

**The Community Planning and Advocacy Council has been providing Camden County organizations with quality mapping since 1986**



For more info: The Management Assistance Program Human Services Performance Standards information can be found on CPAC's web site under Human Services Planning at [www.cpachvi.org](http://www.cpachvi.org)

**Hilary Colbert**

Director of Grants Management  
2500 McClellan Ave.  
Pennsauken, NJ 08109  
(856) 663-3998 Ext.222  
hcolbert@cpachvi.org

**Kathy King**

Senior Project Specialist  
2500 McClellan Ave.  
Pennsauken, NJ 08109  
(856) 663-3998 Ext.226  
kking@cpachvi.org

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Community Planning and Advocacy Council  
2500 McClellan Ave, Suite 110  
Pennsauken, New Jersey 08109

# Community Planning & Advocacy Council



■ Creating Community Solutions

## Management Assistance Program (MAP)

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## What is MAP and why was it developed?

The Management Assistance Program (MAP) is an administrative initiative created in 1986 by the NJ Department of Human Services, Division of Youth and Family Services to establish county level partnerships with Human Services Advisory Councils, local United Ways and County Governments.

MAP is designed to provide human service organizations with enhanced managerial and administrative skills to measure the *effectiveness* and *efficiency* of customer services.

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MAP may be used by human service organizations as:

- an organization's primary planning and self-evaluation guide
- an organization's annual performance plan which may serve as an RFP or provide data to complete an RFP
- a technical assistance service for organizations enabling them to maintain high standards of professional practice
- a common process for monitoring, evaluating and planning through which funding entities and Human Services planning bodies may assess a service organization's performance
- a valuable tool to train and inform volunteer leadership and governing board members on a broad range of organizational matters.

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## Who uses the MAP scores and why is MAP important?

- The Human Services Performance Standards may be used by organizations funded by Federal, State, County, City, United Ways and private foundation grantors.
  - In Camden County, agencies that apply for County Human Service Grants, Social Services for the Homeless/TANF, Emergency Solutions Grant, Mental Health, CDBG and Federal FEMA dollars **MUST BE MAPped**.
  - A compliance rating of 80% or higher with the MAP Human Services Performance Standards is required.
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## How does the MAP process work?

- Organizations have their managers, governing board members, supervisors and staff to participate in the process of collecting MAP documentation and completing the MAP application.
- The MAP application is reviewed by a community review team. Review Teams may do actual on site observation or a desk top review.
- Review Team reviews documentation for each standard and rates each.
- The agency then receives a letter summarizing their review and providing a MAP score which is good for 3 years.
- Agencies do an "Annual Completeness Package" to remain MAP compliant. This is a yearly update of critical agency documentation.

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## What does the MAP process assess?

There are 7 Performance Planning and Assessment System Components.

- Finance
  - Planning
  - Compliance
  - Administration
  - Community Relations
  - Property & Equipment
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## Pricing

### **The Fee for a 3-Year MAP Term:**

- Three-Payments of \$1000;
- \$2,500 if paid in full for a 3 year term.
- A fee of \$250.00 dollars is charged every year for the Completeness Package needed to keep your score compliant.

<b>Option 1</b>	<b>Option 2</b>
\$3000 for a 3 year MAP term	\$2500 (save \$500)
\$1000 1 <sup>st</sup> yr. \$1000 2 <sup>nd</sup> yr. \$1000 3 <sup>rd</sup> yr.	<b>When paid in full for a 3 year term</b>