

Clinic Funding Criteria

Organizational Criteria

Evaluation of the clinic's ability to carry out the proposal and achieve the desired results:

- Does the clinic have a relevant vision, mission, an emphasis on excellence and innovation, a proven track record and good operating systems? Does the clinic provide high quality services?
- Is the board of directors representative of the diversity of the community and do its members have the collective skills to provide effective oversight and good governance? This would include promoting awareness of clinic law services, involvement in policy development, holding program management accountable, obtaining assurance of access and utilization by the whole low-income population and protecting and defending client interests (including conflict-of-interest policies and controls)?
- Does the clinic have the ability to properly manage the funding provided and does it have a plan for continuous improvement and expansion of services through innovations in service delivery?
- Does the clinic have an appropriate organizational structure and skill sets to be responsive to community needs and opportunities?
- Does the clinic have a history of partnership with others?

Management Criteria

Evaluation of the ability of a clinic to manage effectively:

- Is there a realistic relationship between the clinic's business plan, the funding it manages, and the needs of the clients?
- Has the clinic set outcome-oriented goals and objectives and developed strategies for their implementation within a clear and coherent service delivery model and a focus on value-for-money?
- Is the overall management and administration of the clinic good (e.g. compliance with funder requirements, competent personnel, appropriate allocation of resources, periodic evaluation of administrative procedures)?
- Does the clinic have appropriate financial management policies and practices (including internal controls and effective budgeting and oversight)?
- Is human resources management effective (including recruitment and retention) and in compliance with applicable laws (e.g. pay equity)?
- Are innovations being undertaken to improve client service and increase service capacity?
- Are internal communications effective?
- Does the clinic have a significant accumulated deficit?
- Does the clinic have any significant unrestricted or internally restricted reserve funds?
- Do the financial statements of the clinic have a clean opinion?

Community Engagement Criteria

Evaluation of a clinic's engagement with stakeholders and clients:

Tuesday, March 24, 2009

- Are there clear, measurable benefits to the community?
- Does the clinic engage the low-income community in setting its goals and objectives?
Does the clinic have community support in the form of volunteer time, contributions from other organizations, individual donors and client contributions?
- Is the clinic involved with community partners in planning, doing and evaluating holistic client services?
- Does the clinic have support from people who are knowledgeable about clinic services?
- Is the clinic respected in the community (among clients and community partners)?
- Is the clinic's efforts making a lasting impact on the community it serves (e.g. creating permanent change through law reform, community partnerships, shared learning, etc