The National Training Center for Risk Mitigation and Quality Improvement, The State Performance Management Clearinghouse

CSBG T/TA Resource Center Policies and Procedures
# Table of Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Pages</th>
</tr>
</thead>
<tbody>
<tr>
<td>About</td>
<td>2</td>
</tr>
<tr>
<td>Policies - T/TA Requests</td>
<td>3-5</td>
</tr>
<tr>
<td>Policies – Consultant Bank</td>
<td>5-7</td>
</tr>
<tr>
<td>Procedures – T/TA Requests</td>
<td>7-9</td>
</tr>
<tr>
<td>Procedures – Consultant Bank</td>
<td>9-12</td>
</tr>
<tr>
<td>Resource Bank</td>
<td>12</td>
</tr>
<tr>
<td>Discussion Forums</td>
<td>12</td>
</tr>
<tr>
<td>Shared Calendar</td>
<td>12</td>
</tr>
<tr>
<td>Contents of Addendums</td>
<td>13</td>
</tr>
<tr>
<td>Addendums</td>
<td>14-31</td>
</tr>
</tbody>
</table>
HHS-funded initiatives for The Community Services Block Grant Training and Technical Assistance (T/TA) Program – National Risk Mitigation and Quality Improvement T/TA Center (the Center), administered by the Partnership, and The State Performance Management Clearinghouse (the Clearinghouse), administered by NASCSP, have highly complementary objectives and goals. As such they have assisted each other in the creation of one online T/TA request and reporting system.

Objectives

The objective of the Center/Clearinghouse is to contribute to the development of productive resources for the CSBG Network. We work to achieve this in two ways. First, staff provides an analysis of needs and formulates a technical assistance action plan for individualized training and technical assistance requests. Staff will continue to guide and support agencies, state offices, and associations throughout the implementation of their plans and follow-up with final evaluations. Second, we provide vetted and monitored online resources: Resource Bank, Consultant Bank, discussion forums, and a shared calendar. We provide a cooperative and interactive framework for the sharing of knowledge and experience of the entire Network.

Scope

The Center and Clearinghouse seek to provide training and technical assistance to the CSBG Network as efficiently and effectively as possible in their core substantive areas:

<table>
<thead>
<tr>
<th>The Center:</th>
<th>The Clearinghouse:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Risk mitigation</td>
<td>Employment related services</td>
</tr>
<tr>
<td>Quality improvement support</td>
<td>Asset development</td>
</tr>
<tr>
<td>Capacity development</td>
<td>Administrative, program and financial operations</td>
</tr>
<tr>
<td></td>
<td>Community economic development</td>
</tr>
<tr>
<td></td>
<td>Risk mitigation and assessment</td>
</tr>
</tbody>
</table>
Policies

- T/TA Requests

Eligibility Requirements

Only the organization’s Executive, Board Executive, State Program Manager, or their designee can request T/TA for their organization. Designees will be confirmed with Executive via email with first correspondence.

Customers who attempt to bypass leadership and serve as a “whistleblower” will be advised to review their policies and chain of command for any such complaints.

Chain of Responsible Parties for Responding to New T/TA or Consultant Bank Requests

<table>
<thead>
<tr>
<th></th>
<th>Center</th>
<th>Clearinghouse</th>
</tr>
</thead>
<tbody>
<tr>
<td>Primary</td>
<td>Program Support Specialist, Program Specialist</td>
<td>Training Coordinator</td>
</tr>
<tr>
<td>Secondary</td>
<td>Project Director</td>
<td>State Assistance Director</td>
</tr>
</tbody>
</table>

When all responsible staff is out of the office for an extended period of time, staff is still responsible for checking and responding daily to T/TA requests.

Timeliness of Responses

A standard response from the Center or Clearinghouse will be sent within one business day of a new T/TA request submission noting that their materials have been received. This response is in addition to any automatic messages that customers of the system receive. This standardized response will be sent from a staff email address. The staff response will not necessarily be the assigned primary staff person for the request. The goal is to give a name to their case and not make it feel like an automated process to the customers of the system. See Standard Email Responses in the addendum of this Policies and Procedures document.

A second response will be sent within 5 business days of acknowledging receipt outlining the next step(s) of the process and identifying the primary staff person assigned to the T/TA request.

Unless otherwise communicated with requester, a T/TA plan will be developed and issued within one month of receiving request.

Codes of Conduct
All staff members related to the Center/Clearinghouse must sign a Code of Conduct agreeing that they are not permitted to share details of a case outside of Partnership/NASCSP staff. Unless a waiver is signed, the Partnership and NASCSP will not share identifiable information between the organizations. They will revisit and sign this Code of Conduct annually. This Code of Conduct will also be required for any new staff, interns, or non-Center/Clearinghouse related staff that may see intake information. This Code of Conduct and the Waiver of Confidentiality can be found as addendums to this Policies and Procedures document.

A System Administrator Code of Conduct will also be reviewed and signed annually and is available as an addendum to this Policies and Procedures document.

**User classes**

Holodyn has the ability to have access to all data. Please see Holodyne’s agreement as an addendum to this document.

Within the Center/Clearinghouse there are four levels of admin users: System Administrators, Super-Administrators, Administrators, and Read-only Administrators.

<table>
<thead>
<tr>
<th>User(s)</th>
<th>Access</th>
<th>Notifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>System Administrator</td>
<td>Web Coordinator – CSBG, Web Manager</td>
<td>Yes</td>
</tr>
<tr>
<td>Super-Administrators</td>
<td>Project Director, State Assistance Director</td>
<td>No</td>
</tr>
<tr>
<td>Administrator</td>
<td>Program Support Specialist, Program Specialist, Training Coordinator</td>
<td>Yes</td>
</tr>
<tr>
<td>Read-only Administrator</td>
<td>Other Partnership and NASCSP staff granted on an as-need basis</td>
<td>No</td>
</tr>
</tbody>
</table>

**Online T/TA Request System and Report Writer Technical Support**

For issues relating to process or website additions or maintenance, The Center and Clearinghouse will work in coordination.

For help or to report an issue with the T/TA Request System and Report Writer, contact a System Administrator. There is also a “Report a Bug” link on the site to contact the IT users of the system.
Case Notes

All case notes put into the system must include the date of the action and the name of the person responsible for the note. Changes to issue identification, process goal(s), process goal date, outcome target date, and outcome goal(s) will overwrite the original in the system, so if a staff member makes a change to any of the above, they are responsible for noting the original text or date and a justification for the change in case notes.

Amendments

If amendments to the Policies and Procedures are necessary, then the approval of both the Partnership and NASCSP is required.

- Consultant Bank

Eligibility Requirements

Any consultant or firm with suitable experience or expertise may apply to be listed on the T/TA Consultant Bank. An applicant’s suitability will be evaluated based upon the information submitted by the consultant, through the use of a rating mechanism which provides a numerical score.

If multiple applications are received from staff that represent one organization, the organization will be evaluated based upon the first application processed. Any subsequent applications will be approved using scores resulting from the first application. The organization will be contacted to verify employment or affiliations.

The scale indicated below will be used to determine the potential effectiveness and professional reliability of all applicants.

<table>
<thead>
<tr>
<th>U=Unsatisfactory (0)</th>
<th>S=Satisfactory (2)</th>
<th>G=Good (3)</th>
<th>E=Excellent (4)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applicant is lacking the quality or performance required</td>
<td>Applicant is acceptable in quality</td>
<td>Applicant is above average in quality and performance</td>
<td>Applicant far exceeds expectations; the quality of work and performance is outstanding</td>
</tr>
</tbody>
</table>

Applicants will be scored against five categories as listed below. There is also the possibility of two extra points in the reference section.
1. **Professionalism** – The methods, character, status, etc. of a professional. The pursuit of an activity for gain of livelihood.
   a. Any items submitted as a part of the application process are expected to be presented in a professional manner, free from typographical errors, incorrect information, etc.
      i. Any applications deemed unprofessional will not be considered. The applicant will be eligible to reapply.

2. **Education** – The level of education the applicant has received from an institution of higher education.
   a. Applicants will be awarded points based on the highest level of education completed beginning with a bachelor’s degree.
      i. Applicants without a Bachelor’s degree are still eligible to apply.
      ii. If applying as a firm, applicants will be given points based on the highest level of education of individuals within the firm that will be available to consult on contracts.

3. **Experience** – The amount of time the applicant has been working in their specified area of expertise.
   a. Applicants will be awarded points based on their level of experience in their specified area(s) of expertise. Anything less than 3 years’ experience will be given zero points.
      i. Applicants without 3 years’ experience are still eligible to apply.
      ii. If applying as a firm, applicants will be given points based on the amount of time the firm has been offering services.

4. **References** – An individual or organization that can attest to an applicant’s ability to perform the duties in their specified area of expertise.
   a. Applicants must submit a minimum of three references. Applicants who fail to submit at least three (3) references will not be considered.
   b. Applicants **cannot** use current NASCSP, Community Action Partnership or Office of Community Services (OCS) staff as references.
      i. Applicants with a satisfactory CSBG Network reference will be given two bonus points.
      ii. Applicants should be sure to include references that can speak to their work in the specified areas of expertise.
      iii. Applicants with **one** unsatisfactory reference will still be considered for inclusion.

Once applications have been reviewed and evaluated, they must be approved by both NASCSP and the Community Action Partnership to be included in the Consultant Bank.

*Application Response Policies*
Upon receipt of a completed application, applicants will be notified within two business days that their application has been received and is under review. If any documents must be resubmitted, Center or Clearinghouse staff will notify applicants at this time.

Applicants should expect an electronic response within 15-20 business days from the date of submitting a completed application. The response will advise whether the application is approved or denied.

**Chain of Responsible Parties for Responding to Consultant Bank Requests**

<table>
<thead>
<tr>
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<tr>
<td>Secondary</td>
<td>Program Specialist, Project Director</td>
<td>State Assistance Director</td>
</tr>
</tbody>
</table>

**Final Review Process**

We are evaluating applicants based on their qualifications in their specified area of expertise. We reserve the right to change applicant’s area of expertise based on their reference and resume/organizational profile.

Once all applicant information has been reviewed and all references are checked, applications will receive a final review by both Center and Clearinghouse staff. Applicants must be approved by both the Partnership and NASCSP in order to be included in the Consultant Bank.

**Confidentiality**

Any information posted in the T/TA system will be used solely to assess a consultant’s suitability to provide T/TA to States, State Associations and Community Action Agencies. Until a consultant is listed on the system, their information will not be shared with anyone outside of the Center and Clearinghouse staff.

**Procedures**

- **T/TA Requests**

  **Intake T/TA Request Through Website Process Steps:**
  
  1. Receive notification of a new request to admin email addresses.
The primary persons receiving requests are the Program Support Specialist and Program Specialist for the Center and the Program and Training Assistant and T/TA Coordinator for the Clearinghouse. See Policies for chain of responsible parties in the event of primary staff’s absence. When all responsible staff is out of office for an extended period of time, staff is still responsible for checking and responding daily to T/TA requests.

2. Send an acknowledgement email to the requester within one business day from a staff email address using the standard email response, see addendum. If person requesting T/TA is not the Executive, then the Executive should be copied on this email.

3. Review submission and determine if a deeper evaluation process is needed (e.g.; a different level evaluation tool, a phone interview, or request for additional documents). Notify requester of the next steps within 5 business days of receiving the request. Email should include a designation of a primary staff person assigned to the T/TA request. All correspondence should be from a staff email address.

If the submission is an attempt at whistleblowing or the Executive Director disputes requestor permission, then advise that they review their policies and chain of command for these issues.

4. Begin formulating Action Plan. Action Plan must be sent to the requester within one month of receiving request unless otherwise notified. For critical issues or those involving possible gross noncompliance, request a waiver to be able to share information between the Partnership and NASCSP to begin a coordinated effort between Agency or Association and State Office.

5. Input issue identification, process goal, process goal date, final outcome goal, final outcome target date, level of issue, and status.

   Level of Issue choices:
   
   Capacity development to increase performance; Capacity development to increase efficiency, Compliance level; Critical to ongoing operations; Emergency situation: extremely time-sensitive

   Status choices:
   
   Open/urgent; Open/ongoing; Closed/outcome achieved; Closed/unresolved


7. When Action Plan is completed schedule an exit interview.
8. Perform exit interview.

9. Make closing case notes. Note any delays in actual closing date and date listed as closed in case notes.

10. Define as Closed/Outcome Achieved or Closed and mark status appropriately.

**Intake T/TA Request Via Phone Process Steps:**

1. If a client prefers to enter a request via phone then an admin will gather the required information and enter a new request as a front-end user. The required information includes:
   - First and last name
   - Title
   - Full mailing address
   - Email address
   - Entity type (Public CAA, Private CAA, Association, State/Territory/Tribe CSBG Office)
   - State, Association, or Agency name
   - Username will be the email address used above
   - Requested password
   - Need (Leadership; Strategic Planning; Customer, Constituent and Partner Focus; Measurement, Analysis and Performance Management; Human Resources; Organizational Process; Monitoring; Program Specific)
   - Brief description of need
   - Ask them to forward any documents they would like to upload

2. Once all information is input send standard email from staff address, see addendum.

3. Continue with the steps outlined above under *Intake T/TA Request through website*

- **Consultant Bank**

1. Receive notification of a new completed application via email notification.
The primary individuals responsible for responding to consultant inquiries are the Program Support Specialist for the Center and the Program and Training Assistant for the Clearinghouse. See Policies for chain of responsible parties in the event of the primary intake person’s absence.

2. Send an acknowledgement email to the requester within two business days from a staff email address using the standard email response included as an addendum. Review submission to determine that all documents have been submitted properly and contain all the required information. If there are any missing documents or information, this is the time to notify the applicant. The applicant will have two business days to send the correct documents in order to keep the application process on the 15-20 business days track. Note: if applicants do not submit the additional materials within the two business days, the application process may be delayed.

3. Once all information is properly submitted, Center or Clearinghouse staff will review each document against the scoring matrix found as an addendum to this document. Clearinghouse and Center staff members are to record the information collected electronically whenever possible in order to make document sharing easier. Each field should be assessed as follows:

   a. **Professionalism** – The methods, character, status, etc. of a professional. The pursuit of an activity for gain of livelihood.
      i. Has the applicant presented his or her documents in a professional manner? Are they in order and easy to understand? Do they contain minimal or no typographical errors? Are they a proper representation of the information we are requesting? Did the consultant upload an appropriate avatar picture that represents them or their organization in a professional way?
      ii. Applicants will be given either 0 or 2 pts.

   b. **Education** – The level of education the applicant has received from an institution of higher education.
      i. What level of education does the applicant have?
         1. < Bachelor’s Degree = 0 pts.
         2. Bachelor’s = 2 pts.
         3. Masters = 3 pts.
         4. Professional (MD, JD, Ed.D, Ph.D.) = 4 pts.
            a. Participants can get a maximum of 4 pts. in this section.
            b. Firms will be assessed based on the highest level of education completed by individuals within the firm available to consult on projects.
c. **Experience** – The amount of time the applicant has been working in their area of expertise.
   i. How many years of experience does the applicant have?
      1. < 3 years = 0 pts.
      2. 3-5 years = 2 pts.
      3. 5-10 years = 3 pts.
      4. 10+ years = 4 pts.
   a. Applicants can get a maximum of 4 pts. in this section

d. **References** – An individual or organization that can attest to an applicant’s ability to perform the duties in their specified area of expertise.
   i. Clearinghouse or Center staff will schedule a time that works with each reference being checked. This process should take no more than 20 minutes. A script and standard questions can be found as an addendum to this document.
      1. If the reference is unable or unwilling to complete the reference check, staff must contact the applicant and inform them which reference was unable to complete the reference check and request that a new reference is submitted within six business days.
   ii. Applicants will be given 0 or 2 pts. for each reference
      1. Applicants with one unsatisfactory reference are still eligible for inclusion
   iii. Applicants will be given an additional 2 pts. for one satisfactory CSBG Network reference
      1. If there are any ‘red flags’ when completing the reference check, staff will make note of the issue on the sheet for the Program Specialist and the Training and Technical Assistance Coordinator to review.

4. Initiate final review process

Clearinghouse and Center staff members are vetting applicants based on their qualifications in their specified area of expertise. We reserve the right to change applicant’s selected areas based on their reference and resume/organizational profile.

Once all applicant information has been reviewed and all references checked, applications will receive a final review by Center and Clearinghouse staff within 15-20 business days. Applicants must be approved by both the Partnership and NASCSP in order to be included in the Consultant Bank.
5. Notify applicant that their status is approved/not approved and mark appropriately in T/TA Request system. See standard email responses included as an addendum to this document.

- **Resource Bank**

  There will be two elements to online resources. First, exemplary, evidence-informed, and evidence-based practices will be identified. Second, criteria will be developed for guides and toolkits.

- **Discussion Forum**

  To be developed as part of Phase II. Policies regarding moderating will be developed soon. User Policies are included as an addendum to this Policies and Procedures document.

- **Shared Calendar**

  To be developed as part of Phase II. Policies regarding inclusion and moderation of the shared calendar will be developed soon.
Addendums

<table>
<thead>
<tr>
<th>Addendum</th>
<th>Pages</th>
</tr>
</thead>
<tbody>
<tr>
<td>Code of Conduct - Center</td>
<td>14-15</td>
</tr>
<tr>
<td>Code of Conduct - Clearinghouse</td>
<td>16-17</td>
</tr>
<tr>
<td>Standard Emails - T/TA Requests</td>
<td>18</td>
</tr>
<tr>
<td>Discussion Forum User Policies</td>
<td>19</td>
</tr>
<tr>
<td>Waiver of Confidentiality/ Consent to Release Information</td>
<td>20-21</td>
</tr>
<tr>
<td>System Administrator Code of Conduct</td>
<td>22-23</td>
</tr>
<tr>
<td>Reference Check Script and Questions</td>
<td>24-25</td>
</tr>
<tr>
<td>Consultant Scoring Matrix</td>
<td>26-27</td>
</tr>
<tr>
<td>Standard Emails - Consultants</td>
<td>28-30</td>
</tr>
<tr>
<td>Confidentiality Assurances - Holodyne</td>
<td>31</td>
</tr>
</tbody>
</table>
Center Staff Code of Conduct

I understand that in the course of working or volunteering for the Community Services Block Grant Training and Technical Assistance Program - National Risk Mitigation and Quality Improvement T/TA Center housed at:

Community Action Partnership
1140 Connecticut Avenue, NW
Suite 1210
Washington, DC
20036

I may have access to confidential organization information.

I agree that I shall not disclose to anyone, including co-workers or volunteers, for any purpose not related to assistance, any such information without permission from and the respective individual’s prior written permission, or as may otherwise be required by law.

Each individual granted access to data and hard copy information holds a position of trust and must preserve the security and confidentiality of the information he/she uses. I agree to:

- Access data solely in order to perform my job responsibilities.

- Not seek personal benefit or permit others to benefit personally from any data that has come to me throughout my work assignments.

- Not make or permit unauthorized use of any information in the Center/Clearinghouse’s information system or records.

- Not enter, change, delete or add data to any information system or files outside of the scope of my job responsibilities.
- Not include or cause to be included in any record or report, a false, inaccurate or misleading entry known to me as such.

- Not alter or delete or cause to be altered or deleted from any records a true and correct entry.

- Not release Center data other than what is required in completion of job responsibilities.

- Not exhibit or divulge the contents of any record to any person unless it is necessary for the completion of job responsibilities.

- Properly secure or dispose of any outputs or files I create in a manner that fully protects the confidentiality of records.

- Cause any records to be divulged to Clearinghouse staff without a signed Waiver of Confidentiality/Consent to Release Information

Staff Member’s Printed Name

______________________________

Staff Member’s Signature

______________________________

Date

______________________________

Work Address

______________________________

Work Phone

______________________________

Work Email Address

______________________________
Clearinghouse Staff Code of Conduct

I understand that in the course of working or volunteering for the State Performance Management Clearinghouse (the Clearinghouse) operated by the National Association for State Community Services Programs (NASCSP), I may have access to confidential organizational or individual information.

I agree that I shall not disclose to anyone, including co-workers or volunteers, for any purpose unrelated to a request for training and/or technical assistance, any information without the expressed written consent of the respective organization or individual, or as may otherwise be required by law.

Each individual granted access to electronic data, hard copy information, or information obtained through verbal discussion holds a position of trust and must preserve the security and confidentiality of the information he/she uses. I agree to:

- Access data solely in order to perform my job responsibilities.
- Not seek personal benefit or permit others to benefit personally from any data that has come to me throughout my work assignments.
- Not make or permit unauthorized use of any information in the Clearinghouse information system or records.
- Not enter, change, delete or add data to any information system or files outside of the scope of my job responsibilities.
- Not include or cause to be included in any record or report, a false, inaccurate or misleading entry known to me as such.
- Not alter or delete or cause to be altered or deleted from any records a true and correct entry.
- Not release Clearinghouse data other than what is required in completion of job responsibilities.
- Not exhibit or divulge the contents of any record to any person unless it is necessary for the completion of job responsibilities.
- Properly secure or dispose of any outputs or files I create in a manner that fully protects the confidentiality of records.
- Cause any records to be divulged to staff working with the Community Action Partnership without the expressed written consent of the pertinent organization or individual via a signed Waiver of Confidentiality/Consent to Release Information.

Staff Member’s Printed Name

_______________________________

Staff Member’s Signature

_______________________________

Date

_______________________________

Work Address

_______________________________

Work Phone

_______________________________

Work Email Address

_______________________________
Standard Email Responses

- Within 24 hours (from staff email address):

We have received your T/TA request. We appreciate your trust and look forward to assisting you with your request. We are reviewing your materials and will contact you within 5 business days with the next steps of the process. Thank you for contacting the Center/Clearinghouse.

- Included in follow-up email with next steps (from staff email address):

Your primary staff person for this T/TA request is:
Discussion Forum User Policies

1. **Please stay on topic:** Before starting a new thread, review the site to identify the most appropriate thread for your comment or question. Only begin a new thread if necessary. Moderators will review posts periodically and may move or group together threads for ease of use. Please ensure the topic is related to CSBG Network activities or interests. The Forum should not be used for discussions which are unrelated to CSBG subject matter.

2. **Profanity is not allowed:** Use of profanity is not admissible in the discussion forum. Do not partially mask profanity by substituting characters or words within the post. Any posts containing profanity will be deleted and forum privileges permanently disabled.

3. **Respect Other Users:** Personal attacks, derogatory comments, and spam are strictly against the rules. We will do everything in our power to maintain a healthy dialogue between users. This includes deleting posts or threads that are offensive or commercial in nature, as well as temporarily or permanently disabling forum privileges of users who are unable to comply with forum user policies.

4. **Actions which can Result in Immediate Suspension of Forum Privileges:** Some actions are considered severe enough to result in immediate temporary or permanent suspension of posting privileges without prior notification. Examples include:
   - Threats to anyone
   - Viruses, malware, worms, or Trojans
   - Sexually explicit content
   - Sharing personal information about other individuals

5. **Liability:** Any opinions, comments, or views expressed on this forum attach themselves only to that of the poster and may not necessarily reflect the opinions of the Center/Clearinghouse or the US Department of Health and Human Services. Every effort is made to monitor all Center/Clearinghouse staff will not be liable for any damages or dispute arising from a post.

6. **Enforcement of Policies:** If you see inappropriate posts you may use the “Report to Moderator” button to bring the post to a moderator’s attention. If you disagree with a moderator action or Center/ Clearinghouse policy, please take full advantage of our Open Door Policy by submitting these complaints to our Suggestion Box or via email to Cashin Yiu at cyiu@communityactionpartnership.com or Dominique Turrentine dturrentine@nascsp.org.

7. **Important:** Forum content is moderated at the sole discretion of the Center/ Clearinghouse staff. Content may be modified, removed, or otherwise restricted by Center/ Clearinghouse forum moderators with no prior notification to the forum user. In addition, forum posting privileges may be revoked by forum moderators at any time without prior notification to the forum user.

Thank you for respecting our rules and we truly appreciate your participation.
Waiver of Confidentiality/ Consent to Release Information

I, __________________________ authorize __________________________ to disclose to
___________________________ information regarding my CSBG T/TA Request. The information
disclosed will include, but is not limited to: organization name, person responsible for request, location,
and nature of T/TA need.

This authorization is executed with the full knowledge and understanding that
___________________________ will provide said information only to the parties listed in this document
for the sole purpose of developing a set of training and technical assistance actions that will address the
issues included in the training and technical assistance request I submitted on
___________________________ through the Center/ Clearing House T/TA Request and Reporting System.

I release the Center, the Clearinghouse, the Community Action Partnership, The National Association for
State Community Services Programs, and their directors, officers, employees, or agents from any liability
existing or arising that results from the disclosure of information authorized herein. I agree to hold them
harmless from any and all claims.
I understand that my records are protected by the privacy policy stated on the CSBG T/TA Request website and cannot be disclosed without this written consent. I also understand that I may revoke my consent at any time except to the extent that action has been taken in reliance on it and that in any event this consent expires automatically with the closing of my T/TA Action Plan.

Printed Name

Title

Organization

Date

Signature
System Administrator Code of Conduct

As a System Administrator for the T/TA Request and Reporting System I hereby commit myself to the highest standards of ethical and professional conduct. I understand that in the course of working with the CSBG T/TA Request System I may have access to sensitive or confidential organization information. I agree that I shall abide by the policies stated below to protect the confidentiality of data and respect the safeguards put in place between Center and Clearinghouse data.

As a System Administrator, I am only authorized to access information for the following purposes:

- Repair, create, enhance, test, or trouble-shoot the system
- Prevent unauthorized access and system misuse
- Investigate reports of violation of code of conduct or privacy policies
- Comply with legal requests for information

I agree to:

- Not grant privileged access to unauthorized individuals.
- Not grant privileged access to authorized individuals when they are other methods available to accomplish an action unless the burden of time or resources clearly justifies using privileged access.
- Not attempt to circumvent or subvert system security measures.
- Not use information for personal gain.
- Not divulge my password or other admin passwords.
- Not use resources and access for unauthorized monitoring.
- Not copy, reproduce, or redistribute other’s work without authorization.
- Not share, send, speak, or show data, requests, or reports to non IT user staff.
- Not talk about data in public places such as elevators, restaurants, public transit etc.
- Not leave data unattended at my desk or other facilities.
- Not fail to dispose of hard copy by shredding.

If, during the performance of my duties, I inadvertently see information possibly indicating inappropriate use of Center or Clearinghouse resources, I will consult with the Program Director of the system resource where possible misuse has been identified. If the situation is an emergency, intervening action may be appropriate.
<table>
<thead>
<tr>
<th>Field</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>System Administrator’s Printed Name</td>
<td>____________________</td>
</tr>
<tr>
<td>System Administrator’s Signature</td>
<td>____________________</td>
</tr>
<tr>
<td>Date</td>
<td>____________________</td>
</tr>
<tr>
<td>Work Address</td>
<td>____________________</td>
</tr>
<tr>
<td>Work Phone</td>
<td>____________________</td>
</tr>
<tr>
<td>Work Email Address</td>
<td>____________________</td>
</tr>
</tbody>
</table>
REFERENCE QUESTIONS

Applicant’s Name:  
Company Contacted:  
Reference’s Name and Title:  
Telephone Number:  
Date:  
Identified area(s) of expertise:

“Hello, this is <<insert name of staff member and organization>>. <<Applicant>> would like to be included in the consultant bank for the CSBG Network Training and Technical assistance Center and Clearinghouse and has listed you as a professional reference; do you have time to talk? This process should take no more than 20 minutes.”

If yes, proceed to questions.

If no… “I apologize for the interruption, is there a time either later today or tomorrow that you will have time to talk?”

If yes, schedule a time, put it on your calendar, and call back.

If no...“Thank you for your time.”

A. For all reference calls
   1. Could you verify the applicant’s dates of employment?
   2. In what capacity have you known the applicant, and for how long?
   3. How would you describe the applicant’s duties as a part of this contract/organization/project?

B. For Employer/Employee Relationship
1. How would you describe the applicant’s work style?
2. How well did the applicant live up to their responsibilities?
3. How did the applicant display good judgment and an ability to work independently?
4. Did the applicant follow-through on assignments?
5. Was the applicant timely in meeting goals and deadlines?
6. Have you perceived any weaknesses in work performance?
7. How did the applicant respond to criticism?
8. How well did the applicant get along with coworkers?
9. Is there anything else you would like to tell me about <<applicant’s name>> work performance behavior?

C. For Contractor Relationship

1. What kind of work, training or technical assistance did this consultant provide to your organization?
2. What was the length of the contract period? (6 months, 12 months, 3 years).
3. Did the consultant complete contract deliverables within specified timelines (as determined by the contract scope of work)?
4. Did the consultant complete contract activities and deliverables to your satisfaction?
5. Would you hire this consultant again?
6. Is there anything else you would like to tell me about (applicant’s name) work performance or behavior?

Reference Check conducted by:

Area(s) of expertise covered by the reference:
<table>
<thead>
<tr>
<th>Consultant/Business:</th>
<th>Evaluator:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tr>
</tbody>
</table>

**U= Unsatisfactory(0)  S= Satisfactory(2)  G = Good(3)  E = Excellent(4)**

<table>
<thead>
<tr>
<th>Detail</th>
<th>U</th>
<th>S</th>
<th>G</th>
<th>E</th>
</tr>
</thead>
<tbody>
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</tr>
</tbody>
</table>

**Professionalism**

**Education (minimum Bachelor’s degree preferred)**

**Experience (minimum 3 years preferred)**

**References (3 required)**

- Reference 1
- Reference 2
- Reference 3

**Network Reference**

Network reference - applicants with a satisfactory CSBG Network reference will be given additional 2pts

**Total Points (minimum 14pts)**

Note/Special circumstances:

**Overall Evaluation**

<table>
<thead>
<tr>
<th>Unsatisfactory</th>
<th>Satisfactory</th>
<th>Good</th>
<th>Excellent</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</table>

Comments:
## Terms

<table>
<thead>
<tr>
<th>U = Unsatisfactory (0)</th>
<th>S = Satisfactory (2)</th>
<th>G = Good (3)</th>
<th>E = Excellent (4)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applicant is lacking the quality or performance required.</td>
<td>Applicant is satisfactory or acceptable in quality.</td>
<td>Applicant is above average in quality and performance.</td>
<td>Applicant far exceeds expectations; the quality of work and performance is outstanding.</td>
</tr>
</tbody>
</table>
Consultant Standard Email Responses

Dear <Applicant>

Thank you for your application to be included as a Consultant on the CSBG Training and Technical Assistance Request system Consultant Bank.

Please ensure that all the documents you have submitted are correct and up-to-date. Please allow 15-20 business days for your application to be processed.

If you have any questions, please contact Ms. Cashin Yiu via email at cyiu@communityactionpartnership.com or Ms. Dominique Turrentine via email at dturrentine@nascsp.org.

Thank you for your interest. We look forward to reviewing your application.

CSBG Training and Technical Assistance (T/TA) System staff

Notice-

This email including attachments is intended only for the use of the person or entity named above and may contain information that is confidential or legally privileged. This email and its attachments constitute non-public information intended to be conveyed only to the designated recipient(s) named above. If you are not an intended recipient or a person responsible for delivering messages or communications to an intended recipient, you are hereby notified that the unauthorized use, distribution, or copying of this communication or any of the information contained in it is strictly prohibited. If you have received this communication in error, please notify us immediately by telephone at (202) 624-7868 or (202)683-9090 and then destroy or delete this communication, or return it to us by mail if requested by us.
Dear <Applicant>

Thank you for your application to be included as a Consultant on the CSBG Training and Technical Assistance Request system Consultant Bank.

Congratulations, your application has been approved. Please visit csbgtta.org <<or different URL>> to view your submission.

If you have any questions, please contact Ms. Cashin Yiu via email at cyiu@communityactionpartnership.com or Ms. Dominique Turrentine via email at dturrentine@nascsp.org.

Thank you, we are happy to have you in our Consultant Bank.

CSBG Training and Technical Assistance (T/TA) System staff

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Dear <Applicant>

Thank you for your application to be included as a Consultant on the CSBG Training and Technical Assistance Request system Consultant Bank.

Unfortunately, we are unable to accept your application at this time. We hope that you will reapply in the future.

If you have any questions, please contact Ms. Cashin Yiu via email at cyiu@communityactionpartnership.com or Ms. Dominique Turrentine via email at dturrentine@nascsp.org.

Thank you, best of luck in your future endeavors.

CSBG Training and Technical Assistance (T/TA) System staff

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Holodyn Assurances of Confidentiality

**PHASE 1 CONFIDENTIALITY:** Holodyn will not at any time or in any manner, either directly or indirectly, use for the personal benefit of Holodyn, or divulge, disclose, or communicate in any manner any information that is proprietary to NASCSP. Holodyn will protect such information and treat it as strictly confidential. This provision shall continue to be effective after the termination of this Agreement. Upon termination of this Agreement, Holodyn will return to NASCSP all records, notes, documentation and other items that were used, created, or controlled by Holodyn during the term of this Agreement.

**PHASE 2 CONFIDENTIALITY:** Holodyn will not at any time or in any manner, either directly or indirectly, use for the personal benefit of Holodyn, or divulge, disclose, or communicate in any manner any information that is proprietary to NASCSP. Holodyn will protect such information and treat it as strictly confidential. This provision shall continue to be effective after the termination of this Addendum Agreement. Upon termination of this Addendum Agreement, Holodyn will return to NASCSP all records, notes, documentation and other items that were used, created, or controlled by Holodyn during the term of this Addendum Agreement that are associated with Phase II. If termination should occur, Phase I portions of the original agreement will remain in effect and active unless the Phase I agreement is terminated too. With mutual agreement between NASCSP and Holodyn, both agreements (Phase I and Phase II) may be terminated at the same time.