

IM 138 (Organizational Standards) Summary

Community Services Block Grant (CSBG) Information Memorandum Transmittal 138 (IM 138) provides guidance for the establishment of organizational standards as part of a larger performance and accountability system for CSBG. The United States Office of Community Services (OCS) is responsible for oversight of CSBG, and in that capacity established, in partnership with the CSBG Organizational Standards Center of Excellence (COE), mandatory organizational standards. These standards reflect the requirements of the CSBG Act, good management practices, and the values of Community Action. They ensure that CSBG Eligible Entities (CEEs) have the appropriate organizational capacity to deliver services to low-income individuals and communities. These standards have been developed *by* the CSBG Network *for* the CSBG Network to help in answering the questions, “**How well did the Network perform?**” and “**What difference did the Network make?**”

There are a total of 58 standards for private, nonprofit CEEs and 50 standards for public CEEs (like Community Action Partnership of Riverside County – CAP Riverside). The OCS has organized these mandated standards into three (3) groups totaling nine (9) categories:

1. Maximum Feasible Participation
 - Consumer Input and Involvement
 - Community Engagement
 - Community Assessment
2. Vision and Direction
 - Organizational Leadership
 - Board Governance
 - Strategic Planning
3. Operations and Accountability
 - Human Resources Management
 - Financial Operations and Oversight
 - Data and Analysis

The State of California Department of Community Services and Development (CSD) requires all California CEEs to complete and submit the Community Action Partnership Organizational Standards Report in its eGov system by August of each year. The report identifies which standards a CEE has met, which must be validated with supporting documentation uploaded into the system.

If CSD finds that a CEE is not meeting a standard or set of standards, the corrective action may include the following:

- A technical assistance plan, developed by CSD and the entity, including targeted training and technical resources with an outlined timeframe for meeting the standard(s);
- A CSD-initiated Quality Improvement Plan (QIP) with clear timelines and benchmarks for progress; and
- Reduction or termination of funding, according to CSBG IM 116 (*Corrective Action, Termination, or Reduction of Funding*).