

Instructions

As applicable, the documents outlined below will be reviewed by the evaluator at your site visit. Documents should be compiled prior to your site visit and organized by domain in the order outlined below. All documents should be hard copy and presented in a legible format.

Governance

- Board meeting agenda and minutes (most recent)
- Conflict of interest policy
- Whistleblower policy
- Policy and procedures for lobbying
- Business continuity plan

Financial Management

- Written financial policies and procedures

Human Resources

- Written personnel policies
- Written non-discrimination in employment policy
- Affirmative action plan
- Staff development plan
- Leadership development plan
- Succession plan

Information Management

- Records retention policies and procedures
- Records retention schedule
- Employee confidentiality forms
- Volunteer confidentiality forms

Service Delivery

- ADA compliance for physical accessibility documentation
- Written non-discrimination in public accommodation policy
- Customer grievance policies and procedures