



**Standards of Excellence  
2017  
FINAL**

- Chapters remain steady in most areas. The only big change was in Governance, which a small decrease of 1.3 points from 2016. The other changes were negligible.
- The overall survey scores did decrease to 86 in 2017 from a 93 in 2016. We believe this is due to staff turnover in the last 12 months. The key is that individual chapters focus on the areas of improvement for themselves and track it year to year. New chapters and staff can use this self-assessment tool to implement overall HomeAid and non-profit best practices from the outset.

Category	Possible Points	2015	Possible Points	2016	Possible Points	2017
Governance	27	<b>24.8</b>	27	<b>24.6</b>	27	<b>23.3</b>
Financial Management	17	<b>14.6</b>	17	<b>15</b>	17	<b>15.7</b>
Dev. & Fundraising	11	<b>10.1</b>	11	<b>10.4</b>	11	<b>10.2</b>
Volunteer Mgmt & Safety	4	<b>3.8</b>	4	<b>3.9</b>	4	<b>3.6</b>
Program Mgmt & Outcomes	22	<b>19.3</b>	22	<b>19.8</b>	22	<b>20</b>
Personnel & HR	4	<b>3.6</b>	4	<b>3.6</b>	4	<b>3.6</b>
IT/Website	9	<b>8.1</b>	9	<b>7.9</b>	9	<b>8.0</b>
Community Relations & Communications	6	<b>5.6</b>	6	<b>5.8</b>	6	<b>5.1</b>
Average Score		<b>91.7</b>		<b>93.0</b>		<b>86.3</b>
TOTAL	100		100		100	