



Missouri Community Service Commission 2020-2021 Program Start-up Checklist



Start-Up Checklist

I. Grant and Program Development

- Develop logic model
- Select and develop performance measurements
- Develop program design
- Write grant application
- Develop budget

II. Program Start-Up

A. Service Sites

To Do:

- Develop service site application
- Distribute service site applications
- Review and select service sites
- Develop site agreements
- Develop site supervisor handbook
- Develop site supervisor orientation training
- Create site supervisor training calendar
- Schedule site supervisor training
- Develop monitoring strategy and monitoring tool
- Develop reporting and other due dates calendar
- Develop site correction plans for non-performing or non-compliant sites
- Develop expectations list for sites, program, and members

Questions to Consider – Site Recruitment:

- What are the match expectations for each site for both cash and in-kind?
- What are the supervision expectations (i.e. weekly individuals meetings with members)?
- How accessible will the performance measure data from the sites?
- What will the sites role be in member recruitment?
- What will the sites role be in member selection (i.e. sole interviewers, first interviewers, or second interviewers)?
- Does the site understand that member training takes precedent over their site time?
- Have you developed the member position descriptions to present to the sites?

Questions to Consider – Site Selection:

- Who will be the assigned supervisor and what is their supervisor style?
- What is the availability of supervisor/site for training?



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- Does the site understand the role of the AmeriCorps member?
- Does the site have enough “work” for the member to complete their hours?
- Will there be a designated “workspace” for the member(s) (i.e. access to computer)?
- Do the site needs match the specified grant activities?

B. Member Recruitment/Selection

To Do:

- Create member position descriptions
- Create an outreach and recruitment plan
- Develop member interview process
- Develop member selection tools and processes
- Post member positions on eGrants and other recruiting sites
- Develop flyers, brochures, and other mediums to get the word out
- Decide on site role in member recruitment/selection
- Develop member interview guide
- Create member interview confirmation letter/email
- Create member acceptance letter/email
- Create member rejection letter/email
- Develop NSCHC system and processes
- Develop an engagement process to keep applicants selected engaged prior to start date

Questions to Consider – Member Selection:

- Will there be any pre-screening of the applicants?
- Are you utilizing the National AmeriCorps application or a program developed application?
- Who will be conducting the interviews?
- How many interviews (i.e. 1 by program and 1 by site, etc.)?
- How much say does the site/site supervisor have in the selection process?
- If sites are conducting the interviews, are they aware of unallowable interview questions?
- Have you listed the positions in eGrants?
- What information will you be providing applicants at interviews (i.e. program calendar, informational sheet, etc.)?

C. Member Files/Enrollment

To Do:

- Develop member file template
- Develop systems for eligibility and documentation requirements
- Develop documents for eligibility and documentation requirements
- Develop self-audit system
- Develop member service agreement
- Collaborate with HR department for any agency required forms



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- Develop and copy member file forms including:
 - Healthcare acceptance/waiver (if FT members)
 - Childcare acceptance/waiver (if FT members)
 - Previous Service Term Check
 - W-4
 - I-9
 - Agency required forms
 - NSCHC Verification Forms
 - Member mid-term evaluation
 - Member final evaluation
- Create timesheet in OnCorps
- Add sites/supervisors to OnCorps
- Add all members to OnCorps
- Select healthcare provider (if FT members)
- Invite members through eGrants
- Develop on-boarding process and systems

Questions to Consider – Member Paperwork:

- If sites are interviewing applicants first, will they be collecting the NSCHC consents and copy of government-issued ID?
- When and how will the members complete the enrollment paperwork?
- If sites are spread out, how will member enrollment paperwork be collected?
- Who will be conducting each piece of the NSCHC?
- Who will be double-checking the NSCHC results?
- Who will be collecting the member enrollment paperwork?
- Who will be verifying correctness of member enrollment paperwork?
- What is the timeline for enrolling members in eGrants and OnCorps?
- Who will be enrolling members in eGrants and OnCorps?

D. Member Orientation and Training

- Develop member handbook
- Develop OnCorps training documents
- Develop member training calendar including Pre-Service Orientation and throughout term of service
- Develop orientation materials – power point, handouts, trainer notes, etc.
- Secure training locations
- Secure food if providing working meals
- Schedule and confirm any outside training providers

E. Member Supervision and Ongoing Communication

- Develop supervision strategy and systems for on-site and programmatic supervision
- Develop strategy for ongoing communication with members



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F. Program/Grants/Fiscal Management

- Determine member gear and identification methods and order
- Create policies and procures manual that at a minimum includes:
- Develop systems for living allowance distribution
- Develop systems for time and activity tracking and reporting
- Develop systems for health care enrollment
- Develop systems for member enrollment and files
- Develop systems for NSCH compliance

G. Performance Management

- Develop systems to collect and report on data
- Understand and develop systems to report on the various components of the progress report
- Develop training and systems for members to follow in their role in data collection

H. New Program Director Hire and On-Boarding

- Develop Program Director Position Description
- Post program director position
- Develop interview questions
- Develop selection process
- Hire Program Director
- Create plan for on-boarding new program director