



# NFCC STANDARDS OF EXCELLENCE

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Standards are statements of high enduring principles that define the organization and what it believes. At NFCC, our member quality standards differentiate our approach to serving clients. Standard operating practices define how we make these quality standards a part of our daily operations. Accreditation requires individual member agencies to establish standard operating practices to implement these standards. An external body is also required to measure their effectiveness in delivering quality, professional service.

NFCC standards incorporate the values and mission of the organization in eight core areas. They are accreditation, access and availability, education, counseling, debt management plans, disclosure (model member agency funding disclosure, model member agency dual role disclosure, model member agency DMP duration disclosure), fiscal integrity, and governance/board of trustees (including D&O, E&O, and employee dishonesty insurance).

Compliance with these standards is required to obtain and maintain membership in the NFCC so that we can maintain our reputation as the membership organization for agencies that care about their clients and their communities. We take these standards seriously as do our members.

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## QUALITY ASSURANCE: ENSURING EXCELLENCE

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NFCC's quality assurance program is a rigorous process, which ensures that we meet our mission. Through accreditation, annual reporting, and monitoring and compliance,

NFCC members are continually assured that they meet high quality standards, an assurance they can pass on to their clients and communities.

- **Mandatory Accreditation**

Accreditation reviews and evaluates most of the operating details of how an agency should be run. Currently, the Council on Accreditation is the body NFCC has approved to accredit member agencies. Agencies are charged for accreditation using a variable-fee formula based on annual operating budget and the work required for the size and complexity of the service. In addition to the accreditation fee, agencies pay the costs of fielding the site review. Accreditation must be repeated every four years so it is a continuing annual budget item.

- **Annual Reporting**

Annual reporting is designed to encourage active agency monitoring of adherence to bylaws, standards, and the code of ethics. The reporting requirements provide member agencies with a programmed review of their operations and accountability of their boards, accrediting body, and national organization.

- ▶ Fiscal audit under generally accepted auditing standards (GAAP)
- ▶ Board chair statement confirming compliance
- ▶ Proof of Directors and Officers (D&O) insurance
- ▶ Proof of Errors and Omissions (E&O) insurance
- ▶ Proof of employee dishonesty bond insurance

- **Monitoring and Compliance Committee**

This committee investigates alleged violations of standards and recommends appropriate action to the NFCC Board. The committee uses audit teams, as selected by

the committee, composed of members, experts, or other outside agencies as it deems appropriate. The committee also has the power to perform random audits of member agencies as it deems necessary.

