

# Office of Monitoring

## On-Site Monitoring at a Glance

This resource provides AmeriCorps awardees that have been selected by the Office of Monitoring with a summary of the monitoring lifecycle. Timeframes for each procedural step are subject to change, based on approved flexibilities and extensions. This document provides estimates of the targeted duration of monitoring activities.

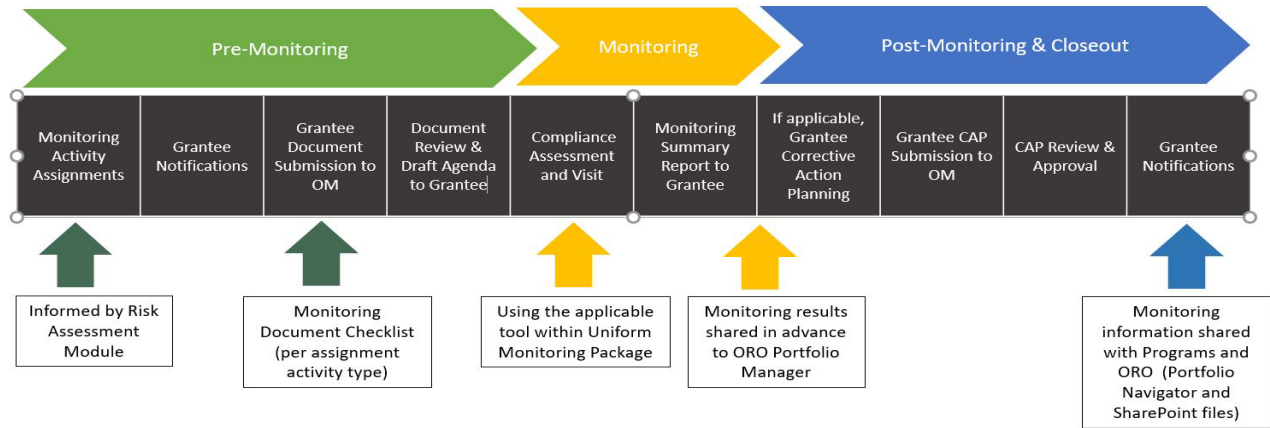


Figure 1: An image of the AmeriCorps Office of Monitoring Activities Lifecycle.



## Initial Notification and Document Request to Awardee

The Authorized Representative and Project Director on file in eGrants will receive an email notice that your organization's grant has been selected for monitoring.

- This notification describes your monitoring assignment. You will be provided a timeframe to choose three on-site monitoring dates.
- Following this notification, you will receive an initial document request and instructions on using the OM-designated system for sharing documents, which may include logging in to an online platform.

## Initial Document Submission from Awardee

Submit all requested documents via the designated system. Multiple files can be uploaded for each document request.

## Document Review and Supplemental Document Request

The Monitoring Officer (MO) assigned to your grant will review the document submission. You will be asked to submit clarifications and/or supplemental documentation based on your initial submission.

## Draft Agenda to Awardee

You will receive a draft agenda for your review and interviewee selections.

- For NSCHC assignments, you will receive a separate letter with instructions and the **timelines may vary**. Due to the sensitive nature of these items, we use a secure transfer system, called OneDrive Secure Folders, to receive NSCHC documentation.

## On-Site Monitoring Assessment

An on-site visit usually spans over **2-3 business days** but timelines may be adjusted as needed. The following will be completed as applicable to specific monitoring activity assignments:

- Interviews will be conducted on-site with members/volunteers, site supervisors, financial staff, and the project director.
- Volunteer/member files, possibly including NSCHC records, and financial documentation will be reviewed.
- Cost testing will be performed.

## Monitoring Report Submitted to Awardee

Post-visit, you will receive an email with instructions to download your Monitoring Report (Excel) from the designated system. Download the Monitoring Report to save as a grant record.

- *If applicable:* Individual-level record results of the NSCHC review will be provided in your assigned Secure Folder.



If your monitoring activity results do not include findings of noncompliance, then no further action is required.

### Corrective Action Planning (CAP) Submission from Awardee

If your monitoring results in findings, you will be required to complete a Corrective Action Plan (CAP) for each noncompliant item, and you will receive instructions to complete the CAP in the designated system. You will have **20 business days** to complete and submit your CAP.

- *If applicable*: If your NSCHC monitoring review included noncompliant records, you will receive instructions on how to respond to each identified issue within your assigned OneDrive Secure Folder.

### CAP Review by Office of Monitoring

After submitting your CAP, the MO will review responses for each noncompliant item and select one of the following statuses:

- *Resolved* - The proposed corrective action has been fully implemented.
- *Approved In-Progress* - A plan is in place, but corrective action has not yet been fully implemented.
- *Insufficient* - The proposed corrective action does not address all elements of the finding or the plan submission is incomplete and requires rework.

If any items are marked as *Insufficient* you will receive an email instructing you to revise your response. You will have **10 business days** to submit the revised CAP. All items must be deemed *Resolved* or *Approved In-Progress* for your CAP to be considered complete.

### CAP Approval by Office of Monitoring

Once your CAP is approved, you will receive an email informing you of the completion of the monitoring activity.

- If all CAP items are marked as *Resolved*, no further action is required.
- If there are any CAP items marked as *Approved In-Progress*, it is the expectation that you will implement your CAP actions, as planned. You will be instructed to notify the MO when the *Approved In-Progress* actions are completed **within six months** of the CAP approval. Some specific findings may have shorter completion timelines, and will be identified in the CAP is that is the case. If the Office of Monitoring does not receive updates that your planned corrective actions are completed, you may be subject to additional monitoring and enforcement.