TEMPE Community Council

Tempe.

agency review

VOLUNTEER TRAINING SCORING GUIDANCE & TIPS FY 2023-24

AGENCY REVIEW 2023-24
Training/Scoring Guidance

Please note: We value the unique contributions of each citizen volunteer in our grant review process. You do NOT need to have experience working in human services to be a qualified reviewer. Utilize your own judgement based on your personal and professional experiences. The input you provide from your lived experience is both essential and meaningful.

Evaluation Information and Scoring Guidance

1. Review the whole application, including the document attachments.

2. Review scoring descriptions and grant criteria.

3. Score the grant application using the scaling rubric and tips described below. To help make a scoring determination, keep track of the evidence which you believe the grant applicant has provided which addresses that question. As you read each application, you may want to make notes about quality and specifics that relate to that question or domain that supports your overall score. You can keep these notes in ZoomGrants under “My Private Notes,” located in the bottom-left corner of your dashboard.

4. If you have specific **questions** that you wish for staff and volunteers to address in the **follow-up interviews** with applicants, please add them to your volunteer ZoomGrants dashboard (under Committee Discussion - Add My Comment section). Your suggestions should be written in the form of a question. Do not leave general statements. For example, you could ask, "Please ask them to clarify which best practices they are using in this program, with this population?" instead of a statement like, "This program practice is not clear to me, ask them about this."

5. There are 20 questions that you will be using to rate (score) each application.

6. Each question will be rated on a scale from 1 to 5 for application program scoring, and from 0 to 2 for financial scoring.

7. Read each question and note the direction given regarding what the scale means.

8. The scoring should ONLY be in **whole numbers**.

APPLICATION EVALUATION
Scoring Rubric

Please rank the following questions using the scale as indicated below.

Question #	Description	On a scale of 1 to 5 where…
1	Rank to what extent this program's design is described with clarity around what the program does, how the design is implemented, and what changes occur in people's lives because of the program.	1 is "Does Not" and 5 is "Significantly"
2	Rank to what extent this program currently collaborates with other stakeholders to meet the needs of their program participants.	1 is "Does Not" and 5 is "Extensively"
3	Rank the extent to which the agency provides well-trained and qualified staff to execute the program.	1 is "Does Not" and 5 is "Strongly Provides"
4	Rank to what extent this application makes a case for program need in Tempe.	1 is "Does Not" and 5 is "Extensively"
5	Rank to what extent this program is accessible to Tempe residents.	1 is "Is Not Accessible" and 5 is "Is Accessible in Tempe"
6	Rank to what extent this program serves a reasonable number of Tempe clients respective to the service offered.	1 is "A Minimal Number" and 5 is "A Significant Number"
7	Rank to what extent this program is addressing equity, diversity, and inclusion in their program design and implementation. Does the program use an "equity lens?"	1 is "Poor" and 5 is "Superior"
8	Rank to what extent this program's Outcomes are clearly stated and measurable.	1 is "Are Not" and 5 is "All Are"
9	Rank to what extent the Indicators are specific and quantifiable.	1 is "Poor" and 5 is "Superior
10	Rank the quality of this application, based on: agency provided all required documents, answered all questions clearly and completely; made a case for need using statistics and citing sources; and explained their ability to provide quality services.	1 is "Poor" and 5 is "Superior"
11- 15	Financial Questions – please see details below.	
16-20	Mental Health & Wellness Questions – please see details below.	

Additional Information and Questions to Consider - that may help you with scoring

Question 1: ***Rank to what extent this program's design is described with clarity around what the program does, how the design is implemented, and what changes occur in people's lives because of the program.***

This requires reading the whole application, but look to application Questions 1, 2, 3, 4 and 5 and other narrative.

Question 2: ***Rank to what extent this program currently collaborates with other stakeholders to meet the needs of their program participants***.

Look for narrative answers that share the name and number of agencies that they CURRENTLY collaborate with. Look to application Question 15 and other narrative.

Question 3: ***Rank to what extent the agency provides well-trained and qualified staff to execute the program.***

Refer to application Question 13. Do they explain the training and education required and why? Are the funds that could be awarded paying for staff or some other program cost? Does this make sense to you?

Question 4: ***Rank to what extent this application makes a case for program need in Tempe.***

This question addresses PROGRAM need. Do they cite statistics (local or national) that support the need for this kind of program? Do they make a case for expansion based on last year's service numbers? Do they describe how they quantify/measure the program need inside their operations? Are they turning people away? Are the programs at capacity? Look to application Question 3 and other narrative.

Question 5: ***Rank to what extent this program is accessible to Tempe residents***.

Can Tempe residents get to the service on a bus line or light rail? Are bus passes or other forms of transportation provided to Tempe residents? Are there restrictive rules that make it hard to get services? Is the program located in Tempe? Do services happen at convenient days and times for the population? Look to application Questions 3, 4, 6 and 7 for some evidence and other narrative explanations.

Question 6: ***Rank to what extent this program serves a reasonable number of Tempe clients respective to the service offered***.

This is subjective, but you can use "reasonable" to mean, does it make sense to you. Remember that many contact points/services may not always mean that positive change is occurring for the participants. Likewise, small numbers are sometimes very appropriate due to

the length or depth of the service that is being provided. Look at application Questions 4 and 17-24.

Question 7: ***Rank to what extent this program is addressing equity, diversity, and inclusion in their program design and implementation. Does the program use an "equity lens?"***

Here, equity lens is defined as a process for analyzing or diagnosing the impact of the design and implementation of policies on under-served and marginalized individuals and groups and identifying and eliminating barriers to services. Look to application Question 6 and other narrative.

Question 8: ***Rank to what extent this program's Outcomes are clearly stated and measurable.***

Look to application Questions 8, 9, 10, 11, 12, and 14. Outcome measurement is the process for assessing, on a regular basis, the results of an agency's programs for its participants.

Those results – OUTCOMES - are the benefits or changes for individuals or populations during or after participating in program activities.

The outcomes may relate to changes in knowledge, attitudes, skills, behaviors or condition. They are what participants know, think or can do; how they behave; or what their condition is, that is different following their participating in the program. See Appendix A for more guidance.

Question 9: ***Rank to what extent the indicators are specific and quantifiable.***

Look to application Questions 8, 9, 10, 11, 12, and 14. Outcome indicators are the specific items of information that track a program's success on outcomes. They describe observable, measurable characteristics or changes that represent achievement of an outcome. For example, a program whose desired outcome is that participants pursue a healthy lifestyle could define "healthy lifestyle" as not smoking; maintaining a recommended weight, blood pressure, and cholesterol level; getting at least two hours of exercise each week; and wearing seat belts consistently. The number and percent of program participants who demonstrate these behaviors is an indicator of how well the program is doing with respect to the outcome. See Appendix A for more guidance.

Question 10: ***Rank the quality of this application, based on: agency provided all required documents, answered all questions clearly and completely; made a case for need using statistics and citing sources; and made a strong case for their ability to provide services.***

Does this application provide thoughtful and clear responses to the questions asked? Does it present a creative idea or unique solution to an issue? Does the writer provide factual information and statistics that are credible? Does the budget make sense? Do they make a compelling case that they can provide quality services? Are they using best practices?

FINANCIAL QUESTIONS (11–15)

To complete financial score, please review the documents in ZoomGrants under the Documents Tab:

- List of Assurances
- Certification Form
- **Financial Review Worksheet** – This worksheet will direct you where to find information to review on the 990 and to keep your notes
- Management Letter/Auditor Recommendations
- IRS Form 990
- Balance Sheet
- Agency Budget

Question 11: ***Relative to the agency's current financial operating status, were revenues greater than expenses?***

Significantly less than expenses – 0 points; At or break-even – 1 point; Greater than expenses – 2 points

Look at Agency 990 form:

- Total Revenue: Part 1 Line 12 (Current Year)
- Total Expenses: Part 1 Line 18 (Current Year)
- Revenue Less Expenses: Part 1 Line 19 (Current Year)

Question 12: ***Was there a significant change year-over-year in the agency's net assets?***

Yes, less than prior year without reasonable explanation– 0 points; About the same, or reasonable explanation provided – 1 point; Yes, greater than prior year - 2 points

Look at Agency 990 form:

- Net Assets: Part 1 Line 22 (Beginning of Current Year and End of Year)

Question 13: ***By reviewing the Statement of Functional Expenses (Part IX of 990 form), what is the ratio of management and fundraising expenses to total expenses?***
(Formula: Management & General divided by Total Expenses = %)

Greater than 25% - 0 points; 16-24% - 1 point; Less than 16% - 2 points

Look at Agency 990 form:

- Total Functional Expenses: Part IX Line 25
- Total Fund-Raising Expenses: Part IX, Column D, Line 25
- Total Management Expenses: Part IX, Column C, Lines 5, 6, and 11a

Question 14: ***Relative to the agency's risk profile and the diversity of funding sources, review Part VIII of the 990 (as well as other available documentation) to try and ascertain various sources of revenue.***

2 sources or fewer – 0 points; 3-4 sources – 1 point; 5+ sources – 2 points

Question 15: ***Relative to the agency's internal controls and financial oversight, including providing audited financial statements, does the agency demonstrate appropriate oversight?***

No, or qualified audit provided – 0 points; Moderate controls – no audit, but demonstrated oversight- 1 point, Yes, unqualified audit and/or multiple sources of oversight provided– 2 points

A **qualified/modified opinion** is a reflection of the auditor's inability to give an **unqualified/unmodified**, or clean, **audit opinion**. An **unqualified/unmodified opinion** is issued if the financial statements are presumed to be free from material misstatements. A **qualified/modified opinion** is still acceptable to most lenders, creditors, and investors.

Note: Some agencies with low net assets may not provide an audit. Additionally, a qualified/modified audit report is a report issued by an auditor that reports certain discrepancies in the financial statements prepared by the entity. Such report, therefore, issues a qualified/modified opinion on the true and fair view of the financial position as reported in the financial statements.

Below are additional questions to consider that may assist with scoring.

- Did the organization obtain an audit? If not, why not?
- If the organization obtained an audit, was the auditor's opinion a "clean opinion"? A clean opinion is one where the auditor state that the financial statements present fairly, in all material respects…" "…in accordance with accounting principles generally accepted in the United States of America."
- If the opinion was not considered to be a "clean opinion" what were the exceptions and what is the plan to remove those exceptions?
- Did the organization receive a management letter from the auditor or reviewer? If so, what were the recommendations or deficiencies? What is the plan to correct for those recommendations/deviancies, if any?
- If no Management Letter, please explain briefly the organization's internal control procedures. Does the organization have Separation of Duties primarily in the finance area? Is there an approval process for payment of expenses? Is there a gift acceptance policy for revenues or potential donations?
- In the agency's Statement of Financial Position (aka Balance Sheet) do the Assets equal the sum of the Liabilities and Net Assets? And… Do the "Current Assets" (Cash and items readily convertible to cash in a year) equal an amount equal or greater than "Current Liabilities" (Current liabilities are usually the principal portion of notes payable that will become due within one year, accounts payable, and accrued expenses)?
- In the balance sheet, are the "Net Assets" in three categories: 1) Unrestricted, undesignated, 2) Unrestricted, designated, or 3) Restricted net assets? What are the amounts in each category and are the amounts positive in each and in total?
- In the Statement of Activities (aka Profit and Loss Statement) is the current year Change in Net Assets (Net Profit) amount greater or lesser than the previous year? What is the reason for either case?
- Are Revenues greater than Expenses for the current year? If not, what are the reasons?
- What is the make-up of Revenues on the Financial Statement? Amounts of Contributions and Memberships (Individuals, foundations, corporate), Governmental and other Grants, and finally Special Events?

- Is there a negative balance during the year, how does the organization continue with its normal operating expense payments?
- If there is deviation from a category in the actual compared to the budget during the year, what is the process the organization modifies its actions or budgets?
- In budgeting a new program or a modification of a new program, have all the related costs of the proposal been outlined? Costs such as, insurance changes, risk management changes, staffing and benefits costs, and workload demands on current staff and volunteers?
- When is the last time the organization has undertaken a SWOT analysis? SWOT: Strengths, Weaknesses, Opportunities and Threats?

If you have questions regarding the application financial documents and scoring, please contact: Kevin Brown at kevpro@gmail.com or Lindsay Bridge at Lindsaybridge14@yahoo.com.

Mental Health and Well-being Questions (16–20)

We recognize that many of our agency partners do not provide mental/behavioral/wellness programs (or activities) as their primary program offering; however, we believe that most of our current partners are providing mental and behavioral health services or are practicing wholistic services and partnerships already, that provide for mental health and well-being.

Some agencies do provide mental health and well-being supportive services, but haven't been asked to directly name those activities, partnerships, or outcomes, in previous year's applications.

This year, the City of Tempe Human Services application, asks agencies to describe the work they do to address mental health outcomes, in both direct and indirect ways.

This information will help improve our understanding of mental health support services that partners already have in place, and this information may then help us to see where there are gaps in services needed.

Question 16: ***Relative to the mental health service outcome, indicators, and description, how likely is the individual/family to have the intended positive outcome?***

Very Likely - 5 points, Not Likely – 1 point

A positive mental health or wellness outcome for the client/service participant/family is what we are looking for. Is it likely that a meaningful change will happen for the individual of family?

Consider: Is this agency providing the service themselves or collaborating with others to bring access to the participant? Is this an "added bonus" service? One that is above and beyond what the program is providing? Is this service a regular part of their program that was not previously measured? Have they provided a thoughtful response? Does it make sense to you?

Question 17: ***Relative to the mental health question, does the agency cite using a best practice in the program design?***

If Yes – 1 point

In social work, best practices most often refer to **recommendations regarding the practices most appropriate for routine use in service systems with particular populations and problems** (Roberts & Yeager, 2004).

Consider: Does the agency show awareness of current research and consistently offer their program participants the full benefits of the latest knowledge, technology, and procedures to assist them? Do they mention trauma-informed practice?

Question 18: ***Does the mental health and wellness service provide, or collaborate with others to provide, assessment, diagnosis, treatment, or counseling services?***

If yes - 1 point

Remember that many of the agency partners do not count mental health and wellness as their primary service.

Consider: Who are they partnering with?

Question 19: ***Are the credentials of the staff providing mental health services sufficient?***

If yes - 1 point

In your opinion, does it appear that the staff is sufficiently trained to assist in providing the services described?

Consider: Does the agency mention training or certification of staff? Do they mentioned being licensed (if that is required)? Are they collaborating with known organizations? No proselytizing should be required to receive services. Does the agency appear to know and understand the mental health and wellness issues that are particular to the population they serve?

Question 20: ***Is the mental health and wellness outcome measurement well stated (clear) and appear achievable?***

If well-stated - 1 point; if achievable additional - add 1 point

Consider: Looking at the PowerPoint to remind you of what clear outcome statement look like. Look to the template and see if the agency follows the template and answers all of the elements requested. Also look Appendix A: Outcomes and Indicators (page 12) of this document.

Remember: There is no right or wrong way to review these applications. These are guidelines.

We are here to support you.

Tips for Signing into ZoomGrants

UPDATING YOUR PASSWORD

Reviewers can update their own **passwords**. Administrators control the **email address** associated with reviewer accounts. Please contact Kim Van Nimwegen if you need your email address updated.

1. Log into your reviewer account.
2. Click the **My Profile** tab in the upper row of tabs on your **My Account** page.
3. Click into the **Change User ID/Password** tab.
4. Edit the information.
5. Click the **Change Password** button to save your update.

If you've forgotten the email address you use to log in, the program administrator can look up your email address in their organization's account. If you need to have that email address updated, they will need to complete that update in their admin account, as well.

If you've forgotten your password, you can reset it by answering the questions in your Security Profile.

ZOOMGRANTS UNIVERSITY

Provides reviewers with a step-by-step visual walk through the system.
help.zoomgrants.com

How to Match/Sign Up for Agency Interviews

LOGIN TO GALAXY VOLUNTEER PORTAL

1. From internet browser (Google recommended) access Galaxy portal: tempecommunitycouncil.galaxydigital.com

2. View "Opportunities" for interview dates/sessions by clicking on Opportunities box from the left menu bar (PC view). All interview sessions will be named like this example: AR 2023 Interviews - Mar 1 AM Session)

    - Interviews dates are held March 1-10 or 20-24
    - Sessions offered are AM (8:30-Noon) or PM (1:00-4:30pm)
    - Generally, there are three interviews scheduled for each session (if only 1-2 agencies are listed, one of the agencies likely has more than 1 program being considered)
    - Agency names are listed in the description of each session. Please review for conflicts of interest before proceeding with signing up ("respond" button) for that session.

3. Click on "respond" to sign up

4. Qualifications (forms and/or question) needed for that volunteer opportunity (interview session) will be prompted on the screen.

5. The first session/opportunity you sign up for will require you to fill out these standard volunteer forms:

    1. **Volunteer Release & Waiver of Liability** (includes media) (for NEW volunteers only)
    2. **Confidentiality Agreement AR 2023** (one-time annually)
    3. **Conflict of Interest Policy & Statement Agency Review 2023** (one-time annually)

6. An agency related question will need to be reviewed and submitted for each session you sign up for to ensure you have no conflicts with the assigned agencies for that session.

7. Review, sign and submit the qualifications needed. (The form qualifications will not show up again, as they are required only once per session unless they are updated in the future).

8. Once qualifications are submitted, click "respond" button again in the "opportunity" to complete the sign-up process. Note: All "qualifications" need to be completed (in the gray box) before you will be able to "respond" (sign-up) for a particular opportunity (interview session).

9. A green box will appear at top of screen confirming submission and an email confirmation sent (it should also show up in your dashboard as an opportunity you have responded to).

10. Any problems signing up or viewing the opportunities contact Kim (480.858.2303) or Cindy (480.858.2310).

Need Additional Assistance?

Technical Questions
Questions@ZoomGrants.com

ZoomGrants Navigation/Technical Issues
Call 1.866.323.5404 x2

Zoom Grants Login
https://www.zoomgrants.com/zgf/Tempe_Community_Council/City_of_Tempe_Human_Services_Grants_2023-2024

Program Questions
Tempe Community Council
Kim Van Nimwegen, Community Impact Manager
480.858.2303
kim_vannimwegen@tempe.gov

Financial Review Questions
Kevin Brown
602.859.0085
kevpro@gmail.com

Lindsay Bridge
480.560.8027
lindsaybridge14@yahoo.com

Galaxy Questions
Kim (above) and Cindy Kominska
480.858.2310
cindy_kominska@tempe.gov

Proposal Review, Scores and Questions must be submitted online by Friday, February 10 before 12:00/Noon

AGENCY REVIEW TIMELINE 2023		
DATE	**TIME**	**TASK**
Tue, January 10, 2023	9:00-11:30 AM RETURNING Volunteers	**Programmatic Volunteer Orientation & Training** **ZOOM*** Training will prepare volunteers for the online application system.
Wed, January 11, 2023	9:00-11:30 AM NEW Volunteers	**Programmatic Volunteer Orientation & Training** **ZOOM*** Training will prepare volunteers for the online application system.
Thu, January 12, 2023	5:30-7:00 PM	**Make-up Training and Questions** **ZOOM*** For any volunteer who missed the first two training sessions
Tue, January 17, 2023		**Applications Open for Scoring**
Thu, January 19, 2022	12:00-1:00 PM	**Lunch and Learn - #1** (Optional) **ZOOM***
Tue, January 31, 2023	12:00-1:00 PM	**Lunch and Learn - #2** (Optional) **ZOOM***
Mon, February 6, 2023	12:00-1:00 PM	**Lunch and Learn - #3** (Optional) **ZOOM***
Fri, February 10, 2023	BEFORE NOON	**Volunteer Interview questions and scoring due in ZoomGrants before Noon**
Mon, February 27, 2023	5:30-7:00 PM	**Volunteer Orientation for Interview Scoring/Agenda** **ZOOM***
Mon, March 1 - Fri, March 10, 2023 **AND** **Mon, March 20 - Fri, March 24, 2023** (agency-specific dates to be determined)	**TBD**	**Agency Interviews** **ZOOM** Determine significant questions and answers. Each committee member will serve a minimum of one half-day to interview agencies.
Mon, April 3, 2023	9:00 AM until Consensus (anticipated 3:00 PM)	**Final Review & Recommendations Meeting** **Location TBD** Agency Review Committee meets and determines final recommendations by reviewing composite evaluations. Community Impact volunteers only.
April 2023 (TBD)	4:30 PM	**Review and accept recommendations at TCC Board Meeting**
Week of April 14, 2023 (tentative)		City of Tempe Budget Review begins. City Departments make presentations to Council.
Thu, May 23, 2023 (tentative)	4:00 PM	**AR Recommendations presented to City Council**
Thu, June 24, 2023 (tentative)	6:00 PM	City of Tempe Final Budget Approval
Fri, July 1, 2023		Agencies are officially notified of City allocations
July 2023-June 2024 (exact dates to be determined)		**Annual Agency Site Visits** Each year 10-15 agencies are visited by AR volunteers (optional)
MORE INFO: Kim Van Nimwegen, Community Impact Manager | 480.858.2303 | kim_vannimwegen@tempe.gov		

*ZOOM - All volunteer opportunities held on Zoom - Register through TCC volunteer portal to obtain Zoom info

Agency Important Dates

If you notice there is information lacking in application responses to Questions 9-12, check Question 14 where there may be supplemental narrative explanation of how program success is measured. See below for checklists and examples that you may find useful for scoring outcomes and indicators.

ESSENTIAL ELEMENTS OF OUTCOME STATEMENTS

- ❑ % of Tempe participants
- ❑ # of Tempe participants
- ❑ Type of participants
- ❑ Direction of change
- ❑ Type of change
- ❑ Area of change

Outcome Example
85% or 50 elementary school youth will increase their knowledge of healthy eating habits.

ESSENTIAL ELEMENTS OF INDICATOR STATEMENTS

- ❑ % of Tempe participants
- ❑ # of Tempe participants
- ❑ Type of participants
- ❑ Direction of change
- ❑ Success defined
- ❑ Data collection method
- ❑ Time bound

Indicator Example
On the final day of the program, 85% or 50 elementary school youth who attend at least 3 of the 5 program sessions will achieve a score of at least 75% on the Healthy Habits test, as measured by test scores recorded by facilitators.