

AMERICORPS PROGRAMMATIC MONITORING GUIDE



Name of Subgrantee:	
Program Year/Contract #:	
Date of Site Visit:	
Site Visit Performed by:	

UServeUtah (Utah Commission on Service & Volunteerism) conducts site visits of its subgrantees (programs) to ensure compliance with AmeriCorps terms and conditions and to evaluate the quality of the services provided to the community and the AmeriCorps Members. The site visits allow UServeUtah to review and evaluate Grantee records, accomplishments, organizational procedures and financial control systems; to conduct interviews; and to provide technical assistance as necessary.

The Terms and Conditions for AmeriCorps State and National Grants are binding on the Grantee. By accepting funds under this Grant, the Grantee agreed to comply with Terms & Conditions, all applicable federal statues, regulations and guidelines, and any amendments thereto. The Grantee agreed to operate the funded Program in accordance with the approved Grant application and budget, supporting documents, and other representations made in support of the approved Grant application. The Grantee agreed to include in all subgrants the applicable terms and conditions contained in this award.

All applicable Terms & Conditions of the Grant including regulations and OMB circulars that are incorporated by reference shall apply to any Grantee, sub-grantee, other organization carrying out activities under this award.

Please review the following questions before the date of the site visit and prepare any written documentation required to support the discussion of each item.

Monitoring Systems and Objectives

1. Recruitment

Objective: To ensure a fair and equitable recruitment process in order to create a diverse potential applicant pool that meets program needs.

System Checklist: Can the program demonstrate that...		
1) it followed a non-discriminatory, fair and equitable recruitment process?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
2) efforts were made to recruit a diverse corps that met program needs, including members with disabilities?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
3) AmeriCorps was identified/explained in recruitment materials and process?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
4) Positions are clearly described as service (not employment)?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Comments:		

2. Selection

Objective: To ensure a fair and equitable member selection process by demonstrating a consistent application process followed for each applicant.

(Please see Member Files Checklist for each IPT member file reviewed in advance)

System/Document Checklist: Can the program demonstrate that...			
1) members were selected based on the essential functions of the position description?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
2) application and interviews did not include questions about the applicant's health or physical condition?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
3) when applying for the same position, each applicant/interviewee responds to the same questions?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
4) materials/staff state reasonable accommodations can be made for service and recruitment?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
5) applicants had equal number of reference checks and interviews?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
6) each applicant went through the same application and selection process.	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
7) program has the ultimate decision-making authority when it comes to member selection?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Comments:			

3. Eligibility and Enrollment for Member Files

Objective: To ensure that the program has all necessary paperwork and information for each member in their member files.

(Please see Member Files Checklist for each IPT member file reviewed in advance)

System/Document Checklist: Can the program demonstrate that it...		
1) completes NSOPW searches properly, annotates results and images them to IPT? State specific searches must be completed for any state not included in the national responses.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
2) takes at least one step beyond gaining consent in the background check process, on or before the first day of service?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
3) Has policies and procedures in place to properly conduct background and NSOPW checks?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
4) maintains the confidentiality of member records in a locked filing cabinet?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
5) maintains information about medical or physical/mental conditions, including discussion of disabilities and reasonable accommodations, locked and separate from member information and State and FBI Background Check paperwork, and that information is provided to others only on a "need to know" basis?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
6) maintains State and FBI Background Check paperwork locked and separate from member information and physical/mental health information, and that State and FBI Background Check paperwork is not provided to ANY unauthorized parties?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
7) has a system/tracking in place to ensure that members are enrolled within 8 days of their start of service in EGrants?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
8) has a system/tracking in place so that members are assigned to a service location within 30 day requirement?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
9) offers the same benefits to all members?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
10) has members sign service agreements before or at the start of service?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Comments:		

4. Tracking Member Hours

Objective: To ensure that timesheets are kept in a manner that is consistent with AmeriCorps requirements and members are on track to meeting the required number of hours of service.

(Please see Member Files Checklist for each IPT member file reviewed in advance)

System/Document Checklist: Can the program demonstrate that it...		
1) tracks member hours in IPT on a consistent basis to ensure members will complete the required service hours?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
2) ensures that members do not commit more than 10% of their hours toward fundraising?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
3) ensures that members do not commit more than 20% of their hours toward training?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
4) has a system in place for collecting/approving timesheets within 30 days?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

5) has a system in place to respond to members with incomplete/missing timesheets?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
6) has a system in place to respond to members that are significantly behind in hours?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Comments:		

5. Exiting Members

Objective: To ensure a consistent process for exiting members that includes exit forms, documentation for early release if applicable (cause or compelling circumstances) and exiting out of the My AmeriCorps portal with correct hours within 30 days of the end of the term of service.

(Please see Member Files Checklist for each IPT member file reviewed in advance)

System/Document Checklist: Can the program demonstrate that...		
1) all members have an exit interview at the end of service?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
2) a member evaluation is completed upon member exit?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
3) members complete the exit form in IPT and the Program Director approves and submits the exit form in My AmeriCorps within 30 days of member's exit date?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
4) any declining retention patterns are proactively addressed?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
5) a system is in place for determining if the member should be eligible to serve again?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
6) a system is in place to collect the documentation for early exits (compelling, cause or when a member cannot be located)?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Comments:		

6. Developing and Implementing Member Training

Objective: To ensure that members are prepared for service, civic engagement, and personal development through a planned, consistent, and structured method.

System/Document Checklist: Can the program demonstrate that it...			
1) holds trainings in accessible locations?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
2) utilizes training and orientation sign-in sheets?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
3) follows an orientation agenda?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
4) trains members on:			
a) Member rights and responsibilities	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
b) All prohibited activities updated according to most recent regulations (45 CFR § 2520.65) including:	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
i) Nondisplacement (45 CFR § 2540.100 (e-f))	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
ii) No more than 10% of time spend on fundraising activities (45 CFR § 2520.45)	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
c) Suspension/termination from service	<input type="checkbox"/> Yes	<input type="checkbox"/> No	

d) Sexual harassment and other discrimination issues	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
e) Grievance procedures	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
f) Code of conduct	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
g) Requirements under the Drug-Free Workplace Act	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
h) History of AmeriCorps and National Service	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
i) Role of State Service Commission (UServeUtah)	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
j) Skills needed to complete service activities	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
k) Sensitivity to the community	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
l) Member safety	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
5) Implement a year-long training plan	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
6) Provide training on a variety of topics related to service activities and personal/professional development	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
7) Encourage members to vote	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
8) Support members in attaining GED	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
9) Involve members in selection of training	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
10) Support members in making the transition after end of service	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
11) Provide structured activities for members to reflect on civic engagement/service	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
12) Engage members in MLK Day project(s) and other Days of Service	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Comments:			

7. Member Supervision

Objective: To ensure members receive appropriate supervision, that reasonable accommodations are made when appropriate, and that supervisors evaluate member performance at the required times during the service year.

System Checklist: Can the program demonstrate...		
1) that members are identified with AmeriCorps by wearing service gear with AmeriCorps logos during all service hours?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
2) a process/schedule to monitor members in order to ensure that they are not engaging in prohibited activities?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
3) that the list of prohibited activities is posted at every service site?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
4) a process to ensure that members are accompanied while awaiting full results of pending criminal history checks?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
5) a process to monitor members to ensure that the service activities are aligned with their position description?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
6) a member evaluation schedule that includes a mid-year and end-of-year evaluation for full and half-time members; OR end-of-year evaluation for members serving in a term that is less than half-time?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

7) that the end of year evaluation includes <u>all</u> required components at a minimum: a) Whether the member completed the required number of hours of service; b) Whether the member satisfactorily completed assignments; and c) Whether the member met the performance criteria that were communicated at the beginning of the service term.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
8) that members have regularly scheduled one-on-one supervision with a designated staff member to reflect on service, personal/professional development, progress towards goals and hour completion, etc.?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
9) that members have regularly scheduled all-Corps meetings for reflection, training, etc.?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
10) that members are not responsible for supervising the performance, activities, or service experience of other members?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
11) that member safety is ensured (members do not partake in activities that pose undue safety risks)?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Comments:		

8. Tracking, Recording and Reporting Progress

Objective: To ensure the program is collecting, documenting and reviewing necessary data and that it is on track to meet its stated objectives and to ensure accurate and timely reporting of AmeriCorps related performance measure objectives.

System Checklist: Can the program demonstrate...			
1) that data collection plan and tools are in place?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
2) evidence of the data that has been reported on the most recent progress report?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A (new program)
3) that it is on track for collecting data and reporting?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
4) that progress reports are submitted on time and accurately?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A (new program)
5) that ongoing or recurring issues from previous years are addressed?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A (new program)
6) that systems are in place to recruit, track and report non-AmeriCorps volunteers?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Comments:			

9. Sub-Site Management

Objective: To ensure the program clearly outlines relationships with sub-sites/service sites through formal agreements and manages those relationships.

Document Checklist: Can the program demonstrate...			
1) that sub-sites are identified as an AmeriCorps and UServeUtah site with a banner or sign?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
2) that sub-sites are accessible to individuals with disabilities?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
3) that a sub-site RFP/application was used?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A

a) sub-site selection criteria was included?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> N/A
4) signed sub-site MOUs that include prohibited service activities?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
5) sub-site orientation agenda/content (including AmeriCorps and UServeUtah introduction)?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
6) sub-site monitoring tool(s)?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
7) sub-site monitoring schedule?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
8) program feedback and evaluation tools provided to sub-sites?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
9) program feedback and evaluation schedule provided to sub-sites?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Comments:			

10. Continuous Improvement

Objective: To ensure the program makes an effort to evaluate the quality of its service activities on an ongoing basis which includes involving extensive broad-based representation from the following: the community served, members and potential members, sub-sites, community-based agencies with a demonstrated record in providing services, foundations, and businesses.

System/Document Checklist: Can the program demonstrate...			
1) that formal methods are in place to gauge			
a) member satisfaction?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
b) sub-site satisfaction?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
2) systems to solicit program feedback from stakeholders?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
3) systems to share information with stakeholders?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
4) a process for engaging the community in program implementation and evaluation/improvement?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
5) that stakeholder feedback is incorporated into program management?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Comments:			

Commission-Identified Challenges Faced by Program (to be discussed during site visit)

Issues/Concerns for Discussion:
Comments:

Site Visit Overview

Comments:

Programmatic Monitoring Conclusion

Fiscal Monitoring Conclusion