Risk Assessment 2020

Definition of risk: a future action or event with the potential to significantly impact your objectives.

Our risk management policy:

> *Community Action of Southeast Iowa is committed to protecting its human, financial and good will assets and resources through the practice of effective risk management. The agency's board and management are dedicated to safeguarding the safety and dignity of its staff, volunteers, clients and anyone who has contact with the organization.*

To comply with Community Services Block Grant (CBSG) Organizational Standard 4.6 "An agency-wide, comprehensive risk assessment has been completed within the past 2 years and reported to the governing board." The agency's 2020 Risk Assessment was conducted using an online tool developed by the Nonprofit Risk Management Center.

Suggested areas to be addressed:

1. Governance Risk
   a. Discuss with the board at least once per year or more risks facing the agency and strategies in place to manage the risks.
2. Technology and Privacy Risk Management
   a. Develop a Bring Your Own Device Policy to govern what agency information may and must never be accessed on personal devices
   b. Develop a telework agreement
   c. Develop a password reset policy
   d. Provide routine training and testing on phishing scams at least annually
   e. Develop a data breach plan
3. Special Events
   a. Complete risk and contingency planning for all special events
4. Crisis Management and Business Continuity
   a. Pull together current documents for a continuity plan in a central location
5. Volunteer Risk Management
   a. Develop volunteer position descriptions
   b. Have a standard orientation for volunteers
   c. Develop a volunteer handbook
   d. Develop a termination policy for volunteers
   e. Conduct exit interviews with volunteers
6. Fundraising and Resource Development
   a. Monitor donations for at risk relationships
   b. Have diversified funding streams

Current projects underway to address suggested areas:

1. Albrecht is currently working on a draft volunteer manual.
2. Wilson and Albrecht will work on developing policies for technology and remote working. Phishing scam information will be in the next agency safety email.
3. Management are working on their succession plans and reviewing them with Wilson.
4. The agency continues to seek diversified funding streams.
5. Risks are planned to be discussed at management meetings

Low risk suggestions and comments:

1. Facilities and Building Security
   a. Up to date evacuation plans for all facilities.
      i. We have them, some just don't have dates on them. In the past two quarters, inspection reports have identified we didn't have exit signs on all doors and we have now accomplished that.
2. Client and Participant Safety
   a. Side hugging regulations
      i. Staff are educated regarding sexual behaviors, harassment, and leading. At this time we feel our policies are sufficient.
   b. Clear emergency plans and practices
      i. We are learning things through this pandemic. It has been an interesting run at communicating with participants and staff during a declared state emergency. Programs and clients have handled this well thus far.
3. Transportation
   a. Have a driver training program
      i. This is unrealistic for all drivers at our agency. We do have a policy surrounding driving, check driving history, and run every employee through our insurance company.

Progress since 2018 assessment:

1. Quarterly facility inspections
2. Quarterly vehicle inspections
3. Workplace violence policy
4. Clear ethics and sexual conduct training
5. Office technology policy regarding emails and computers