

## Program Continuity Planning Description of Audio

Welcome to today's AmeriCorps program development webinar on AmeriCorps program continuity planning.

### ***Technology Check***

Be sure to log on to the National Service Knowledge Network (<http://www.nationalservice.gov/resources/americorps/new-ameri-corps-program-start-institute>) for the audio recording of today's session.

Use the Chat Box to ask a question or make a comment at any time during the presentation.

Please take a moment to send a greeting out to all participants on today's session via the Chat Box.

### ***Today's Agenda***

Today's agenda will include:

- An introduction of the program continuity and staff transition concepts and expectations as they relate to AmeriCorps program management.
- An overview of the ten key elements of effective program continuity planning which will serve as a foundation for our discussion.
- We will also spend some time hearing from your colleagues in the field about how they approach preparing for and dealing with staff transitions and what advice they have for those of you who are new grantees or are new to your role within AmeriCorps.
- After that, we will have a brief activity and go over some next steps you can take to begin applying what we cover in this session.
- Following brief Q&A, we will wrap up and give you a preview of the next session in this webinar series.

## **CNCS**

### ***AmeriCorps State and National***

Presenters:

Oksana Jensen has been a Program Officer at CNCS since 2011, where she has worked with a diverse portfolio of commissions and national direct grantees. Prior to joining the AmeriCorps team, Oksana spent nine years at international development organizations where she managed youth development, civic engagement, human trafficking, and international education programs in Europe, Asia, and Latin America. Oksana has a BA in International Affairs and Economics from the University of Maine and an MA in International Politics from the School of International Service at American University.

Margaret Mattinson joined CNCS as a Program Officer in 2005. She manages a portfolio with single and multi-state programs, and is part of the CNCS Disaster Cadre. Before joining CNCS, Margaret directed

community-based and field-based programs that addressed sustainable food production, emergency food distribution, forest development, and water quality. Margaret also enjoyed working in a variety of projects with the Peace Corps, USAID, USDA, and Project Concern International in Ecuador, the Dominican Republic, Bolivia, and Moldova. Margaret has an MS in Agronomy from the University of Florida.

### ***Introduction***

Staff Transition Planning=Program Continuity Planning=Program Management Sustainability

### ***Ten Elements of Program Continuity Planning***

- Timeline/Calendar
- Funding
- “Playbooks”
- Staff Engagement
- Technology
- Recordkeeping
- Performance Measurement/Reporting
- Member Management/Support
- Contacts/Relationships
- Resources

### ***Timeline/Calendar***

- CNCS
- Organization
  - Program(s)
  - Subgrantee(s)
- Non-CNCS activities

### ***Funding***

- # and types of grants
- Funding level
- Sources
- Budget period
- Match requirement

- Budgeted/actuals
- Finance staff

### ***“Playbooks”***

- Grant Application(s) and Terms & Conditions
- Policies and Procedures Manual and Written Guidance
- Transition Document

### ***Staff Engagement***

- Avoid “siloed” program management
- Ensure engaged leadership
- Employ cross-training
- Connect financial and program staff

### ***Advice from the Field – Best Practices***

#### Guest Speakers:

Ashley Johnson is the Co-Founder and Co-Executive Director of The Literacy Lab. In this role, Ashley is responsible for overseeing the management and impact of AmeriCorps programs in the four states served by the organization. Prior to co-founding The Literacy Lab, Ashley worked as a Special Education teacher and coordinator at public and charter schools in the District of Columbia. Ashley was a Teach For America Metro DC corps member and is an AmeriCorps alumna. Ashley earned her Master’s degree in Special Education from American University and her Bachelor’s degree in History and Political Science from the University of Pennsylvania.

Michael Ashmore has been Grant Programs Officer for the Maine Commission for Community Service since early 2010. In this role, Michael oversees the Maine portfolio of AmeriCorps State grants, among other duties. Before joining the commission, Michael directed a nonprofit providing training to schools and agencies that helped youth with disabilities transition from school to adult life. He was also a teacher and school district administrator for almost 20 years and brings experience guiding volunteers as the director and coordinator of volunteers for the NAMES Project-Maine AIDS Memorial Quilt. Michael has a BA in English and a Master’s degree in Education.

#### Speaker Questions:

- 1. Have you seen any staff turnover at your organization or at your subgrantee/site level? What has been the most challenging situation, “worst case scenario,” you experienced related to staff transition? What are some of the lessons you learned from it?*
- 2. What are you doing at your own organization to ensure successful staff transition? Please give us specific examples using some of the continuity elements we presented during the webinar.*

3. *What do you require from your subgrantees/programs in order to ensure seamless staff transition so program activities continue without any negative impact on members, beneficiaries, their organization, or the community? Please give us specific examples using some of the continuity elements we presented during the webinar.*

**Activity**

- It would have been better if...
- A best practice was...

**Homework**

- Review *Ten Elements of Program Continuity* and *Program Continuity Self-Assessment*.
- Identify 1-2 of the elements and work with your staff to assess them and identify opportunities for improvement.

**Summary**

- Start with an up-to-date calendar/timeline.
- Integrate transition planning into daily activities and avoid “siloed” program management.
- Maintain written guides for all aspects of program management.

**Q&A**

What questions do you have?

*Wrap Up for Today*

Resources at [www.nationalservice.gov](http://www.nationalservice.gov)

- Grant Terms and Conditions

- National Service Knowledge Network

Next Session: May 12, 3:00 – 4:30 pm Eastern; Data Quality Review Best Practices

Thank you for your participation on today’s webinar.