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 statutes, 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.

Documents needed for review (upload these into the monitoring folder):
- ☐ Recruitment policy/plan
- ☐ Example of recruitment materials
- ☐ Example of member position description (found in Member Service Agreements)

System Checklist: Can the program demonstrate that…		
1) it followed a non-discriminatory, fair, and equitable recruitment process?	☐ Yes	☐ No
2) efforts were made to ensure diverse recruitment that met program needs, including members with disabilities?	☐ Yes	☐ No
3) AmeriCorps was identified/explained in recruitment materials and processes?	☐ Yes	☐ No
4) Member positions are clearly described as service (not employment)?	☐ Yes	☐ No

2. Selection

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

Documents needed for review (upload these into the monitoring folder):
- ☐ Member application (if not using IPT application)
- ☐ Member recruitment post for service opportunity (What you post on a recruitment site. i.e. LinkedIn, UNA job board)
- ☐ Interview questions

System/Document Checklist: Can the program demonstrate that…		
1) members were selected based on the essential functions of the position description?	☐ Yes	☐ No
2) application and interviews did not include questions about the applicant's health or physical condition?	☐ Yes	☐ No
3) when applying for the same position, each applicant/interviewee responds to the same questions?	☐ Yes	☐ No
4) materials/staff state reasonable accommodations can be made for interviews?	☐ Yes	☐ No
5) materials/staff state reasonable accommodations can be made for service?	☐ Yes	☐ No
6) applicants had an equal number of reference checks and interviews?	☐ Yes	☐ No
7) applicants went through the same application and selection process.	☐ Yes	☐ No

8) program has the ultimate decision-making authority when it comes to member selection?	☐ Yes	☐ No

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.

Documents needed for review (upload these into the monitoring folder):
☐ NSCHC policy
☐ Record keeping and confidentiality policy
☐ Member enrollment policy and procedure

System/Document Checklist: Can the program demonstrate that it…		
1) completes NSCHC searches properly, annotates results and uploads them to IPT? State specific searches must be completed for any state not included in the national responses.	☐ Yes	☐ No
2) has policies and procedures in place to properly conduct NSCHC and NSOPW checks?	☐ Yes	☐ No
3) can demonstrate that the program has completed all NSCHC components no later than the day before the member begins serving hours?	☐ Yes	☐ No
4) maintains any confidential or sensitive member records in a secure location?	☐ Yes	☐ No
5) maintains information about medical or physical/mental conditions, including discussion of disabilities and reasonable accommodations, in a locked location and separate from member information and NSCHC paperwork, and that information is provided only to other staff based upon a legitimate business purpose.	☐ Yes	☐ No
6) maintains NSCHC paperwork in a secured location and is not provided to ANY unauthorized parties?	☐ Yes	☐ No
7) has a system/tracking in place to ensure that members are enrolled in eGrants within 8 days of their start of service?	☐ Yes	☐ No
8) has a system/tracking in place so that members are assigned to a service location within 30 days?	☐ Yes	☐ No
9) offers the same benefits to all members?	☐ Yes	☐ No
10) members sign service agreements before or at the start of service?	☐ Yes	☐ No
11) For cost reimbursement grants, your program ensures that all program staff listed on the grant have a compliant NSCHC on file.	☐ Yes	☐ No ☐ NA

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.

Documents needed for review (upload these into the monitoring folder):
- ☐ Member timekeeping policy
- ☐ Service hour records signature policy

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?	☐ Yes	☐ No
2) ensures that members do not commit more than 10% of their hours toward fundraising?	☐ Yes	☐ No
3) ensures that members do not commit more than 20% of their hours toward training?	☐ Yes	☐ No
4) has policies and procedures in place for collecting/approving timesheets within a defined period of time?	☐ Yes	☐ No
5) has policies and procedures in place to respond to members with incomplete/missing timesheets?	☐ Yes	☐ No
6) has policies and procedures in place to respond to members that are significantly behind in hours?	☐ Yes	☐ No

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.

Documents needed for review (upload these into the monitoring folder):
- ☐ Member exit policy (should include process for early release from participation)
- ☐ Example of end of term evaluation document

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

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.

Documents needed for review (upload these into the monitoring folder):
- ☐ Pre Service orientation agenda/plan
- ☐ Member handbook
- ☐ Annual member training plan

System/Document Checklist: Can the program demonstrate that it…			
1) holds training in accessible locations?	☐ Yes	☐ No	
2) utilizes training and orientation sign-in sheets?	☐ Yes	☐ No	
3) follows an orientation agenda?	☐ Yes	☐ No	
4) trains members on:	☐ Yes	☐ No	
a) Member rights and responsibilities	☐ Yes	☐ No	
b) Prohibited activities updated according to most recent regulations (45 CFR § 2520.65)	☐ Yes	☐ No	
i) Attempting to influence legislation	☐ Yes	☐ No	
ii) Organizing or engaging in protests, petitions, boycotts or strikes;	☐ Yes	☐ No	
iii) Assisting, promoting, or deterring union organizing;	☐ Yes	☐ No	
iv) Impairing existing contracts for services or collective bargaining agreements;	☐ Yes	☐ No	
v) Engaging in partisan political activities, or other activities designed to influence the outcome of an election to any public office;	☐ Yes	☐ No	
vi) Participating in, or endorsing, events or activities that are likely to include advocacy for or against political parties, political platforms, political candidates, proposed legislation or elected officials;	☐ Yes	☐ No	
vii) Engaging in religious instruction, conducting worship services, providing instruction as part of a program that includes mandatory religious instruction or worship, constructing or operating facilities primarily or inherently devoted to religious instruction or worship, or engaging in any form of religious proselytization;	☐ Yes	☐ No	
viii) Providing a direct benefit to: (1) A business organized for profit;	☐ Yes	☐ No	
(2) A labor union;	☐ Yes	☐ No	
(3) A partisan political organization;	☐ Yes	☐ No	

(4) A nonprofit organization that failed to comply with the restrictions contained in section 501(c)(3) of the Internal Revenue Code of 1986 related to engaging in political activities or substantial amount of lobbying except that nothing in these provisions shall be construed to prevent participants from engaging in advocacy activities undertaken at their own initiative; and	☐ Yes	☐ No	
(5) An organization engaged in the religious activities described in item vii above, unless AmeriCorps assistance is not used to support those religious activities;	☐ Yes	☐ No	
ix) Conducting a voter registration drive or using AmeriCorps funds to conduct a voter registration drive;	☐ Yes	☐ No	
x) Providing abortion services or referrals for receipts of such services; and	☐ Yes	☐ No	
xi) Such other activities as AmeriCorps may prohibit:	☐ Yes	☐ No	
(1) Recruiting, training, or managing others for the primary purpose of engaging in one of the activities listed above.	☐ Yes	☐ No	
xii) Avoiding displacement, duplication, supplantation (45 CFR § 2540.100 (e-f)	☐ Yes	☐ No	
xiii) Prohibited Fundraising activities for living allowances, operating funds or writing a AmeriCorps grant or any other federal grant (45 CFR § 2520.40)	☐ Yes	☐ No	
xiv) No more than 10% of time spend on fundraising activities (45 CFR § 2520.45)	☐ Yes	☐ No	
c) Suspension/termination from service	☐ Yes	☐ No	
d) Sexual harassment and other discrimination issues	☐ Yes	☐ No	
e) Grievance procedures	☐ Yes	☐ No	
f) Code of conduct	☐ Yes	☐ No	
g) Requirements under the Drug-Free Workplace Act	☐ Yes	☐ No	
h) History of AmeriCorps and National Service	☐ Yes	☐ No	
i) Role of State Service Commission (UServeUtah)	☐ Yes	☐ No	
j) Skills needed to complete service activities	☐ Yes	☐ No	
k) Civic responsibility	☐ Yes	☐ No	
l) Member safety	☐ Yes	☐ No	
5) Implement a year-long training plan	☐ Yes	☐ No	
6) Provide training on a variety of topics related to service activities and personal/professional development	☐ Yes	☐ No	
7) Encourage members to vote	☐ Yes	☐ No	
8) Support members in attaining GED	☐ Yes	☐ No	
9) Involve members in selection of training	☐ Yes	☐ No	
10) Support members in making the transition after end of service	☐ Yes	☐ No	
11) Provide structured activities for members to reflect on civic engagement/service	☐ Yes	☐ No	
12) Engage members in MLK and 9-11 Days of Service Projects	☐ Yes	☐ No	

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.

Documents needed for review (upload these into the monitoring folder):
- ☐ Reasonable accommodation policy

System Checklist: Can the program demonstrate…		
1) that members are wearing service gear with AmeriCorps logos during all service hours?	☐ Yes	☐ No
2) a policy, procedure, and schedule to monitor members in order to ensure that they are not engaging in prohibited activities?	☐ Yes	☐ No
3) that the list of prohibited activities is posted at every service site?	☐ Yes	☐ No
4) a policy, procedure, and schedule to monitor members to ensure that the service activities are aligned with their position description?	☐ Yes	☐ N/A
5) a member evaluation schedule that includes a mid-year and end-of-year evaluation for full and half-time members; AND/OR end-of-year evaluation for members serving in a term that is less than half-time?	☐ Yes	☐ No
6) 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.	☐ Yes	☐ No
7) 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.?	☐ Yes	☐ No
8) that members have regularly scheduled meetings with other AmeriCorps members for reflection, training, etc.?	☐ Yes	☐ No
9) that members are not responsible for supervising the performance, activities, or service experience of other members?	☐ Yes	☐ No
10) that member safety is ensured (members do not partake in activities that pose undue safety risks)?	☐ Yes	☐ No
11) program staff can receive, review and implement (if appropriate) reasonable accommodation requests?	☐ Yes	☐ No

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.

Documents needed for review (upload these into the monitoring folder):
- ☐ QPR sample (pulled by Commission staff)
- ☐ Example of data collection and tracking tools

System Checklist: Can the program demonstrate…			
1) that data collection policy, procedure, and tools are in place?	☐ Yes	☐ No	
2) evidence of the data that has been reported on the most recent progress report?	☐ Yes	☐ No	☐ NA (new program)
3) that it is on track for collecting data and reporting?	☐ Yes	☐ No	
4) that progress reports are submitted on time and accurately?	☐ Yes	☐ No	☐ NA (new program)
5) that ongoing or recurring issues from previous years are addressed?	☐ Yes	☐ No	☐ NA (new program)
6) that policy and procedures are in place to recruit, track and report non-AmeriCorps volunteers?	☐ Yes	☐ No	☐ NA

9. Sub-Site Management

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

Documents needed for review (upload these into the monitoring folder):
- ☐ Subsite MOU
- ☐ Subsite orientation and training plan
- ☐ Subsite monitoring plan

Document Checklist: Can the program demonstrate…			
1) that sub-sites are identified as an AmeriCorps and UServeUtah site with a banner or sign?	☐ Yes	☐ No	
2) that sub-sites are accessible to individuals with disabilities?	☐ Yes	☐ No	
3) that a sub-site RFP/application was used?	☐ Yes	☐ No	☐ NA
4) sub-site selection criteria?	☐ Yes	☐ No	☐ NA
5) signed sub-site MOUs that include prohibited service activities?	☐ Yes	☐ No	☐ NA
6) sub-site orientation agenda/content (including AmeriCorps and UServeUtah introduction)?	☐ Yes	☐ No	☐ NA
7) sub-site monitoring tool(s)?	☐ Yes	☐ No	☐ NA

8) sub-site monitoring schedule?	☐ Yes	☐ No	☐ NA
9) program feedback and evaluation tools provided to sub-sites?	☐ Yes	☐ No	☐ NA
10) program feedback and evaluation schedule provided to sub-sites?	☐ Yes	☐ No	☐ NA

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 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.

Documents needed for review (upload these into the monitoring folder):
- ☐ Member satisfaction survey (if applicable)
- ☐ Subsite evaluation tools (if applicable)
- ☐ Examples of ways you interact with stakeholders (newsletters, social media, press releases)

System/Document Checklist: Can the program demonstrate…			
1) that formal methods are in place to gauge			
a) member satisfaction?	☐ Yes	☐ No	
b) sub-site satisfaction?	☐ Yes	☐ No	☐ NA
2) systems to solicit program feedback from stakeholders?	☐ Yes	☐ No	
3) systems to share information with stakeholders?	☐ Yes	☐ No	
4) a process for engaging the community in program implementation and evaluation/improvement?	☐ Yes	☐ No	
5) that stakeholder feedback is incorporated into program management?	☐ Yes	☐ No	
6) awareness of evaluation requirements for recompeting grant programs and is planning appropriately?	☐ Yes	☐ No	