

# Office of Monitoring Remote 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 Notifications 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, the established deadline for responding to this first documentation request, and instructions on using WizeHive (online document sharing platform).
- The list of requested documents is only visible in WizeHive. We recommend logging in ASAP to view the requested documents so you can prepare to meet the deadline.

## Initial Document Submission from Awardee

Submit all requested documents via WizeHive **within 15 business days**. Multiple files can be uploaded for each document request.

## Document Review by Office of Monitoring

The Monitoring Officer (MO) assigned to your grant will review the document submission. This process can take **15-20 business days**.

## Supplemental Document Request to Awardee

You will be asked to submit clarifications or supplemental documentation based on your initial submission. These supplemental documentation requests are related to sample records selected from the initial submission. Log in to WizeHive to review and respond to the supplemental documentation request. For most monitoring assignment types, document submission is due **within 15 business days**.

- 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.

## Interviews and Monitoring Assessment

The Financial and Operational Fitness Assessment (FOFA), Prohibited Activities, and Programmatic assignments include interviews with staff and/or members/volunteers.

- Interviews are arranged using our scheduling tool and additional details will be provided with this request. For Prohibited Activities and Programmatic interviews, participants are randomly selected from the list provided in the initial documents.

The MO will then complete the assessment of all submitted documents, including the results of the interviews. This process can take **20-25 business days**.

## Monitoring Report Submitted to Awardee

You will receive an email with instructions to download your Monitoring Report (Excel) from WizeHive. 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 OneDrive Secure Folder, mentioned above.



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 WizeHive. 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 1 year** of the CAP approval. 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.