



\*may be included in human resource policy

## Standard 6

### Documents:

Logic Model

Financial Resource Plan/Resource Development Plan

Purchasing and Inventory Control Policy  
(or Procurement Policy)

Quarterly Financial Reports

Annual report

IRS Form 990

IRS Form 941s or proof of payment

Most recent financial audit, review or compilation

When applicable, Management Letter,  
confirmation of review of management letter  
and audit findings

Operational Policies (standard 6.D.2), includes:

- Internal Financial Controls Policy
- Controls or procedures for processing and acknowledging contributions in accordance with law

Email Communication Policy (HR policies)

Transportation Policy and subsequent proof, if allowed

Approval Date:

---



---



---



---



---



---



---



---



---



---



---



---

## Standard 7

### Document:

Human Resource Manual

- o Human resource practices
- o Working conditions
- o Wage policies and benefits
- o Insurance protection
- o Required and supplemental training and development opportunities
- o Moonlighting policy
- o Whistleblower policy
- o Grievance policy
- o Discipline/Termination policy
- o Social Media Policy
- o System for staff periodic evaluations

Succession Plan for key staff

Job description(s) for staff

Documentation of Staff Orientation

- Staff orientation agenda, curriculum and/or materials

Professional Development Plan for staff

Approval Date:

---



---



---



---



---



---

Peer Coordinator Model, if applicable

- written job description for position of peer coordinator
- policy that requires a peer coordinator to participate in equivalent staff orientation, training and evaluation
- plan for managing cases assigned to peer coordinator

Staff performance evaluation form

\_\_\_\_\_

\_\_\_\_\_

## Standard 8

Document:

Recruitment Plan for volunteers

Sample standardized information used to recruit volunteers

Conflict of interest policy for Volunteers\*

Confidentiality policy for Volunteers\*

Social media policy for Volunteers\*

Reactivation policy for volunteers inactive for more than 1 year\*

Volunteer Retention Plan

Volunteer Policies and Procedures

- Volunteer job description, roles and responsibilities
- Policy to resolve conflicts between volunteer advocates and the program supervisor
- Exception policy for case assignment ratios
- Exception Policy for in-person contact
- Transportation policy
- Photography policy
- Discipline/termination policy
- Policy that specifies when/if volunteer has access to their records and details the procedure for review, addition and correction of information contained therein

Records Retention Policy

\*may be included in the Volunteer Policies and Procedures

Approval Date:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## Standard 9

Document:

Plan for public information, outreach and education

Communications Policy

Crisis Management Plan

Approval Date:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## Standard 10

Document:

Operational Procedures for data collection tool or software

Confidentiality policies concerning electronic data

Approval Date:

\_\_\_\_\_

and information sharing via electronic media\*  
Operational procedures, consistent with legal requirements,  
and with the policy on confidential information,  
governing the retention, maintenance, protection and  
destruction and return of case files when case is closed  
Procedures for the legal and programmatic release in writing  
of volunteers when a case is closed or when a  
volunteer is removed from a case\*\*  
\*may be included in the employee policies and procedures  
\*\*may be included in the volunteer policies and procedures

---

---

---

---

## Standard 11

Document:  
MOU with Auxiliary if applicable  
Growth Plan (if not serving 100%)

Approval Date:

---

---

Documents that still need to be developed or approved:

I certify that the information contained in this document is accurate.

\_\_\_\_\_  
Board Representative Approval Signature

\_\_\_\_\_  
CASA Approval Signature