



## Frequently Asked Questions

The Civic 50 Orange County, presented by OneOC, recognizes the 50 most community-minded small, medium, and large Orange County companies each year. Honorees are determined using True Impact's adapted national Civic 50 online survey that is independently administered and scored. By benchmarking and celebrating best practices, it provides visibility and a framework for how local companies can use their employees' time, skills and other resources to improve the quality of life in our community.

### What is The Civic 50?

The program has served as benchmarking tool and platform for sharing best practices in the corporate citizenship sector. The Civic 50 honorees are selected based on the four dimensions: investment of resources, integration across business functions, institutionalization through policies and systems and impact measurement.

### Why should my company participate?

Companies that participate in The Civic 50 have a unique opportunity to gain national recognition for their community engagement programs, take a leadership position in corporate community involvement and to share their best practices with the broader business community. Many companies have also said the process of taking the survey and receiving their individual scorecards with information on their rankings helped them understand how they could improve their programs and strategies in the future.

### How will honorees be recognized?

The top 50 companies will be recognized at OneOC's annual Civic 50 OC Celebration in the Fall and throughout the year through website, social media, and print recognition. Only the top 50 companies will be shared publicly with acknowledgment. Companies that participate but do not qualify for the top 50 are kept confidential.



### **Is there a cost to take The Civic 50 survey?**

There is no cost to take the survey and all applicants receive a complimentary scorecard report from True Impact that list your company's individual score and ranking in each dimension. Companies also have the option of purchasing more detailed benchmarking and analysis reports from True Impact after the completion of the survey.

### **How much time will it take to complete the survey?**

We estimate it will take approximately 30 to 45 minutes of staff time to enter your responses in The Civic 50 Orange County online survey. Additional time, 5 to 6 hours will be required to pull together quantitative information about your company (not including internal approval process).

### **What type and size of companies are eligible to participate in The Civic 50?**

Companies with operations, employees and community engagement programs in the designated local survey region are eligible to participate. Not all companies have the same level of resources or engagement in all the activities measured by the survey. Therefore, scoring and awards will be based on the number of employees (small 5-99, mid-size 100-499 and large 500+), and similarly sized companies will be measured within their peer group and compared only on their community engagement programs inside the survey region. Small and medium size companies are encouraged to apply and not be intimidated by the depth of the questions asked. It is not expected that they will be engaged in all the activities included in the survey.

*Important Note:* The survey instrument consists of quantitative (listed above) and multiple-choice questions that inform The Civic 50 scoring process. Not all companies have the same level of resources or engagement in all the activities measured by the survey. Therefore, scoring and awards will be based on the number of employees (small 5-99, mid-size 100-499 and large 500+), and similarly sized companies will be measured within their peer group and compared only on their community engagement programs inside the local survey region.

### **How will the information I submit be used?**

All data collected in this survey will contribute to a company being listed on The Civic 50, unless explicitly noted otherwise. Only the top 50 companies overall, sector leaders, and their case studies requested in optional questions will be shared publicly, with attribution. Companies that participate but do not have qualifying for the top 50 or as a sector leader are kept confidential. All other information submitted on The Civic 50 application may be aggregated and shared for benchmarking and continuous improvement purposes, but will be anonymous (not attributed to any specific company).

### **What is the date range for the survey data period?**

Your company must submit the survey data period from the company's last full 12-month reporting period (fiscal or calendar year).



### **Who should submit the survey on behalf of my company?**

The employee who is most knowledgeable and responsible for community engagement programming and initiatives should submit the survey on behalf of your company. It is recommended that another staff member who is familiar with the work of the company should review the information to be submitted for accuracy and completeness.

### **How can I best collect the information to enter survey response?**

For convenience, applicants can collect their data in the Word document provided and also save their responses in the survey tool (view Survey Instructions for more details).

### **If I participated last year, can I use the same responses?**

Yes, provided the responses are still accurate for the year the application covers. The methodologies you may have used to compile data will continue to be relevant. Please take the time to make sure the breadth and depth of your organization's work is represented. Please also note that the qualitative examples you submit will form the basis of a best practices report, so we encourage you to share your best and latest work.

### **What if my internal corporate policies use different definitions for terms used in The Civic 50 survey?**

All definitions for terms used in The Civic 50 survey can be found in our [glossary of terms](#). For discrepancies between The Civic 50 definition and your organization's legal definitions, we require companies to use The Civic 50 definition in lieu of your organization's definition to ensure accurate results.

### **How should companies respond to questions where they are unable to segment national data at the local level?**

Companies are permitted to use estimations for their responses if they have reasonable confidence in their accuracy. (For example, a reasonable estimate might be based on a proportional allocation of revenue for your locality.) Otherwise, they should indicate "N/A" in the response field.

### **How should donations to national organizations be counted?**

If your company or office makes a contribution to an organization outside of your survey region (e.g., a donation to a national nonprofit headquartered in another state), you are permitted to estimate the portion that would benefit your survey region. For example, if your company made a \$10,000 donation to national organization with 100 chapters throughout the U.S., 10 of which are located in your survey region, you could count \$1,000 of that contribution. If you cannot make this estimation with reasonable confidence, then the contribution should not be counted.

**When will I receive my score?**

A personalized report of your organization's score will be available from True Impact, following The Civic 50 announcement. These reports will be available for all companies that participate in the survey for the purposes of continuous improvement.

**Is there feedback available on our ranking for continuous improvement purposes?**

Yes. All eligible companies that submit a completed survey will receive a free individual scorecard, which lists the company's individual score and ranking in each dimension. Additional reports to support more detailed corporate reporting and continuous improvement efforts are available for a fee. Please contact [Civic50@TrueImpact.com](mailto:Civic50@TrueImpact.com) for more information.

**Is there anything else I should keep in mind?**

Points of Light reserves the right to exclude companies on The Civic 50 list that are not considered to be in good standing during the research year. Bases for not being "in good standing" include, but are not limited to: the company experiencing official, significant legal sanction; an adverse company event so significant that it deems The Civic 50 practices presented in its application as a misrepresentation of the company's overall community involvement efforts; or any development that puts into question the company's community involvement to the degree that most people would not consider it reasonable to find the company on a list of the most community-minded companies.