



## The Agency Client-Service Standards Report Card

Client Service Performance in 2007

\* indicates a standard that was added in 2007

### Client Approval/Request ..... A

Requests for approval to spend replacement reserve funds: 5 business days.....	A+
Requests for approval to spend replacement reserve funds where we can't approve without more information: 2 business days for an interim response * .....	A+
Requests for replacement reserve plan approvals: 4 weeks .....	A
Requests for information: 2 business days .....	A+
Requests for budget approval: 4 weeks .....	C

### Reporting ..... B

AIRs validated after receipt of co-operative's complete AIR, audited financial statements, and signed Board Certification: 4 weeks * .....	C-
Within no more than 3 days, the Agency will communicate any health and safety concerns found through property inspection .....	B
Report on the results of Agency property inspection: within 4 weeks after complete inspection report is received at the Agency .....	A+
Report on risk-assessment: within 5 weeks following validation of an AIR * .....	B
Report on compliance: within 5 weeks following validation of an AIR * .....	A+
Report on co-op data: within 4 weeks following validation of an AIR * .....	A

### Transparency and Provision of Information ..... A-

Post contact information for all staff on the Agency website: within 1 week of any change .....	A+
Publish on the Agency website summaries of the proceedings of meetings of the Board of Directors: within 2 weeks of adoption of minutes .....	A
Publish new or updated policy and program information on the Agency website: within 4 weeks of change .....	B
Notify co-ops of a change in their primary contact at the Agency: 5 working days * .....	A
Post co-ops' reports on Agency client website: within 4 weeks of the date they were sent to the co-op * .....	B
Email new contact information for Agency staff to all affected service-partner organizations: within 1 week of change * .....	A
Make all affected service-partner organizations aware of any new or updated policy and program information: within 4 weeks of the change * .....	B

### Concerns/Complaints ..... A+

Respond to a concern/complaint: 2 business days .....	A+
Provide a full response to a concern/complaint: 4 weeks .....	A+