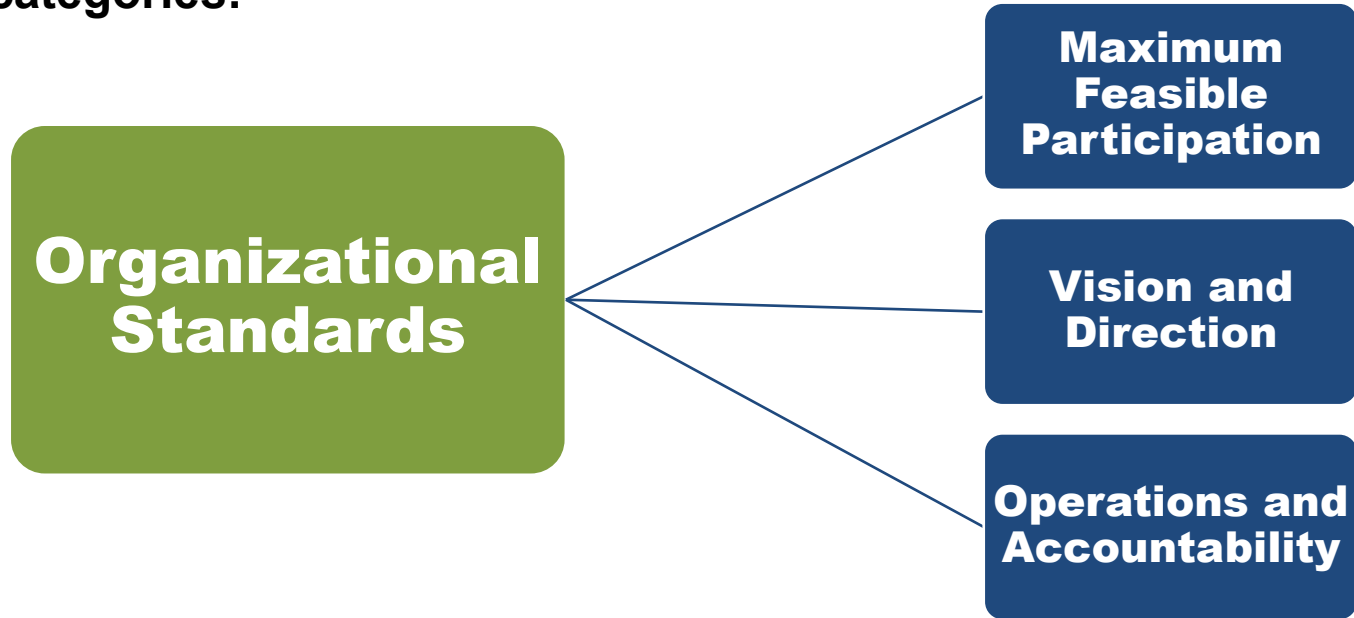
To ensure that CEEs have the capacity to provide high-quality services to low-income families and communities.

State Guidance and Interpretation

- **As North Carolina's CSBG Lead Agency, the Office of Economic Opportunity (OEO) will assess all CEEs against the Organizational Standards each year as part of the Risk Assessment process**
- **Meeting the requirements of the organizational standards are intended to strengthen agencies' capacity for delivering services to low-income families but meeting the standards alone does not ensure overall CSBG compliance**
- **Compliance with the organizational standards will become a part of OEO's remote and onsite monitoring but will in no way replace monitoring efforts relative to all applicable state, federal and contract compliance rules**

Organizational Standards, Cont.

Organizational Standards are divided into three groups, comprising nine categories:



Maximum Feasible Participation



**Consumer
Input and
Involvement**

**Community
Engagement**

**Community
Assessment**

Vision and Direction

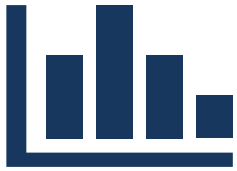


**Organizational
Leadership**

**Board
Governance**

**Strategic
Planning**

Operations and Accountability



**Human
Resource
Management**

**Financial
Operations
and Oversight**

Data Analysis

Due Dates / Time Frames



Due Date-Oct. 17, 2025



No later than Nov. 19, 2025, OEO will send a cleaning memo to all agencies with the completed first review



Jan. 30, 2026- Agency latest deadline to submit second submission for any standards that were determined as unmet in the cleaning memo



Feb. 27, 2026- Final letter documenting final scores and risk threshold to agencies

Standards with Activities Occurring More Frequently Than Annually

- **5.5 Board meets and fills vacancies in accordance with its bylaws**
- **5.7 New board members are provided structured orientation within 6 months of being seated**
- **5.9 Board receives programmatic reports at each meeting**
- **7.2 Employee Handbook (personnel policies) made available to staff; Staff also notified of changes**
- **7.8 Staff participates in new employee orientation within 60 days of hire**
- **7.9 Conductor makes available ongoing staff development/training**
- **8.2 All findings from prior year's annual audit have been assessed & addressed**
- **8.7 Board receives financial reports at each meeting**
- **8.8 Payroll withholding filings and payments are completed on time**

Annual Activities

- **4.2 Community Action Plan tied directly to Community Assessment**
- **4.3 Community Action Plan documents use of Full ROMA Cycle; documents having used services of a ROMA certified trainer to assist in implementation**
- **4.4 Written succession plan for the CEO/ED, approved by the Board**
- **6.5 Board receives an update on meeting goals of Strategic Plan**
- **7.4 Board conducts a performance appraisal of CEO/ED**
- **7.5 Board reviews and approves CEO/ED compensation**
- **7.7 Board approves agency whistle blower policy**
- **8.1 Audit is completed in accordance with OMB A-133**
- **8.3 Audit or presents the audit to the Board**

Annual Activities, Cont.

- **8.4 Board formally receives and accepts the audit**
- **8.6 IRS Form 990 is completed and presented to the Board for review**
- **8.9 Board approves an organization-wide Budget**
- **8.12 Agency documents how it allocates shared costs**
- **8.13 Agency has a written policy for record retention and destruction**
- **9.1 Agency has a system in place to track and report services.**
- **9.2 Agency has a system in place to track and report Family, Agency, and/or Community Outcomes.**
- **9.3 Agency has analyzed its outcomes within past 12 months**
- **9.4 Agency submits annual CSBGIS data report reflecting organization-wide outcomes**

Standards with Activities Occurring Every Two Years

- **4.3 Community Action Plan (if required bi-annually) documents use of Full ROMA Cycle, and documents having used services of a ROMA certified trainer to assist in implementation**
- **4.5 Organization-wide Risk Assessment completed and reported to the Board**
- **5.4 Board members receive copy of the bylaws**
- **5.6 Board members sign a conflict-of-interest policy**
- **5.8 Board members are provided with training on duties and responsibilities**
- **8.10 Fiscal policies are reviewed by staff and updated as necessary, and Board approves changes to fiscal policies**

Standards with Activities Occurring Every Three Years

- **3.1 Conduct Community Assessment & Issue Report**
- **3.4 Board formally Accepts completed Community Assessment**

Flash Drive Submission Expectations: Submitted Documents Example

Standard 8.1: The Organization's annual audit (or audited financial statements) is completed by a Certified Public Accountant on time in accordance with Title 2 of the Code of Federal Regulations, Uniform Administration Requirements, Cost Principles, and Audit Requirement (if applicable) and/or State audit threshold requirements.

- **There are two types of documentation required to show that an agency is in compliance. This includes:**
 - Documentation that confirms an agency has completed an audit
 - Documentation that confirms the agency has filed the report in a timely manner
- **Documentation for the first might include:**
 - A physical copy of the audit report and related information
 - An electronic copy of the audit report and related information
- **Documentation for the second might include:**
 - An electronic “receipt” from the Federal Clearinghouse showing the date the audit report was submitted within the nine-month deadline
 - A letter or other correspondence from a state agency acknowledging receipt of the audit and related information within the nine-month deadline (or earlier if required by the state)

Dos and Don'ts

- ✓ **Do have your Org. Standard Self-Assessment Tool saved to the flash drive**
- X Don't scan together (in a folder) documents referencing multiple standards**
- ✓ **Do highlight the area in the document meeting the standard for clarity**

Reminders

- **Due Date: XXX**
- **When mailing your flash drives, please send an email informing OEO that it has been sent**
- **USPS - We suggest sending it via Priority 1- 2-day mail so that you receive a tracking number**
 - **Mailing Address: 2420 Mail Service Center, Raleigh, NC 27699-2420**
- **UPS/FEDEX - Inform OEO of the expected delivery date/time so that we can alert the front desk.**
 - **Please note: If we are not made aware of its arrival, it will go to the mail processing center and may take up to a week for delivery**
 - **Mailing Address: 2420 Mail Service Center, Raleigh, NC 27699-2420**