ACE Diamond Standards: Management Best Practice

1. Welcome to the Arkansas Diamond Standards

Thank you for utilizing the online self-assessment of the Arkansas Diamond Standards--An online tool for discovering how your organization's practices compare with the Arkansas Diamond StandardsTM. The purpose of the tool is to indicate which of your management practices (i.e. basic policies and processes, not programs and abilities) are on par with sector standards, and which are not.

* 1. Please help fill out the following information before start.

Name:

Organization:

Address:

Address 2:

City/Town:

State:

ZIP/Postal Code:

Email Address:

Phone Number:

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2. Human Capical

The following section of the Arkansas Diamond StandardsTM, is about the organization's systems for recruiting, training and managing employees and volunteers and provides its employees with a written description of employment policies.

Review the following section and answer honestly how often you utilize the following components in the organization's day to day work.

1. We understand and comply with all local, state and federal employment laws in hiring and employing personnel and maintaining a safe and healthy work environment. *AR/US

- ◯ Strongly Agree
- ◯ Agree
- ◯ Disagree
- ◯ Strongly Disagree
- ◯ Unsure or N/A

2. We have adopted a set of specific, but separate, policies and procedures for personnel and volunteers that are approved by the board.

- ◯ Strongly Agree
- ◯ Agree
- ◯ Disagree
- ◯ Strongly Disagree
- ◯ Unsure or N/A

3. The board has established policies on employee benefits, which may include: medical insurance, retirement plans, sick leave, maternity/paternity leave, vacation and other paid time off, and other benefits as may be appropriate. (ie: employee handbook)

- ◯ Strongly Agree
- ◯ Agree
- ◯ Disagree
- ◯ Strongly Disagree
- ◯ Unsure or N/A

4. We offer health insurance to our employees.

- ◯ Strongly Agree
- ◯ Agree
- ◯ Disagree
- ◯ Strongly Disagree
- ◯ Unsure or N/A

5. The executive committee of the board annually reviews the executive director's overall compensation structure, using industry-based surveys of salaries and benefits.

- ◯ Strongly Agree
- ◯ Agree
- ◯ Disagree
- ◯ Strongly Disagree
- ◯ Unsure or N/A

6. We have established both employee and volunteer records retention policies and procedures that are consistent with applicable laws and best industry practices. *US

- ◯ Strongly Agree
- ◯ Agree
- ◯ Disagree
- ◯ Strongly Disagree
- ◯ Unsure or N/A

7. We have established and abide by a broad and encompassing equal opportunity employment policy and harassment policy. *AR/US

- ◯ Strongly Agree
- ◯ Agree
- ◯ Disagree
- ◯ Strongly Disagree
- ◯ Unsure or N/A

8. As appropriate to its operations, the organization leverages its human resources through effective engagement of volunteers, and has a system for recruiting, screening, training, managing, and recognizing its volunteer force. Note that some organizations will need to engage background checks of volunteers.

- ◯ Strongly Agree
- ◯ Agree
- ◯ Disagree
- ◯ Strongly Disagree
- ◯ Unsure or N/A

9. The organization engages volunteers in experiences which make them enthusiastic ambassadors and which build strong communities of support.

- ◯ Strongly Agree
- ◯ Agree
- ◯ Disagree
- ◯ Strongly Disagree
- ◯ Unsure or N/A

10. We support the education and development of personnel and provide them with opportunities for growth and advancement.

- ◯ Strongly Agree
- ◯ Agree
- ◯ Disagree
- ◯ Strongly Disagree
- ◯ Unsure or N/A

11. We have a formal orientation program for new employees.

- ◯ Strongly Agree
- ◯ Agree
- ◯ Disagree
- ◯ Strongly Disagree
- ◯ Unsure or N/A

12. We provide staff and volunteers with clear, current job descriptions and the tools they need to produce quality work.

- ◯ Strongly Agree
- ◯ Agree
- ◯ Disagree
- ◯ Strongly Disagree
- ◯ Unsure or N/A

13. Staff and volunteers are given clear direction from and regular supervision and evaluation from their supervisors.

- ◯ Strongly Agree
- ◯ Agree
- ◯ Disagree
- ◯ Strongly Disagree
- ◯ Unsure or N/A

14. We have a system in place for the succession of employees and volunteers, most notably for the executive director and key board leadership.

- ◯ Strongly Agree
- ◯ Agree
- ◯ Disagree
- ◯ Strongly Disagree
- ◯ Unsure or N/A

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3. Information and Technology

A great portion of business competition is about information. For the nonprofit sector, it is not only about competing for information, but sharing to build the capacity stronger.

Review the following section and answer honestly how often you utilize the following components in the organization's day to day work.

1. We have information systems in place that provide timely, accurate, and relevant information.

- ◯ Strongly Agree
- ◯ Agree
- ◯ Disagree
- ◯ Strongly Disagree
- ◯ Unsure or N/A

2. We have a written technology plan that is integrated into short and long term strategic and operational plans.

- ◯ Strongly Agree
- ◯ Agree
- ◯ Disagree
- ◯ Strongly Disagree
- ◯ Unsure or N/A

3. Our technology plan includes regular assessments and funds to make necessary technology upgrades.

- ◯ Strongly Agree
- ◯ Agree
- ◯ Disagree
- ◯ Strongly Disagree
- ◯ Unsure or N/A

4. My organization maintains databases for tracking its clients, donors, and volunteers.

- ◯ Strongly Agree
- ◯ Agree
- ◯ Disagree
- ◯ Strongly Disagree
- ◯ Unsure or N/A

5. My organization complies with applicable privacy laws when tracking clients, donors, and volunteers.

- ◯ Strongly Agree
- ◯ Agree
- ◯ Disagree
- ◯ Strongly Disagree
- ◯ Unsure or N/A

6. We have technology use and security policies that address staff use. THe policies also prescribe how all organizational information is gathered and stored, how accuracy is maintained, how and what information is backed up, and to whom information is made available.

- ◯ Strongly Agree
- ◯ Agree
- ◯ Disagree
- ◯ Strongly Disagree
- ◯ Unsure or N/A

7. We designate responsibility for maintaining the organization's information systems to more than one staff person, volunteer, or board member.

- ◯ Strongly Agree
- ◯ Agree
- ◯ Disagree
- ◯ Strongly Disagree
- ◯ Unsure or N/A

8. We monitor ongoing technological developments that have the potential to impact our information systems or mission.

- ◯ Strongly Agree
- ◯ Agree
- ◯ Disagree
- ◯ Strongly Disagree
- ◯ Unsure or N/A

9. We have off-site backup of key data and software information

- ◯ Strongly Agree
- ◯ Agree
- ◯ Disagree
- ◯ Strongly Disagree
- ◯ Unsure or N/A

10. We allow for remote and/or alternative access to backup data in the event of an emergency.

- ◯ Strongly Agree
- ◯ Agree
- ◯ Disagree
- ◯ Strongly Disagree
- ◯ Unsure or N/A

11. Our off-site backup is checked periodically to ensure it is functioning properly.

- ◯ Strongly Agree
- ◯ Agree
- ◯ Disagree
- ◯ Strongly Disagree
- ◯ Unsure or N/A

12. We maintain and implement a catastrophic recovery plan that includes whom to call, account numbers with hardware/software vendors and contact information, insurance company information, and hardware serial numbers.

- ◯ Strongly Agree
- ◯ Agree
- ◯ Disagree
- ◯ Strongly Disagree
- ◯ Unsure or N/A

13. We ensure that our support agreements are up-to-date and include a disaster recovery plan

- ◯ Strongly Agree
- ◯ Agree
- ◯ Disagree
- ◯ Strongly Disagree
- ◯ Unsure or N/A

14. We invest in appropriate telecommunications equipment (such as telephones, internet, voice mail, and fax machines).

- ◯ Strongly Agree
- ◯ Agree
- ◯ Disagree
- ◯ Strongly Disagree
- ◯ Unsure or N/A

15. We invest in up-to-date, compatible computer hardware, software, and internet access.

- ◯ Strongly Agree
- ◯ Agree
- ◯ Disagree
- ◯ Strongly Disagree
- ◯ Unsure or N/A

16. We have developed computer networking strategies that are appropriate to the size of our organization.

- ◯ Strongly Agree
- ◯ Agree
- ◯ Disagree
- ◯ Strongly Disagree
- ◯ Unsure or N/A

17. We have virus protection (updated regularly), firewalls, a regularly updated web site, and e-mail accounts for all appropriate staff, an acceptable use policy and anti-spyware.

- ◯ Strongly Agree
- ◯ Agree
- ◯ Disagree
- ◯ Strongly Disagree
- ◯ Unsure or N/A

18. We allocate sufficient resources to train our board, employees, and volunteers in the use of technology equipment.

- ◯ Strongly Agree
- ◯ Agree
- ◯ Disagree
- ◯ Strongly Disagree
- ◯ Unsure or N/A

4. Communications

Do you have a smooth communication channel both internally and externally? Use the following questions to test whether the voice of your organization has been heard well!

Review the following section and answer honestly how often you utilize the following components in the organization's day to day work.

1. We adhere to the highest ethical and professional communication standards, as well as any industry specific standards that may exist.

- ◯ Strongly Agree
- ◯ Agree
- ◯ Disagree
- ◯ Strongly Disagree
- ◯ Unsure or N/A

2. We have a clearly defined, written communications plan that supports the organization's strategic plan.

- ◯ Strongly Agree
- ◯ Agree
- ◯ Disagree
- ◯ Strongly Disagree
- ◯ Unsure or N/A

3. Our communications plan includes goals, target audiences, key messages, strategies, tools, intended outcomes and a means to evaluate results.

- ◯ Strongly Agree
- ◯ Agree
- ◯ Disagree
- ◯ Strongly Disagree
- ◯ Unsure or N/A

4. Our communications plan ensures that our organization is making the appropriate information available to the public and communicating in a clear and timely manner with those who request information.

- ◯ Strongly Agree
- ◯ Agree
- ◯ Disagree
- ◯ Strongly Disagree
- ◯ Unsure or N/A

5. We encourage internal communication that welcomes alternative perspectives, invites and encourages participation at all levels, minimizes defensiveness, and builds and maintains camaraderie.

- ◯ Strongly Agree
- ◯ Agree
- ◯ Disagree
- ◯ Strongly Disagree
- ◯ Unsure or N/A

6. Our internal communications are guided by clear policies and practices.

- ◯ Strongly Agree
- ◯ Agree
- ◯ Disagree
- ◯ Strongly Disagree
- ◯ Unsure or N/A

7. We have regularly scheduled and attended board, staff, and committee meetings.

- ◯ Strongly Agree
- ◯ Agree
- ◯ Disagree
- ◯ Strongly Disagree
- ◯ Unsure or N/A

8. We have regularly printed and/or e-mailed informational updates.

- ◯ Strongly Agree
- ◯ Agree
- ◯ Disagree
- ◯ Strongly Disagree
- ◯ Unsure or N/A

9. We have an understood forum for suggestions.

- ◯ Strongly Agree
- ◯ Agree
- ◯ Disagree
- ◯ Strongly Disagree
- ◯ Unsure or N/A

10. Our external communications include a website and an annual report.

- ◯ Strongly Agree
- ◯ Agree
- ◯ Disagree
- ◯ Strongly Disagree
- ◯ Unsure or N/A

11. We have a spokesperson(s) who is (are) authorized to make public statements about a given issue.

- ◯ Strongly Agree
- ◯ Agree
- ◯ Disagree
- ◯ Strongly Disagree
- ◯ Unsure or N/A

12. We have a written policy and procedure for developing public statements and positions on issues.

- ◯ Strongly Agree
- ◯ Agree
- ◯ Disagree
- ◯ Strongly Disagree
- ◯ Unsure or N/A

13. We encourage board members, staff, volunteers and friends to act as advocates for the organization and the entire charitable nonprofit sector.

- ◯ Strongly Agree
- ◯ Agree
- ◯ Disagree
- ◯ Strongly Disagree
- ◯ Unsure or N/A

14. We openly communicate with other nonprofits to share and gather information on lessons learned and best practices and to avoid duplication of services.

- ◯ Strongly Agree
- ◯ Agree
- ◯ Disagree
- ◯ Strongly Disagree
- ◯ Unsure or N/A

15. We make all information regarding our mission, program activities and finances available to the public.

- ◯ Strongly Agree
- ◯ Agree
- ◯ Disagree
- ◯ Strongly Disagree
- ◯ Unsure or N/A

16. All basic information about our organization, including the Form 990, annual reports, information regarding fees and services, names of board and staff members and financial statements, are easily available, either on our website (preferred) or by request.

- ◯ Strongly Agree
- ◯ Agree
- ◯ Disagree
- ◯ Strongly Disagree
- ◯ Unsure or N/A

17. Individuals are provided with multiple means for contacting our organization to request information or provide input.

- ◯ Strongly Agree
- ◯ Agree
- ◯ Disagree
- ◯ Strongly Disagree
- ◯ Unsure or N/A

18. Our constituents are provided with ongoing opportunities to interact with the board and management regarding the organization's activities.

- ◯ Strongly Agree
- ◯ Agree
- ◯ Disagree
- ◯ Strongly Disagree
- ◯ Unsure or N/A

19. We have a system in place for promptly and respectfully responding to grievances or complaints.

- ◯ Strongly Agree
- ◯ Agree
- ◯ Disagree
- ◯ Strongly Disagree
- ◯ Unsure or N/A

5. Measurement and Evaluation

It is important to know how much you have accomplished through our hard work. Do you have a good evaluation system in position?

Review the following section and answer honestly how often you utilize the following components in the organization's day to day work.

1. We regularly monitor the experience of constituents and clients through assessment and evaluation.

- ◯ Strongly Agree
- ◯ Agree
- ◯ Disagree
- ◯ Strongly Disagree
- ◯ Unsure or N/A

2. We have defined, ongoing and sustainable procedures in place for evaluating our programs, procedures, and outcomes in relation to our mission.

- ◯ Strongly Agree
- ◯ Agree
- ◯ Disagree
- ◯ Strongly Disagree
- ◯ Unsure or N/A

3. We take into account the experience, needs and satisfaction of the constituents we serve.

- ◯ Strongly Agree
- ◯ Agree
- ◯ Disagree
- ◯ Strongly Disagree
- ◯ Unsure or N/A

4. We conduct evaluations in ways that are culturally sensitive and appropriate to the communities we serve.

- ◯ Strongly Agree
- ◯ Agree
- ◯ Disagree
- ◯ Strongly Disagree
- ◯ Unsure or N/A

5. We use measurements to evaluate organizational effectiveness and thereby inform our operational planning process.

- ◯ Strongly Agree
- ◯ Agree
- ◯ Disagree
- ◯ Strongly Disagree
- ◯ Unsure or N/A

6. Our performance measures are realistic and appropriate to activity being assessed, the size and scope of our organization, and the nature of our constituents.

- ◯ Strongly Agree
- ◯ Agree
- ◯ Disagree
- ◯ Strongly Disagree
- ◯ Unsure or N/A

7. Our measurements are aligned with industry standards and are used in conjunction with realistic benchmarks.

- ◯ Strongly Agree
- ◯ Agree
- ◯ Disagree
- ◯ Strongly Disagree
- ◯ Unsure or N/A

8. We train our personnel in evaluation methods to improve their understanding and utilization of data developed from evaluation activities.

- ◯ Strongly Agree
- ◯ Agree
- ◯ Disagree
- ◯ Strongly Disagree
- ◯ Unsure or N/A

9. We use evaluation results to justify expenditures.

- ◯ Strongly Agree
- ◯ Agree
- ◯ Disagree
- ◯ Strongly Disagree
- ◯ Unsure or N/A

10. Our measurements include information on satisfaction, activities, and impacts on identified community and constituent needs.

- ◯ Strongly Agree
- ◯ Agree
- ◯ Disagree
- ◯ Strongly Disagree
- ◯ Unsure or N/A

11. Our measurements include both qualitative and quantitative data.

- ◯ Strongly Agree
- ◯ Agree
- ◯ Disagree
- ◯ Strongly Disagree
- ◯ Unsure or N/A

12. Our measurements include data on efficiency and effectiveness.

- ◯ Strongly Agree
- ◯ Agree
- ◯ Disagree
- ◯ Strongly Disagree
- ◯ Unsure or N/A

13. Information collected from individuals is treated in accordance with the principles and practices of human subject protection protocols, and Title 45 CFR Part 46 Code of Federal Regulations.

- ◯ Strongly Agree
- ◯ Agree
- ◯ Disagree
- ◯ Strongly Disagree
- ◯ Unsure or N/A

14. We appropriate adequate resources to ensure that evaluation procedures are continual.

- ◯ Strongly Agree
- ◯ Agree
- ◯ Disagree
- ◯ Strongly Disagree
- ◯ Unsure or N/A

15. Evaluation results are communicated to a broad range of constituents including staff, board, clients, foundations, public, etc.

- ◯ Strongly Agree
- ◯ Agree
- ◯ Disagree
- ◯ Strongly Disagree
- ◯ Unsure or N/A

16. We share relevant lessons learned with other nonprofits and funding sources.

- ◯ Strongly Agree
- ◯ Agree
- ◯ Disagree
- ◯ Strongly Disagree
- ◯ Unsure or N/A

17. We utilize external evaluators when appropriate and feasible.

- ◯ Strongly Agree
- ◯ Agree
- ◯ Disagree
- ◯ Strongly Disagree
- ◯ Unsure or N/A