**programmatic Monitoring Menu**

**Overview**

OneStar Foundation utilizes a variety of monitoring processes and tools to conduct programmatic oversight of its sub-grantees. The processes listed below include the different programmatic monitoring options that OneStar staff may use to monitor its sub-grantees. Some elements are required for all sub-grantees, while other options may be used for sub-grantees depending on identified problem areas, scope, and/or risk factors.

**Category/Description of section**

**All Sub-Grantees:**

All AmeriCorps\*Texas operating sub-grantees will undergo the following monitoring processes:

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| * Portfolio Risk Assessment
 | * APR review (mid)
 | * Site Visits
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| * Monthly calls
 | * APR review (final)
 | * Random Sampling
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| * Program document review and interview
 | * Member and host site interviews
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| **PROCESS** | **COMPONENTS** | **WHO RECEIVES IT** |
| **PORTFOLIO****RISK ASSESSMENT** | * Portfolio risk assessment is conducted twice a year
* Designed to assess sub-grantees on the basis of inherent and on-going risks
* Informs the portfolio monitoring plan
 | **\*REQUIRED\*** All sub-grantees are included in the portfolio risk assessment. |
| **MONTHLY CALLS** | * Phone conversations used to discuss any issues, keep current of sub-grantee activities, and ensure consistent communication
 | **\*REQUIRED\*** All sub-grantees receive monthly calls but frequency and length varies. |
| **PROGRAM DOCUMENT REVIEW AND INTERVIEW** | * Ensure that the sub-grantee has compliant member documents including member service agreements (including grievance procedure), position descriptions, and member timesheet
* Understand how the program fits into the organizational structure to ensure proper programmatic oversight
* Ensure living allowance and member start dates are in compliance with policies and regulations
* Gain an understanding of the program’s approach to member management including disciplinary policies
 | **\*REQUIRED\*** All sub-grantees receive a Program Document Review (the scope may vary depending on risk – see Program Document Review policy for more detail) |
| **APR REVIEW (Mid- year)** | * Review progress to date on performance measures (mid-year)
* Review member enrollment and retention rate to date
* Review member enrollment and exit approval cycle times
* Review and discuss any programmatic challenges and strengths
 | **\*REQUIRED\*** All Operating sub-grantees are required to submit an APR  |
| **APR REVIEW (Final)** | * Review final data on performance measures (met/unmet)
* Review final member enrollment and retention rate
* Review member enrollment and exit approval cycle times
* Review member exit approval cycle time
* Review training and development activities
* Review program accomplishments, challenges, community partnerships, as applicable
* Review great stories
* Review and discuss any programmatic challenges and strengths
 | **\*REQUIRED\*** All sub-grantees are required to submit an APR  |
| **MEMBER AND HOST SITE INTERVIEWS** | * Member and host site interviews may take place as part of an on-site visit or via phone or a combination
* Member and host site interviews are conducted by OneStar staff
* A group of members and site(s) are randomly selected to be interviewed
* Member and host site interview questions may be general or targeted dependent on scope and reasons for the interviews (i.e. part of a routine site visit vs. responding to a member complaint)
 | **\*REQUIRED\*** All sub- sub-grantees will receive member and host site interviews at least once during a 3-year project period.Member and host site interviews may also be used as part of analyzing potential risks in program management , responding to a member complaint, or part of a corrective action plan |
| **SITE VISITS** | * Pre-visit questions and documents may be requested of the sub-grantee
* Staff interviews to understand systems and other issues as applicable to the grantee
* Includes Member File Review (see member file review policy for more detail) - eligibility, evaluation, timesheets, criminal history checks, etc.
* Member and host site interviews (see above)
* Specific issue investigation (as applicable)
* The Associate Director, Project Coordinator, or other OneStar staff may go along on site visits as support or perform some aspects of the member file review remotely pre-visit (i.e. timekeeping).
 | **\*SUB-GRANTEE RISK LEVEL:** High – but all sub-grantees will receive an on-site visit at least once during a 3-year project period.May be a strategy to monitor the progress of a program working within a corrective action plan |
| **RANDOM SAMPLING** | * Staff may use any of the above processes to conduct testing on sub-grantees
* Can include any follow-up on site visits, issues identified through calls, high risk areas identified by portfolio trend analysis
* Examples include – sampling member position descriptions, member eligibility documentation, criminal history check documentation, etc.
	+ The random sampling can be completed on-site or via desk-based methods
	+ The Project Coordinator can be a resource in coordinating and collecting documentation
 | **\*SUB-GRANTEE RISK LEVEL:** VariesMay be used as a strategy for high-risk grantees ,for those that are working within a corrective action plan, or other issues identified by OneStar |

**High-Risk Sub-Grantees:**

High risk sub-grantees or sub-grantees that are put on a corrective action plan may warrant additional monitoring processes. OneStar may expand the scope, conduct additional types of monitoring, increase frequency of monitoring, or a combination of these for these types of sub-grantees. See OneStar’s High-Risk Grantee policy.

Low, Medium and High Risk designations for these methods of monitoring are not fixed. Grants Officers (Program) are highly encouraged to use their professional judgment on the type of monitoring that is needed for each sub-grantee.

**Related Topics**

* Program Document Review Process
* APR Review and Template
* Member File Review
* Sample member interview questions
* Portfolio Risk Assessment
* High Risk Grantee Policy