City of Loveland

2018—2019 Grantee Review: ADA, Grievance and Title VI Policies

ALL—AGENCY MEETING

JANUARY 22, 2019

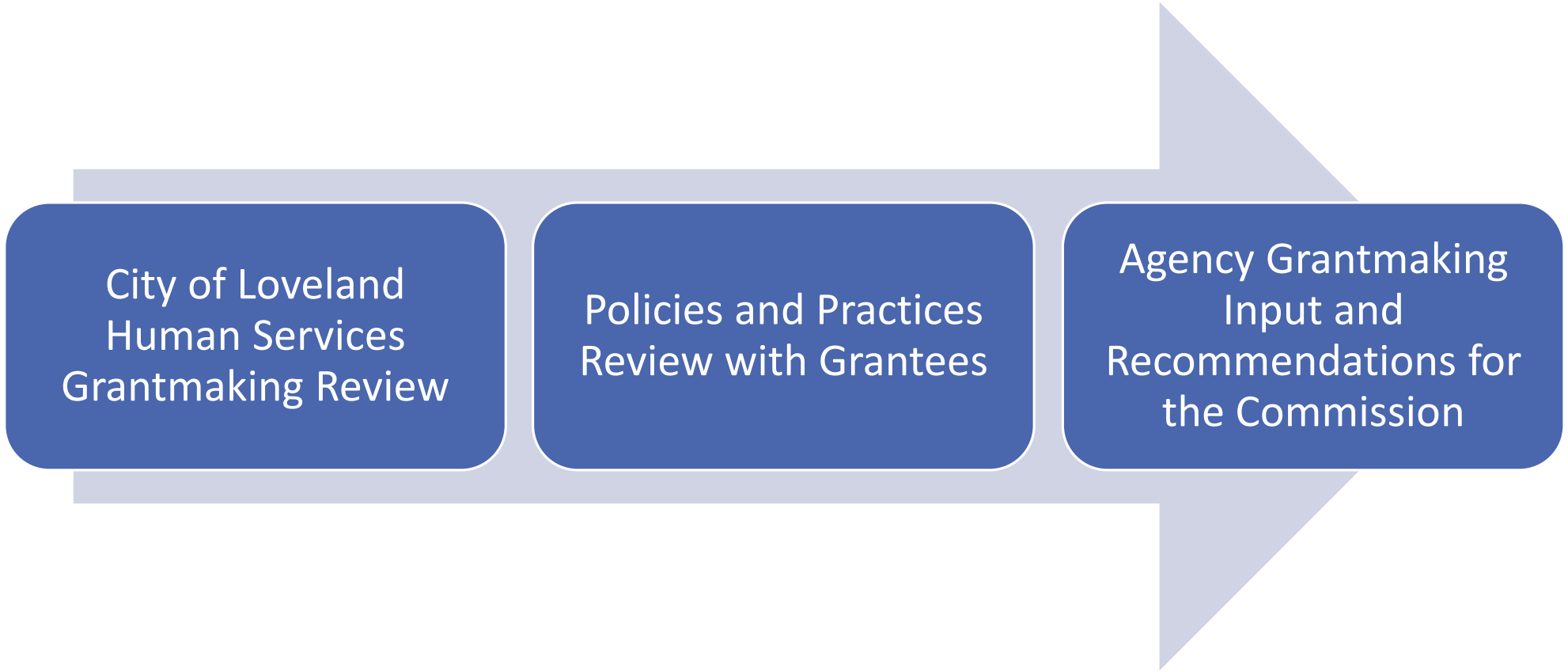
interSector Partners, L3C
What's *your* bottom line?

Caryn Capriccioso, MNM
Rick Zwetsch

Today's Discussion

1. Welcome and Purpose of the Meeting: Alison Hade
2. Grant Review Process Overview: interSector Partners, L3C
3. ADA, Grievance and Title VI Policies: interSector Partners, L3C
4. Grant Review and Policy Q & A
5. Agency Feedback on the Grantmaking Process
6. Next Steps for the Coming Year: Alison Hade

Review and Audit Process



Policy & Practice Review 2018

Policy & Practice Review: Overview

Document and information review

- Title VI, ADA and Grievance policies and practices
- Other organizational documents, policies filings and practices

Meetings / interviews

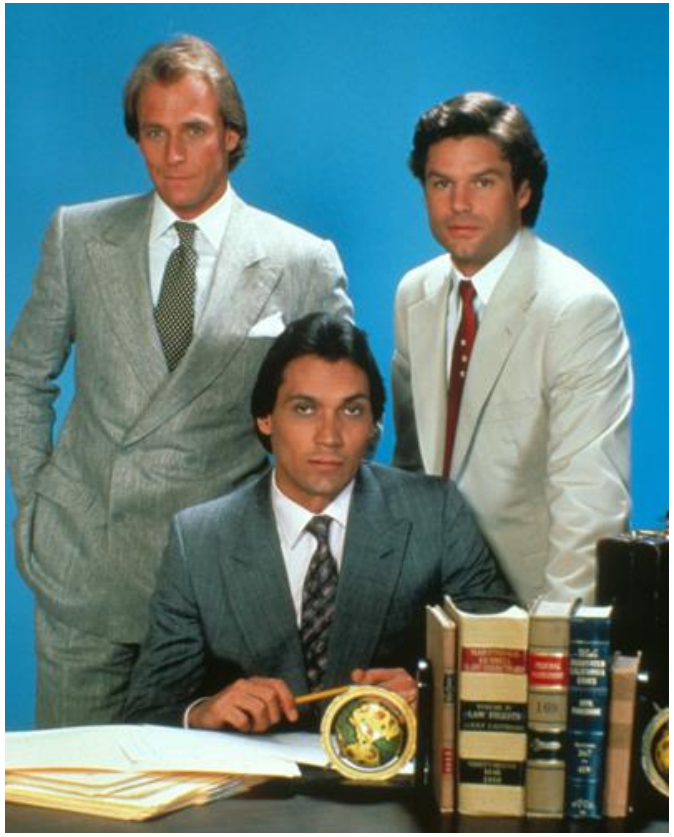
Meeting follow-up

Reporting

2019 Policy Requirements

- Title VI
- ADA
- Grievance Policy

Legal



Title VI Policy: Civil Rights Requirement

Prohibits discrimination on the basis of **race, color, or national origin** in any program or activity that receives **Federal funds**

Cannot distinguish in types, quantity, quality or timeliness of program **services, aids or benefits** provided

Title VI Policy: Key Points

- Signed policy statement: prohibit discrimination
- Include Language Access/Limited English Proficiency plan
- Complaint procedure
- Public notification process

ADA Policy: Public accommodation

Must provide goods and services to customers with disabilities in the **most integrated setting possible**

Must make **reasonable modifications** to policies, practices, and procedures **to allow equal opportunity** to goods and services **and access** to information

ADA Policy: Key Points

- Signed policy statement: Americans with Disabilities
- Effective communication / auxiliary aids and services
- Qualified, certified interpreters
- Staff training

ADA.gov
United States Department of Justice
Civil Rights Division

Grievance Policy: Handling Complaints

Outlines guidelines for receipt, documentation, evaluation, resolution and response to client grievances

Grievance Policy: Key Points

- Complaints can begin as informal or formal
- Include stages or levels of escalation
- Include timeframes
- Posted in accessible areas
- Available in English and Spanish

Policy & Practice Q&A

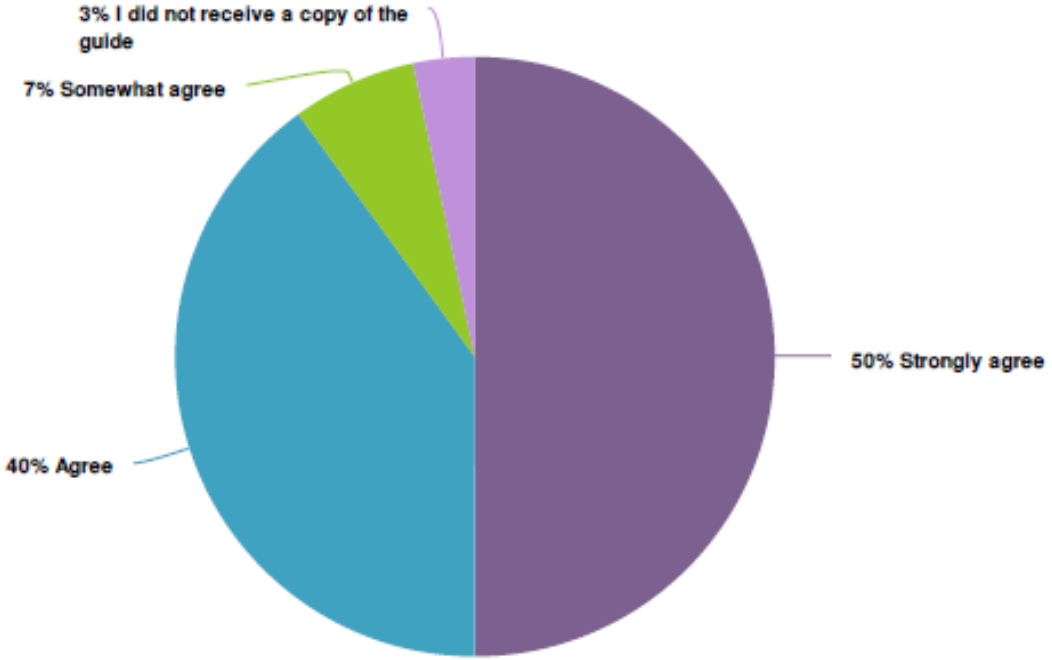
Grantmaking Process: Grantee Input

One-on-one conversations (3 orgs; 5 people)

All-agency survey (29 respondents; 42 email invites)

Grantmaking Process: Grantee Input

1. The Grant Program Guide provided by the Community Partnership Office was a useful tool in applying for grant funds.



Grantmaking Process: Grantee Input

What is most useful about the Grant Program Guide?

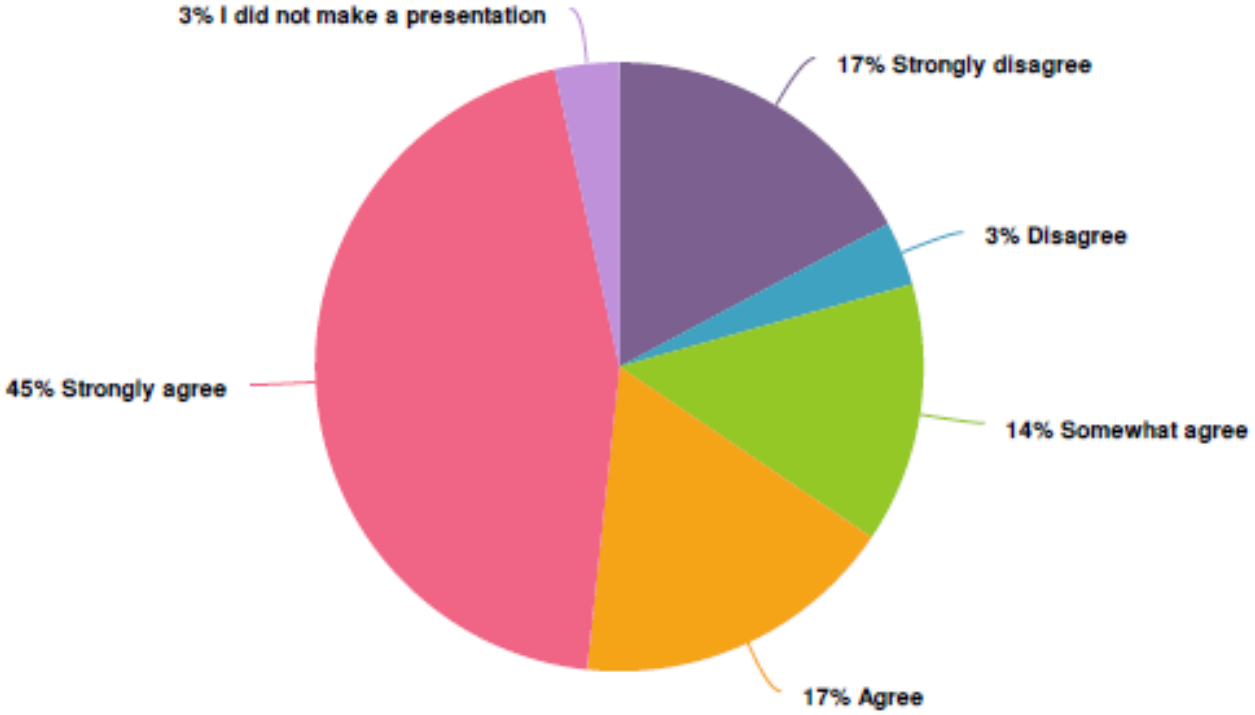
- Easy to navigate
- Explanations / descriptions are good
- Step-by-step instructions and template
- Lays out deadlines and expectations
- Answers most of our questions

How can we make the Guide more useful?

- Eliminate repetition
- Be more responsive to questions about the guide

Grantmaking Process: Grantee Input

8. The opportunity to make a presentation to the commission(s) regarding my proposal and program was important.



Grantmaking Process: Grantee Input

Why do you feel this way about making an in-person presentation?

Feel Positively

- Great opportunity to share more information
- Allows for another medium other than the written word to express the importance of the program and why it should be funded
- Allows actual clients to share their stories
- Love the process and the feedback it gives us; good it’s blind so decisions aren’t influenced by perceptions of the agencies

Grantmaking Process: Grantee Input

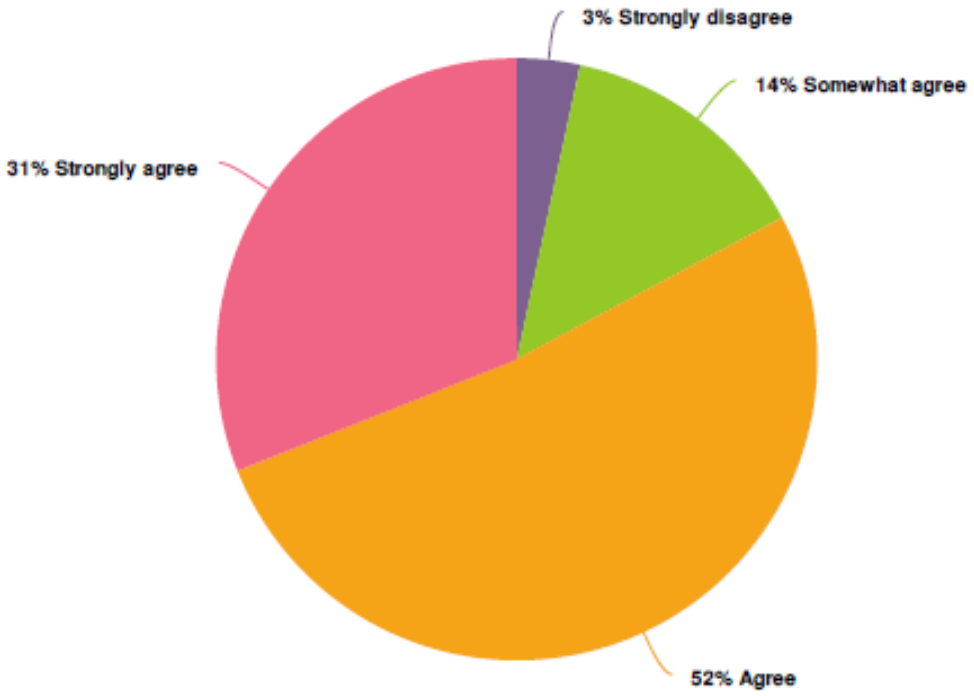
Why do you feel this way about making an in-person presentation?

Do not like it

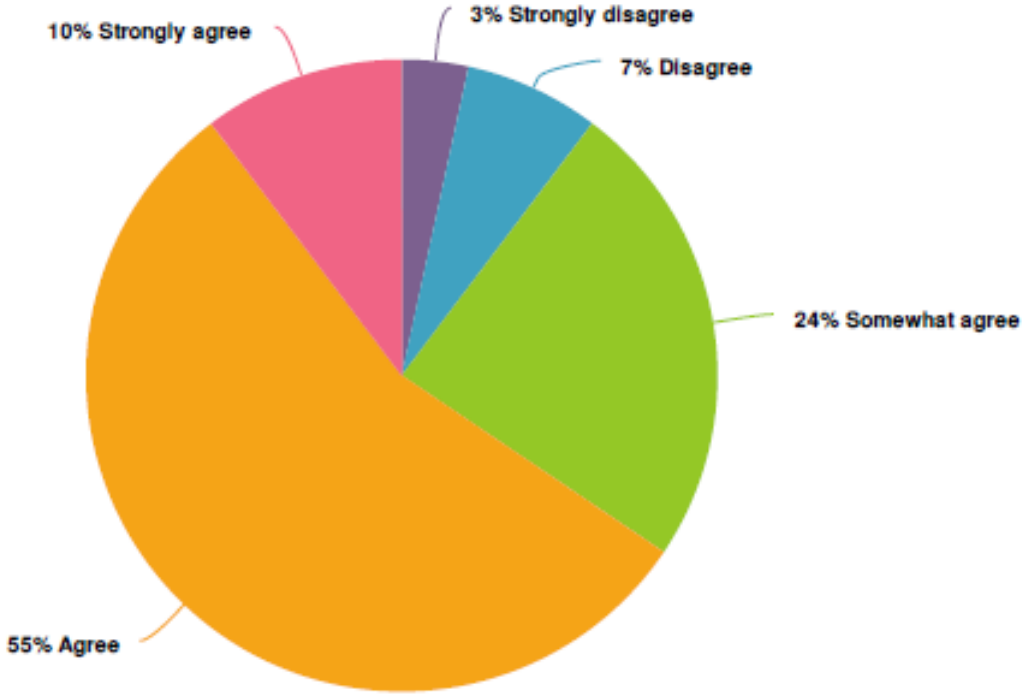
- Excessive amount of time given the award amounts
- No guidance about what the commission wants or what makes a good presentation
- Should not be a time for clients to speak for the agency
- Should be judged on the proposal, not if 20 people show up to the presentation
- Presentations and blind-scoring do not work; the City should align its selection process with the results it is trying to achieve

Grantmaking Process: Grantee Input

Pre-Application LOI is easy to complete



Grant Proposal (application) is easy to complete



Grantmaking Process: Grantee Input

What would make it easier to complete?

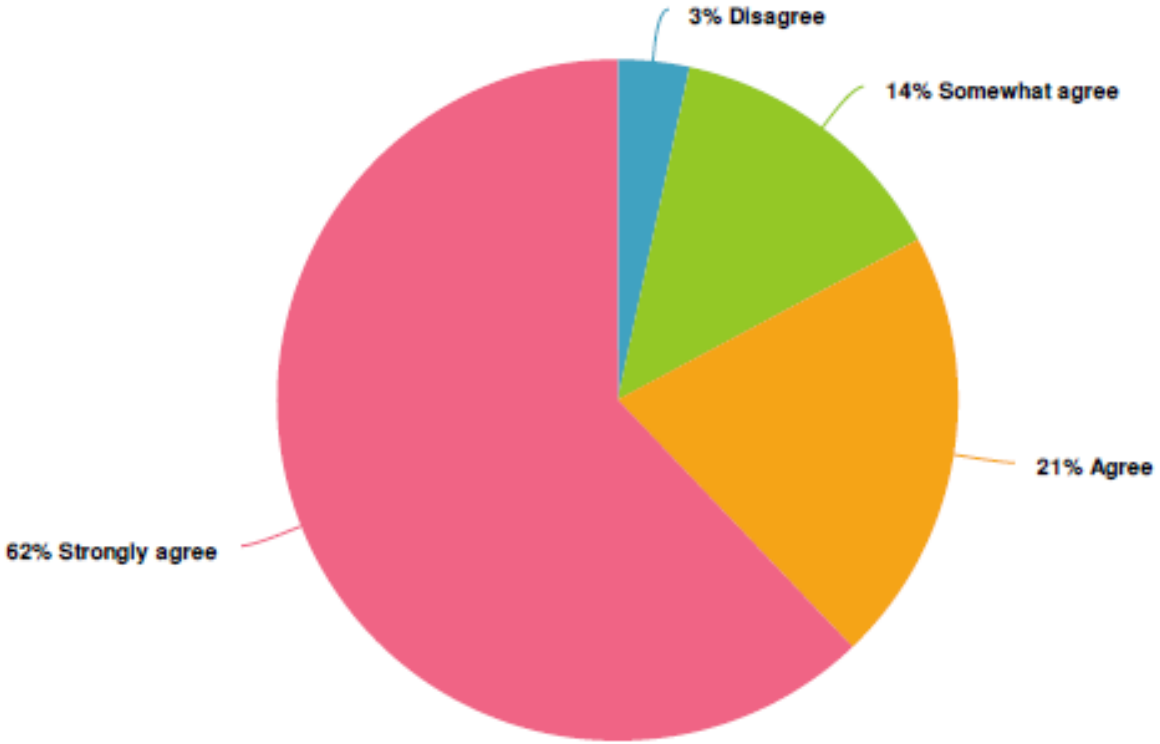
- It's time-intensive, takes hours to complete
- Too many questions are redundant; suggest fewer long-narrative responses
- Add spell check to grant pages
- Simplify the budget
- Use the common grant application
- Greater flexibility in how to answer questions

"Could not answer at least one of the questions...
we do not track the exact information they needed."

"I think the City of Loveland's process is the best it can be."

Grantmaking Process: Grantee Input

18. I am satisfied with the quality of service I receive from the Community Partnership Office staff.



Grantmaking Process: Grantee Input

What would **help you be more satisfied** with service received from Community Partnership Office staff?

- Objectivity; all should be judged equally
- Being more open to feedback about the amount of work required for a small return
- Timely responses

What are you **satisfied** with?

- City of Loveland staff responsiveness, availability and helpfulness; caring attitude
- Timeliness / very quick to answer questions
- Opportunity to provide feedback

Grantmaking Process: Discussion

Next Steps

interSector Partners

- Write final process report
- Commission training / support in adapting grantmaking

City of Loveland