

**LSC Performance Area Four:  
Criterion 1 on Governance**

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**Criterion 1. Board governance.** The program has effective board oversight and involvement in major policy decisions, including board members who are each committed to the program and its mission, and a board that holds program management accountable for effective performance in the areas delineated by these criteria. The board also meets its affirmative responsibility to help develop resources for the program, promote awareness of the program, enhance its effectiveness and influence, and protect and defend the interests of the organization.

**Indicators**

- The board is involved in major policy decisions, aware of issues in and performance of the program, while leaving day to day management of program operations to program management personnel.
- The board effectively evaluates the chief executive officer.
- The board as a whole, and members individually, are committed to the program and its mission, are free from organizational or personal conflicts, attend meetings regularly, and as appropriate, assist in fundraising and development activity.
- As a whole, the board is appropriately diverse and representative of the various geographical areas and low-income populations served by the program.
- The board effectively promotes and expands the reach and influence of the program in the communities it serves, and develops additional resources for the program.
- The board exercises effective financial oversight.

**Areas of Inquiry**

- How are major policy decisions made?
- Is the board supportive of the program?
- Are its individual members?
- Do board members and officers understand the major issues at stake for the program?
- Are board members aware of and accurate in their perception of the requirements of the program's funding sources?
- Is the board aware of any major problems or issues within the program?
- How does the board exercise its oversight of program operations?
- Are board decisions appropriately documented in board minutes?

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- Are organizational or individual conflicts addressed quickly and effectively?
- Does the board meet its external responsibilities as delineated in this criterion?
- Are board members given appropriate orientation and continuing training, including training on the role of the board, potential conflicts of interest, and on fiscal, fiduciary, and other responsibilities?
- Does the board have a policy or practice regarding length of service on the board?
- What is the level of attendance at board meetings?
- What systems and procedures does the board have to ensure effective financial oversight?