



Standards of Excellence
2016
FINAL

- In 2016 areas that have gone down since 2015 are Governance, and IT/Website. These areas continue to be areas of focus in the three years of the survey, which began in 2014.
- *Governance* remains fairly steady from 24.8 in 2015 and 24.6 in 2016. Areas to continue to improve are leadership succession plans and a gift acceptance policy.
- *IT/Website* decrease from an 8.1 in 2015 to a 7.9 in 2016. Chapters need to approve a records retention policy. Areas with decreased scores include the use of databases over spreadsheets, and the Charity Navigator reporting, which they stopped requiring in 2015, but chapters are encourage to continue to do once they reinstate the reporting requirement.
- The overall survey scores did increase from a 91.7 in 2015 to 93 in 2016 indicating that the chapters continue to grow in implementing overall HomeAid and non-profit best practices.

Category	Possible Points	2014	Possible Points	2015	Possible Points	2016
Governance	27	23.7	27	24.8	27	24.6
Financial Management	17	14.4	17	14.6	17	15
Dev. & Fundraising	11	10	11	10.1	11	10.4
Volunteer Mgmt & Safety	4	3.8	4	3.8	4	3.9
Program Mgmt & Outcomes	22	19.1	22	19.3	22	19.8
Personnel & HR	4	3.5	4	3.6	4	3.6
IT/Website	9	6.9	9	8.1	9	7.9
Community Relations & Communications	6	5.6	6	5.6	6	5.8
Community Outreach—Extra Credit in 2014	5	2.3	0	n/a	0	n/a
Average Score		89.7		91.7		93
TOTAL	105		100		100	