COMMONWEALTH OF PENNSYLVANIA
DEPARTMENT OF COMMUNITY & ECONOMIC DEVELOPMENT
CENTER FOR COMMUNITY SERVICES

COMMUNITY SERVICES BLOCK GRANT
PRE-MONITORING QUESTIONNAIRE

GENERAL INFORMATION	
AGENCY:	CONTRACT NUMBER:
DCED PROGRAM SPECIALIST:	REVIEW DATE:
AGENCY REPRESENTATIVE(S):	
COMPLETED BY:	DATE:

Number of Counties_____ and/or Municipalities_____ being served by agency?

Does your agency have satellite/remote offices funded by the CSBG contract? Yes c No

The following pertains to agency facilities NOT agency subcontractors.

Please provide the following information for each location: *(Provide additional locations as a word file)*

Location of office(s):	Number of staff:	Number of clients:

Listing of services provided:

How is supervision provided?

Are the offices connected via a computer network to the main office location? c Yes c No

Who handles the oversight responsibilities related to the agency's CSBG program?

Briefly describe the collaboration (who, what, how) that occurs to address poverty issues throughout the various areas served:

Indicate which federal objectives are met through CSBG program operations:

 c Employment c Income Management c Emergency Services c Self-Sufficiency
 c Education c Housing c Linkages c Health

Indicate which national goals are being met through CSBG program operations:

 c Low-income people become more self-sufficient.
 c Conditions in which low-income people live are improved.
 c Low-income people own a stake in their community.
 c Partnerships among supporters and providers of services to low-income people are achieved.
 c Agencies increase their capacity to achieve results.
 c Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive systems.

Provide the following information regarding the agency's current board composition:

Type of Board Member	# of Seats	# of Vacancies	% of Total Board
Elected Public Officials			
Low-Income Representatives			
Private Sector Representatives			

PLEASE PROVIDE A COPY OF THE AGENCY'S MOST RECENT BOARD ROSTER FOR REVIEW BY THE DCED PROGRAM SPECIALIST.

TRIPARTITE BOARD

How are board members made aware of their roles and responsibilities regarding CSBG program operations?

Are all board members trained in Results Oriented and Management Accountability (ROMA) concepts? c Yes c No

When was the most recent ROMA training for the Board conducted?

SUBCONTRACTORS

Does the agency contract with another organization for the provision of any of the CSBG program services outlined in the workplan? c Yes c No

How many subcontracts has the agency entered into for the current CSBG program?

Please list the names of the subcontractor agencies and the respective amounts of each contract:

Who handles the oversight responsibilities for the agency's subcontractors?

Briefly describe how CSBG funds are allocated to, and utilized by, the agency's subcontractors:

Are all contracts with subcontractors available for review by DCED staff? c Yes c No

How often does the agency monitor its subcontractors?

Briefly describe the monitoring process for subcontractors:

Does the agency require all subcontractors to submit periodic, detailed reports which provide the necessary information for the Community Action Agency to complete timely and accurate reports as required in its contract with DCED?

Does the agency provide ROMA training for all of its subcontractors?

When was the last ROMA training conducted for subcontractors?

CLIENT FILES

Are client files complete, on-site, and available for inspection by DCED staff? ⊂ Yes ⊂ No

Do client files contain the following documents and information:

⊂ Intake forms with client signature   ⊂ A client signed plan for moving toward self-sufficiency
⊂ Eligibility determination
⊂ Type of service or assistance   ⊂ Progress Notes
⊂ Date(s) of service   ⊂ Discharge plan/ case closure

Does the agency have a posted grievance process for those denied services? ⊂ Yes ⊂ No

What procedures does the agency have in place regarding denial of services to applicants determined ineligible for services?

Has the agency received any grievances regarding the CSBG program? ⊂ Yes ⊂ No

PROGRAM OPERATIONS

What is the agency's current assessment of its progress towards accomplishing the objectives of its CSBG program as stated in the Application and Work Plan?

How often does the agency perform a needs assessment to prioritize its programs and ensure that the most needy are being served?

Who participates in the agency needs assessment process?

What service gaps do the agency and/or its subcontractors encounter?

Are all client service locations and meetings accessible to persons with disabilities?

Are there any unresolved findings or compliance issues previously brought to the agency's attention as a result of contract reviews, audits or other matters (e.g. single audit, loss of funding, etc.)?

What Technical Assistance and/or Training do the agency and/or its subcontractors currently need?

AGENCY SELF-ASSESSMENT

The following section requires a Self-Assessment of the agency's overall performance and vision for future operations. The extent to which the agency sets performance goals within the ROMA framework, systematically collects and analyzes data on performance measures, and adjusts its short and long range plans on that analysis constitutes significant evidence of the agency's commitment to making a difference for the individuals and families it serves and the communities where it works. In order for an agency to be truly healthy, it must be continually striving to find better ways to use programmatic resources to help people move out of poverty.

How many staff can articulate the agency's mission?

As a result of the needs assessment/ strategic planning process how has the agency added or deleted either direct services or community catalytic work?

Describe how the agency is working as a catalytic agent in the community?

How is the agency streamlining operations to eliminate duplication of services?

How is the agency integrating service delivery throughout the organization in an attempt to remove delivery of "siloed services" to reflect client movement along a self-sufficiency continuum?

How do programs operated by the agency contribute to the agency's overall mission? How does each program achieve measurable outcomes that help to change the lives of low-income people?

What are the areas of focus needed in order for the agency to implement and fully comply with the Organizational Performance Standards?

How does communication flow within the agency? Who are the primary communicators and how do they let people know what is happening? What information is communicated?

How does each department/division/program within the agency contribute to the goal of helping people out of poverty?

How are program directors involved in creating and monitoring their own budgets?

What types of supervision do program directors receive from management? How do they supervise their programs?

What is the date of the most recent agency strategic plan?

Who was involved in creating the strategic plan?

Is the agency's staff aware of the plan and its contents? Describe how staff were educated about the way their jobs contribute to fulfilling the plan?

How is the Executive Director actively involved in community partnerships, collaborations, and catalytic activities?

What staff, other than the Executive Director, are involved in community partnerships and collaborations? What roles are played?
How often does the agency conduct performance appraisals of staff? When was the last evaluation conducted?
What is the morale in the organization? What is the staff turnover rate of the past several years?

		Do the records maintained by the agency for property acquired include the following information?
☐ Yes	☐ No	a. Date the asset was acquired?
☐ Yes	☐ No	b. Description of the asset?
☐ Yes	☐ No	c. Physical location of the asset?
☐ Yes	☐ No	d. Cost or valuation of the asset?
☐ Yes	☐ No	e. Disposition of the asset?
☐ Yes	☐ No	Is a periodic (at least once per year) physical inventory conducted to verify assets remaining in possession and control of the grantee?
☐ Yes	☐ No	Are identification tags placed on all property and equipment acquired with CSBG funds in accordance with CSBG Directive CW 2014-02, Property Inventory Control Procedures (or subsequent directive)?
☐ Yes	☐ No	If any property acquired with DCED administered funds was damaged, lost or stolen, was it promptly reported to DCED?
☐ Yes	☐ No	Are there procedures to ensure that program income from the sale of real or non-expendable property is properly recorded and reported? If yes, describe:
☐ Yes	☐ No	For expendable personal property, are there adequate records to support the receipt of goods, issuance of goods and the balance of goods on hand? Describe:
☐ Yes	☐ No	Does the agency follow appropriate procurement procedures?

SIGNATURE		
GRANTEE/SUBRECIPIENT:		
AGENCY REPRESENTATIVE:	TITLE:	DATE: