

## Desk Systems and Objectives POP Forms

<b>Program:</b>	<b>Date of Review:</b>
<b>Program Year:</b> <input type="checkbox"/> 2013-14 <input type="checkbox"/> 2014-15 <input type="checkbox"/> 2015-16	<b>Name of Reviewer:</b>

<b>Color Key:</b>	<b>Question</b>	<b>Program Information/Links</b>	<b>Notes</b>	<b>New Items</b>
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### 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: Does system
1) Describe a non-discriminatory, fair and equitable recruitment process:
<input type="checkbox"/> Yes <input type="checkbox"/> No Notes:
2) Include plan to: a) Recruit locally b) Recruit a diverse corps, including members with disabilities c) Recruit members who meet program needs
<input type="checkbox"/> Yes <input type="checkbox"/> No Notes:
Documents Checklist
1) Recruitment materials that include: a) Non-discrimination clause b) Reasonable accommodation clause c) AmeriCorps Logo
<input type="checkbox"/> Yes <input type="checkbox"/> No Notes:
2) Position description(s) for each position that follows the State Commission position description template

**System Checklist: Does system**

Yes  No

Notes:

**Selection Objective:**

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

**System Checklist: Does system**

1) Ensure completed member application process

Yes  No

Notes:

2) Ensure consistent selection documentation including:

- a) Interview questions that focus on the individuals ability to perform essential service functions with or without reasonable accommodations and do not include questions about the applicant's health or physical condition
- b) Acceptance Letter

Yes  No

Notes:

3) Guarantee members are chosen based on essential functions in position description

Yes  No

Notes:

4) Document in writing that an authorized program representative considered the results of the National Service Criminal History check when selecting individuals to serve in the program.

Yes  No

Notes:

5) State reasonable accommodations can be made for interviews and service

Yes  No

Notes:

Documents Checklist
1) Acceptance Letter
<input type="checkbox"/> Yes <input type="checkbox"/> No Notes:
2) Interview Questions
<input type="checkbox"/> Yes <input type="checkbox"/> No Notes:

**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.

System Checklist: Does system
1) Ensure members don't serve until all eligibility documentation is on file
<input type="checkbox"/> Yes <input type="checkbox"/> No Notes:
2) Ensure copies of the following documents are in all members files: 3) Contract/Agreement of Participation 4) Citizenship/Permanent Residency verification 5) Age verification 6) Criminal Background Check including: a) NSOPR check before the member begins their service b) State background check c) State of residence (or college attendance) background check if not current state d) FBI fingerprint background check if the member has recurring access to vulnerable populations
<input type="checkbox"/> Yes <input type="checkbox"/> No Notes:
7) Federal W-4 form

**System Checklist: Does system**

Yes  No

Notes:

8) Ensure member's service complies with CNCS's regulations regarding number of service terms served and Education Awards earned

Yes  No

Notes:

9) Ensure member enrollment in CNCS online system within 30 day grace period

Yes  No

Notes:

**Document Checklist**

1) Contract/Agreement of Participation which includes:

- a) Minimum program/service hours and requirements for completion of term/education award eligibility
- b) Position description
- c) Amount of education award the member is eligible to receive
- d) Name and contact information of site supervisor and placement site
- e) Acceptable conduct
- f) Prohibited Activities – including any listed in regulations/provisions
  - i) Attempting to influence legislation
  - ii) Organizing or engaging in protests, petitions, boycotts, or strikes
  - iii) Assisting, promoting, or deterring union organizing
  - iv) Impairing existing contracts for services or collective bargaining agreements
  - v) Engaging in partisan political activities, or other activities designed to influence the outcome of an election to any public office
  - 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
  - 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 devoted to religious instruction or worship, maintaining facilities primarily or inherently devoted to religious instruction or worship, or engaging in any form of religious proselytization

**System Checklist: Does system**

<input type="checkbox"/>	viii) Providing a direct benefit to: (1) a business organized for profit, (2) a labor union, (3) a partisan political organization, (4) a nonprofit organization that fails to comply with the restrictions contained in section 501(c)(3) of the Internal Revenue Code of 1986 except that nothing in this section shall be construed to prevent participants from engaging in advocacy activities undertaken at their own initiative, and (5) an organization engaged in the religious activities unless Corporation assistance is not used to support those religious activities
<input type="checkbox"/>	ix) Conducting a voter registration drive or using Corporation funds to conduct a voter registration drive
<input type="checkbox"/>	x) Providing abortion services or referrals for receipt of such services
<input type="checkbox"/>	xi) AmeriCorps members may not raise funds for living allowances or for an organization's general (as opposed to project) operating expenses or endowment.
<input type="checkbox"/>	xii) AmeriCorps members may not write a grant application to the Corporation or to any other Federal agency.
<input type="checkbox"/>	xiii) Such other activities as the Corporation may prohibit
<input type="checkbox"/>	g) Suspension and termination rules
<input type="checkbox"/>	h) Ensure member fundraising is directly in support of the program's service activities. <i>[45 CFR § 2520.40]</i>
<input type="checkbox"/>	i) Requirements under the Drug-Free Workplace Act
<input type="checkbox"/>	j) Program disciplinary policy
<input type="checkbox"/>	k) Circumstances under which a member may be released from service
<input type="checkbox"/>	l) Grievance procedure which includes:
<input type="checkbox"/>	i) Optional alternative dispute resolution or mediation including: (1) ADR is initiated within 45 calendar days of the alleged occurrence. (2) At initial session of dispute resolution proceedings, party is advised in writing of right to file a grievance and right to arbitration. (3) If matter is resolved, the terms of the resolution are recorded in a written agreement, and the party agrees to forego filing any further grievance on the matter under consideration. (4) The process is aided by a neutral party and the neutral party may not compel a resolution. (5) The proceedings are informal. The rules of evidence do not apply. (6) With the exception of a written agreement, the proceedings are confidential. (7) If matter not resolved within 30 calendar days from the date the informal dispute resolution process began, aggrieved party is informed in writing of right to file a formal grievance.
<input type="checkbox"/>	ii) Right of aggrieved party to file within one year of alleged occurrence (except for fraud and criminal activity).

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System Checklist: Does system	
<input type="checkbox"/>	iii) Right to hearing within 30 days of filing
<input type="checkbox"/>	iv) Right to decision within 60 days of filing
<input type="checkbox"/>	v) Right to hearing by a neutral party not involved in formal complaint process. Additionally, communications or proceedings of the informal dispute resolution process are not referred to or introduced into evidence at the grievance and arbitration hearing.
<input type="checkbox"/>	vi) Arbitration is held no later than 45 calendar days after the request for arbitration – or 30 days after an arbitrator is appointed by the Corporation’s CEO.
<input type="checkbox"/>	vii) The filing party may submit the grievance to binding arbitration if the decision of the hearing is adverse to the grievant, or if no decision has been reached in 60 days.
<input type="checkbox"/>	viii) A qualified arbitrator is used who is jointly selected and independent of the interested parties.
<input type="checkbox"/>	ix) The Corporation’s CEO appoints an arbitrator if the parties cannot agree on an arbitrator within 15 calendar days.
<input type="checkbox"/>	x) Right to decision by arbiter within 30 days of arbitration
<input type="checkbox"/>	xi) Right to remedies and assignment of costs
<input type="checkbox"/>	m) Harassment Policy and Nondiscrimination clause including disability (EEO)
<input type="checkbox"/>	n) Written Release Consent Form for publicity
<input type="checkbox"/>	o) Written Election/Decline health-care
<input type="checkbox"/>	p) Written Election/Decline child-care
<input type="checkbox"/>	q) AmeriCorps Logo
<input type="checkbox"/> Yes <input type="checkbox"/> No Notes:	
2) Other member policies: Jury duty, leave, holiday	
<input type="checkbox"/> Yes <input type="checkbox"/> No Notes:	
3) Member sign-off	
<input type="checkbox"/> Yes <input type="checkbox"/> No Notes:	

**Tracking Member Hours Objective:**

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

System Checklist: Does system	
1) Ensure integrity of timesheet reporting in OnCorps	
<input type="checkbox"/> Yes <input type="checkbox"/> No	
Notes:	
2) Ensure contract is signed before members accrue hours	
<input type="checkbox"/> Yes <input type="checkbox"/> No	
Notes:	
3) Ensure first time sheet coincides with enrollment date	
<input type="checkbox"/> Yes <input type="checkbox"/> No	
Notes:	
4) Ensure a correct percentage of training, fundraising and direct service hours	
<input type="checkbox"/> Yes <input type="checkbox"/> No	
Notes:	
5) Consider holiday/sick leave in members hour completion schedule	
<input type="checkbox"/> Yes <input type="checkbox"/> No	
Notes:	
6) Ensure members are on track to meeting the required number of hours	
<input type="checkbox"/> Yes <input type="checkbox"/> No	
Notes:	

**Exiting Members Objective:**

To ensure a consistent process for exiting members that includes exit forms, and documentation for early release if applicable (cause or compelling personal circumstances)

System Checklist: Does system	
1) Ensure members have completed all hour and program requirements for successful completion before exiting	
<input type="checkbox"/> Yes <input type="checkbox"/> No	Notes:
2) Ensure members served for not more than 1 year	
<input type="checkbox"/> Yes <input type="checkbox"/> No	Notes:
3) Include documentation of disciplinary action	
<input type="checkbox"/> Yes <input type="checkbox"/> No	Notes:
4) Include documentation of early release for cause or compelling circumstances	
<input type="checkbox"/> Yes <input type="checkbox"/> No	Notes:
5) Ensure members exit date coincides with last time sheet	
<input type="checkbox"/> Yes <input type="checkbox"/> No	Notes:
6) Ensure members total hours on timesheets matches exit form	
<input type="checkbox"/> Yes <input type="checkbox"/> No	Notes:
7) Ensure National Service Trust End of Term/Exit Form is approved by member and program official, and if not done in the portal a copy is in member file.	

**System Checklist: Does system**

Yes  No

Notes:

8) Ensure member exit in CNCS online system within 30 day grace period

Yes  No

Notes:

**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 Checklist: Does system include a:**

1) Plan to train members on:

- a) Member rights and responsibilities
- b) Prohibited activities
- c) Disciplinary policy
- d) Suspension/termination from service
- e) Harassment and other discrimination issues
- f) Grievance procedures
- g) Code of conduct
- h) Requirements under the Drug-Free Workplace Act
- i) History of AmeriCorps and National Service

Yes  No

Notes:

2) Plan for orienting members enrolled after initial orientation

Yes  No

Notes:

**System Checklist: Does system include a:**

- 3) Plan for in-service or ongoing training with agendas for:
  - a) Skills needed to complete service activities
  - b) Civic Engagement
  - c) Volunteer management/support
  - d) Ensuring the availability of support services to members earning a GED during their service [45 CFR § 2522.100 (k) (2)]

Yes  No

Notes:

- 4) Plan for supporting members in making the transition after end of service (including encouraging eligible participants to register to vote prior to completing term)

Yes  No

Notes:

- 5) Plan to use structured activities for members to reflect on service

Yes  No

Notes:

**Document Checklist**

- 1) Program Year Training Calendar

Yes  No

Notes:

**Member Supervision Objective:**

To ensure members receive appropriate supervision, that reasonable accommodations are made when appropriate, and that supervisors evaluate member performance half way through the service year and at the end of the service year.

**System Checklist: Does system**

- 1) Describe how to provide on-site supervision of all members OR ensures that members receive adequate supervision

Yes  No

Notes:

**System Checklist: Does system**

2) If the program does not review results of individual's State criminal registry (or equivalent) check prior to applicant selection, the program takes precautions to ensure that the individual is not permitted unaccompanied access to vulnerable populations.

Yes  No

Notes:

3) Describe how to monitor member service activities and ensures that they are aligned with member position description

Yes  No

Notes:

4) Describe how to monitor member service activities and ensures that they are not engaging in prohibited activities

Yes  No

Notes:

5) Describe how to make reasonable accommodations for members as requested based on the essential functions of the position description

Yes  No

Notes:

6) State who is responsible for overseeing member grievances

Yes  No

Notes:

7) Describe a member evaluation schedule (mid and end of year) End of term includes a member that leaves any time during their term of service.

Yes  No

Notes:

**Documents Checklist**

1) Mid-term evaluation

Yes  No

Notes:

2) End of term evaluation

**System Checklist: Does system**

Yes  No

Notes:

**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: Does system**

1) Describe how it will record all data relating to performance measures

Yes  No

Notes:

2) Describe how it will review data to ensure program is on track to meet its stated objective

Yes  No

Notes:

3) Ensure annual report is accurate and on time in OnCorps

Yes  No

Notes:

**Document Checklist**

1) Performance measurement reporting tools for each performance measure

Yes  No

Notes:

**Site Partner Management Objective:**

To ensure the program clearly outlines relationships with site partners through formal agreements and manages those relationships.

**System Checklist: Does system**

1) Outline selection criteria used to choose site partners

System Checklist: Does system	
<input type="checkbox"/> Yes <input type="checkbox"/> No	
Notes:	
2) Ensure sites are accessible to people with disabilities	
<input type="checkbox"/> Yes <input type="checkbox"/> No	
Notes:	
3) Ensure grant-funded activities are compliant with non-supplantation, non-duplication and non-displacement restrictions. [Sec. 2540.100]	
<input type="checkbox"/> Yes <input type="checkbox"/> No	
Notes:	
4) Ensure written site partner agreements that include prohibited activities	
<input type="checkbox"/> Yes <input type="checkbox"/> No	
Notes:	
5) Include a plan for site partner orientation that includes:	
<input type="checkbox"/>	a) Prohibited activities
<input type="checkbox"/>	b) Program mission
<input type="checkbox"/>	c) AmeriCorps 101
<input type="checkbox"/>	d) Site monitoring tool and schedule
<input type="checkbox"/>	e) Data collection plan
<input type="checkbox"/>	f) Program feedback and evaluation tools
<input type="checkbox"/> Yes <input type="checkbox"/> No	
Notes:	
6) Include a plan for orienting site partners absent from initial orientation	
<input type="checkbox"/> Yes <input type="checkbox"/> No	
Notes:	
7) Include a plan for identifying sites as AmeriCorps sites by displaying a banner or sign	
<input type="checkbox"/> Yes <input type="checkbox"/> No	
Notes:	

System Checklist: Does system
Document Checklist
1) Sample site partner agreement (with prohibited member activities)
<input type="checkbox"/> Yes <input type="checkbox"/> No Notes:
2) Site partner orientation agenda/checklist
<input type="checkbox"/> Yes <input type="checkbox"/> No Notes:

**Continuous Improvement Objective:**

To ensure the program evaluates the quality of its service activities which includes involving extensive broad-based representation from the following: the community served, members and potential members, site partners, community-based agencies with a demonstrated record in providing services, foundations, and businesses.

System Checklist: Does system
1) Plan to provide information and progress to stakeholder groups
<input type="checkbox"/> Yes <input type="checkbox"/> No Notes:
2) Have at least one method in place to gauge member satisfaction
<input type="checkbox"/> Yes <input type="checkbox"/> No Notes:
3) Include a plan to continuously assess community needs
<input type="checkbox"/> Yes <input type="checkbox"/> No Notes:
4) Describe how collected feedback will be used to improve the program
<input type="checkbox"/> Yes <input type="checkbox"/> No Notes:

**System Checklist: Does system**

5) Describe how program will comply with internal or external evaluation regulation

Yes  No

Notes:

**Financial Management Systems Objective:**

To ensure that grant related expenses are properly reported and that the programs maintain financial management systems that include written cost allocation procedures and systems that distinguish expenditures attributable to this Grant, expenditures not attributable to this grant, and that adequate supporting documents for expenditures are maintained. State Commission fiscal staff will review this system. This system will be used to test financial processes during the fiscal site visit.

**System Checklist: Does system include a policy or procedure to manage at a minimum**

1) Disbursements

2) Receipts

Yes  No

Notes:

3) Account Reconciliation

4) Overhead Reconciliation

5) Variance Analysis – Budget vs. Actual

Yes  No

Notes:

6) The program has completed background checks for all personnel included in budget line A (Personnel Expenses) including site supervisors that are listed as in-kind match.

7) The program ensures that member living allowances are not treated as a wage and are paid in regular increments, paying an increased increment only on the basis of increased living expenses such as food, housing or transportation. [AC IV.G.1]

8) Staff timesheets meet the following requirements for individuals whose salary is paid in full or in part by grant funds or grantee match funds (including ensuring that timesheets: track actual time (not percentage) for the entire program year, accurately divide time between AmeriCorps grants and other responsibilities, and are signed by the staff person and his/her supervisor).

Yes  No

Notes:

**Documentation of Matching Funds Objective:**

To ensure the program has sufficient matching funds available for upcoming program year and that these funds are properly documented. State Commission fiscal staff will review this system.

**System Checklist: Does system**

1) Describe a plan for obtaining any unsecured match, including potential sources

Yes  No

Notes:

2) If matching funds include Federal funds does program have authorization

Yes  No

Notes:

**Document Checklist**

1) AmeriCorps Program Match Summary Worksheet

Yes  No

Notes:

**Reimbursement Objective:**

To ensure the program submits accurate and timely State Commission Periodic Expense Reports. State Commission fiscal staff will review this system.

**System Checklist: Does system**

1) Ensure reimbursement requests are accurate and check that:  
a) It includes only allowable expenses  
b) The PER ties to the General Ledger  
c) Necessary back-up documentation for expenses billed to the grant

Yes  No

Notes:

2) Ensure a request for reimbursement is submitted by the due date

Yes  No

Notes:

**Online Management Systems Objective:**

To ensure that program staff is adequately trained in appropriate use of online database systems (My AmeriCorps Portal, OnCorps) and other AmeriCorps related technology (eGrants, etc.) in accordance with AmeriCorps regulations.

**System Checklist: Does system**

1) Ensure that program staff are adequately trained in appropriate use of online systems including an understanding that:

- a) The My AmeriCorps Portal ties directly to CNCS and the National Service Trust
- b) Information must be accurate
- c) Member timesheets provide necessary supporting documentation for member benefits and costs associated with those

Yes  No

Notes:

2) Ensure that systems contain complete and accurate information including:

- a) All online systems contain identical information for member records
- b) Member service sites are entered into the My AmeriCorps Portal
- c) All of the system's automatic prompts (in place to ensure appropriate use) are followed
- d) Ensure accurate set up of OnCorps notifications

Yes  No

Notes:

3) Provide a process for resolving issues when systems will not allow desired actions

Yes  No

Notes:

**Tutoring Program Requirements **\*\* (only to be completed by tutoring programs) \*\*** Objective:**

To ensure tutoring programs meet the federal requirements as established in AmeriCorps regulations 2522.910 and 2522.940

<b>System Checklist: Does system</b>	
1) Demonstrate that appropriate selection and qualifying criteria for tutors is used including the requirements that if a tutor is: a) Considered to be an employee of the Local Education Agency or school they meet the paraprofessional requirements under No Child Left Behind Act or b) Not considered to be an employee of the Local Education Agency or school they have a high school diploma or its equivalent, or a higher degree; and successfully complete pre- and in-service specialized training	
<input type="checkbox"/> Yes <input type="checkbox"/> No Notes:	
2) Identify the strategies or tools it will use to assess student progress and measure student outcomes	
<input type="checkbox"/> Yes <input type="checkbox"/> No Notes:	
3) Certify that the tutoring curriculum and pre-service and in-service training content are high-quality and research-based, consistent with the instructional program of the local educational agency AND with state academic content standards.	
<input type="checkbox"/> Yes <input type="checkbox"/> No Notes:	
4) Include appropriate member supervision by individuals with expertise in tutoring	
<input type="checkbox"/> Yes <input type="checkbox"/> No Notes:	
5) Provide specialized, high-quality and research-based, member pre-service and in-service training consistent with the activities the member will perform. Please identify research.	
<input type="checkbox"/> Yes <input type="checkbox"/> No Notes:	

**Member Activity Implementation Objective:**

To ensure the effectiveness and standardization of member activity implementation

System Checklist: Does system	
1) Document evidence that program is using "state-or-the-art" or "best" practices in their program design and implementation	
<input type="checkbox"/> Yes <input type="checkbox"/> No	
Notes:	
2) Apply program model consistently across all sites	
<input type="checkbox"/> Yes <input type="checkbox"/> No	
Notes:	
3) Describe a process to monitor members to ensure they are implementing the program model with fidelity	
<input type="checkbox"/> Yes <input type="checkbox"/> No	
Notes:	
Document Checklist	
1) Documentation of research or best practices.	
<input type="checkbox"/> Yes <input type="checkbox"/> No	
Notes:	

<b>Member Interviews:</b>
<b>Strengths:</b>
<b>Continuous Improvement :</b>
<b>Compliance:</b>
<b>Notes:</b>