

STANDARDS



COE DEVELOPED CSBG
ORGANIZATIONAL STANDARDS

Technical Assistance Plan (TAP) Tracking Form

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TECHNICAL ASSISTANCE PLAN (TAP) TEMPLATE

Improving performance takes planning and intentional action. As the CSBG Network integrates the CSBG Organizational Standards, there will be instances where changes will need to be made to ensure that CSBG Eligible Entities/Community Action Agencies (CAAs) meet all of the Standards. In many instances, CAAs will identify needed changes and implement a plan to ensure compliance independent of outside assistance. In other situations, CAAs will work with their State CSBG Lead Agencies and/or State Association to identify needed technical assistance and work together to develop a plan.

In light of IM 138, assessing CAAs to the CSBG Organizational Standards and identifying the technical assistance CAAs need to meet them are critical functions of State CSBG Lead Agencies. State Community Action Associations and the National T/TA Partners (NASCSP, CAPALW, and Community Action Partnership) provide a range of assistance to CAAs as does a network of experienced consultants who have demonstrated expertise in meeting the needs of CAAs. In addition, many CAAs provide technical assistance to their peers through formal consultant teams and informal peer to peer networks. The technical assistance provided can range from a quick answer to a quick question to longer term, intensive engagements.

Issued in January 2015, **IM 138** addressed the implementation of the CSBG Organizational Standards. As described in IM 138, State CSBG Lead Agencies will need to 1) project how many CAAs will meet the CSBG Organizational Standards each year as part of their CSBG State Plan, 2) assess all CAAs against the Organizational Standards each year, and 3) report on the percentage of CAAs meeting 100% of the Standards each year via the Annual Report. For states that currently monitor annually, this annual assessment will fit well into existing monitoring. For others, the use of self-assessments with 3rd party verification or a State office conducted desk audit will need to be implemented in years without a full state office monitoring taking place.

Regardless of the monitoring time frame, IM 138 requires a TAP to be developed in situations where CAAs are not meeting CSBG Organizational Standards. TAP development addresses a long standing need identified by the CSBG Community and formalizes a process several State CSBG Lead Agencies have historically implemented in order to meet the needs of the CSBG Network in their states. Prior to IM 138, the only guidance provided was the need to implement corrective action through a Quality Improvement Plan.

To address the need for a TAP, the CSBG Organizational Standards Center of Excellence (OSCOE) has developed this TAP Template to assist the Network in documenting progress CAAs are making to meeting Standards they may not have been meeting at the time of the assessment. The TAP Template provides documentation for CAAs and State CSBG Lead Agencies that technical assistance is occurring to help the CAA come into compliance with the Organizational Standards. This is critical documentation as IM 138 states,

“As long as the State is confident that the eligible entity is moving toward meeting standards, under a technical assistance plan, QIP, or other oversight mechanism, the State should not initiate action to terminate or reduce funding.”

As State CSBG Lead agencies vary in their monitoring frequency (annually, bi-annual, triannual) but need to assess and address CSBG Organizational Standards annual, this tool has several potential uses. These include, but are not limited to:

- **Deployed by State CSBG Lead Agencies during annual monitoring** to document needed technical assistance to meet CSBG Organizational standards;
- **Deployed by State CSBG Lead Agencies in the years without a full monitoring but completed by the CAA and used in conjunction with an Organizational Standards Self-assessment and Third-Party Review** to document progress being made toward meeting Standards as the CAA awaits its next full state monitoring visit; or
- **Deployed by State Associations and CAAs as part of the self-assessment** to prepare for State monitoring visits.

This tool documents:

- Planned Technical Assistance activities;
- Progress over time towards meeting Standards;
- Responsibility for complementation;
- Timeframe for completion;

This tool can be:

- Modified to meet local needs;
- Utilized by State CSBG Lead Agencies, CAAs, State Associations, third-party reviewers, and others;
- Used for quick notation; and
- Updated over time to allow users to assess progress towards meeting Organizational Standards.

It is important to note that the need for a Quality Improvement Plan may still arise. The CSBG Organizational Standards Center for Excellence has also developed a QIP Template for use in situations requiring Corrective action as noted in IM 116. As noted in IM 138, States must still act in cases of serious issues or concerns and may to implement a Quality Improvement Plan.

“If appropriate in other situations, the State may initiate action in accordance with section 678C of the CSBG Act (42 U.S.C. § 9915), including the establishment of a Quality Improvement Plan (QIP) with clear timelines and benchmarks for progress.”

The QIP Template can be found in its own document on the Partnership's website www.communityactionpartnership.com.

As noted above, all tools are provided as a resource and can be modified to meet individual state's needs or disregarded as States develop and implement their own tools. There is no requirement to utilize this tool.

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DRAFT STATE TECHNICAL ASSISTANCE PLAN TRACKING FORM*

AGENCY NAME: _____

MONITOR NAME: _____

DATE FORM COMPLETED: _____

Unmet CSBG Organizational Standard Number	Performance Improvement Deliverable	Deliverable Deadline	Person Responsible	Progress Review Date	Initial Review Date	Previous Actions Taken	Action Status**			Comments - Updates
							NS	UW	C	

* Please attach other documents as needed and appropriate. Form may be modified/ adapted, as needed, by State CSBG Offices. Form may be completed quarterly or as frequently as needed.
 ** NS (Not Started) UW (Underway) C (Task Completed)