

### Emergency Food and Shelter National Board Program

**Description:** Local Boards are responsible for communicating with Local Recipient Organizations (LROs) and should do so throughout the life cycle of each Phase for which the funds are received. Strong communication links are valuable in program administration; constant communication may also help avoid delays in funding/payments and compliance exceptions. Local Boards should develop a communications plan that assists with their responsibility to monitor the EFSP in their jurisdiction.

This Quick Reference Guide is provided to assist in the understanding of the responsibilities of the EFSP Local Board in the area of communications at a glance; it is not a substitute for the *EFSP Responsibilities and Requirements Manual (EFSP Manual)*. For more complete information on Local Board Responsibilities, please reference the **EFSP Manual**.

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## Local Board Communications

### Local Board Communication – Primary Points

- Local Board Chair
- Local Board Staff
- Local Board Monitor, if assigned

### Key Communication Periods

- Application for funding
- Awarding of funds
- Requesting second payments
- Making reallocations
- Reporting final expenditures
- Requiring and reviewing of documentation
- Notification of deadlines
- Notification of compliance problems

### Examples of Communication

- Letters or emails to all LROs
- Letters or emails to specific LROs (i.e., food providers, shelter providers)
- Local Board webpage
- Local Board meetings with LROs

### Frequency of Communications

- Periodically throughout funding cycle
- Upon notification of any program changes from National Board

### Why Ongoing Communications

- LROs need to know who the main point of communication is in their jurisdiction.
- Local Boards are the decision-making body in each jurisdiction and responsible for monitoring the EFSP in their jurisdiction.
- Local Boards can use communications as a monitoring tool and ask for feedback from LROs.
- Local Boards can explain funding and reallocation decisions.
- Local Boards can highlight common compliance problems in various program areas within their jurisdiction.
- Provides an opportunity to know when there are staff changes at LROs.

### Suggestions for Communications

- Develop a communications plan
- Ensure communications are ongoing
- Ensure communications are periodic and not just when funds are allocated or reports due
- Ensure communications allow for LRO feedback
- Should be done as part of technical assistance and monitoring