



## Summary of Changes for the 2019 Accreditation Program Year

### KEY POINTS:

The Standards Committee moderately increased the total number of questions asked at the Sound level, while also moderately decreasing the total number of questions asked at the Excellence level. The end result is a decrease in the difference between the total number of questions asked at the Sound and Excellence levels.

Based on feedback received from accredited organizations during full reviews in 2016 and 2017, several questions have been reworded for clarity or removed entirely.

New additional requirements are in green font. Recently removed requirements are in purple.

### Governing Documents

- “Is the agency’s mission statement reviewed, approved, and documented by the board at least every three years?” was moved from this section to the Board Governance section

### Board Governance

#### Added at the Sound level

- A requirement for board members to receive written roles and responsibilities for their board service, and contact information for other board members

#### Other Changes

- Questions related to the Board Manual and new board member orientation have been changed to recognize that some organizations provide necessary information to the board in a form other than a traditional, written manual (e.g. an online board portal)
- Recognizing that robust Conflict of Interest policies generally include information about related party transactions, separate questions about the Conflict of Interest Policy and the related party transactions policy were rolled into one
- A question related to having a written policy that all board members serve without compensation has been amended to note that the question is for *voting* board members
- A question about documenting revisions to the bylaws has been removed, as the question can be answered with a review of a response to questions in the Governing Documents section
- Questions about board and committee meetings being held in accordance with the bylaws have been simplified and condensed
- Required delivery of board meeting materials has been changed from at least 24 hours in advance of board meetings to 48 hours in advance of board meetings. Based on feedback from accredited agencies, it is noted that this requirement pertains to written agendas, financial statements, and any materials that relate to significant proposed decisions; committee
- A separate question about board resolutions has been removed

- Language in a question about board meeting minutes has been changed to clarify that the full board, rather than a single officer, should review and approve minutes from the previous meeting

## Strategic Planning

- All strategic planning questions have been moved to the Board Governance section
- An upload field has been added for the strategic plan in both Sound and Excellence levels

## Risk Management and Safety

### Added at the Sound level

- A requirement for the organization to have a Disaster Preparedness and Recovery Manual, readily available in the event of an emergency, that addresses:
  - Preparing the facility
  - Storage and protection of office equipment
  - Backing-up computer files
  - Safeguarding essential documents
  - Removing personal items from the building
  - Communicating with employees
- We are now asking questions about fire drills at the Sound level; note requirement change below
- The organization needs to have a plan of action to provide services to persons with a disability, as well as protocols for referring a client that the organization is unable to serve to other organizations in the community with the capability to serve them

### Other Changes

- Questions have been added regarding contracts with outside vendors for maintenance, lawn care, and similar services
- Questions about written policies and procedures to safeguard client confidentiality have been condensed
- Documentation that information in the Disaster Preparedness and Recovery Manual has been communicated to employees no longer must take the form of signed acknowledgement of receipt (e.g. a meeting agenda or all staff email would be sufficient)
- Periodic fire drills are required for all organizations, regardless of size
- A question about assessing potential barriers to providing programs and services to persons with a disability have been removed, as they might indicate that simply assessing barriers is sufficient action
- Separate questions about emergency preparedness for direct service clients have been removed

## Fundraising and Development

### Added at the Sound level

- The Sound form now includes a question about agreements or contracts between the organization and an outside professional fundraiser (details below)

### Other Changes

- An upload field has been added for a written system to collect and record gifts
- The language in questions about donor communications and receipts has been amended to clarify that donors should receive information about the value of goods and services provided (if applicable), not the amount of the contribution that is tax deductible

- Questions about agreements or contracts signed between the organization and an outside professional fundraiser have been condensed to simply ask if the documents are compliant with F.S. 496.409 (a link to that section of the Florida statutes will be included)

## Human Resources

### Added at the Sound level

- Job descriptions must include qualifications, duties, reporting relationships, and essential functions

### Other Changes

- The recruitment and selection process, hiring process, and termination process are no longer required to be included in the Employee Handbook
- Questions about turnover for full- and part-time employees (only asked at the Excellence level) have been removed
- Organizations are no longer required to conduct exit interviews with all employees who separate from the organization
- A question regarding a policy for the Board of Directors to recruit, select, and employ the ED/CEO has been removed in favor of a question asking if the organization has a succession plan for the executive level position
- Questions about payments to employee benefits providers have been moved to the Finance section

## Independent Contractors/Consultants

- A question asking if contracts include specific details regarding the scope of work and method of payment is no longer a Funder Alert Standard
- A question asking if all required documentation was on file prior to using consultant services has been amended to include e-verify and W-9 as examples

## Volunteer and Intern Management

### Added at the Sound level

- The Volunteer Manual must include information about orientation, roles and responsibilities, and monitoring/supervision, and the organization must obtain a signature from each volunteer documenting receipt of volunteer policies and procedures

### Other Changes

- Recognizing that volunteers and interns are inherently different and policies and procedures related to them should also be different, all of the questions in this section are now asked separately for volunteers and interns
  - This will also eliminate confusion for organizations that use volunteers but not interns, and vice versa
- The Volunteer Manual at the Excellence level does not need to include information about training
- Organizations are no longer required to conduct exit interviews with volunteers or interns who separate from the organization



## Finance

- A question asking respondents to enter the date of the most recently ended fiscal year has been removed
- A question about the accounting system has been amended to ask if the system tracks separate revenue and expenses for all programs, rather than just separate program revenue and expenses
- Questions about the Finance and Audit Committees have been amended to indicate that members being ratified by the board, rather than appointed, is acceptable
- A question about unrelated business income (UBI) has been amended to ask about UBI in general, not just tax
- The question regarding business related expenses of the CEO has been amended to clarify that signed authorization after expenses have been incurred is acceptable (provided it aligns with purchasing policies in the Accounting Manual)
- All organizations will be required to provide a Statement of Cash Flows in quarterly board packages
- References to financial statements have been edited to include all of the common ways by which certain statements are referred (e.g. Statement of Activities/Income Statement/Profit and Loss Report)
- Questions about the cash reserve have been amended to clarify that they refer to an operating reserve
- All organizations will be required to answer questions about written plans to increase the operating reserve if it covers less than three months of operations