MCSC POLICIES AND PROCEDURES

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KEEP CALM & FOLLOW THE RULES

TAN-TAR-A RESORT
JUNE 28, 2018
AGENDA

• Program management
• Member Management
• Record storage and Retention
It is the policy of the Missouri Community Service Commission (MCSC), as stipulated under the Community Service Act of 1990, that all sub-grantees must conduct National Service Criminal History Checks (NSCHC) on all Members and program staff in a covered position (and supported by the grant) before they begin work or service. I.e., an individual in a covered position includes any person receiving a living allowance, stipend, National Service education award, or salary through a program receiving CNCS funds, regardless of the level of contact with a vulnerable population. (Note: An individual in a covered position includes AmeriCorps Members and applicable program staff.)
• **NSCHC ONLINE INTRODUCTORY COURSE (REQUIRED):** All sub-grantees must complete CNCS NSCHC training every year. The CNCS designated e-course provides a thorough overview of the requirements and can be found at: [HTTPS://WWW.NATIONALSERVICE.GOV/REQCHCTRaining](https://www.nationalservice.gov/reqchctraining). The sub-grantee must identify at a minimum, two relevant staff to fulfill this requirement on behalf of the program. The program must retain the certificate of completion and the staff must retake the course annually prior to the expiration of the certificate. Programs should save certificates of completion from each year as part of their grant record. For 2018, the sub-grantee should complete this requirement and be certified by December 31, 2018.

• **FAILURE TO COMPLY WITH THIS POLICY WILL RESULT IN WRITTEN NOTIFICATION OF NON-COMPLIANCE AND ADVERSE SCORING ON THE ANNUAL RISK ASSESSMENT (WHICH IS CONSIDERED FOR FUTURE FUNDING REQUESTS).**
The Missouri Community Service Commission requires sub-grantees to utilize a standardized Member Contract template provided by the Commission. Any program-specific additions, revisions, addendums, and/or changes made to the Member Contract must be reviewed and approved by the Commission prior to being signed by the AmeriCorps Member and Program Director.

It is the policy of the Missouri Community Service Commission that no sub-grantee will receive reimbursement for a Member who begins service prior to the date s/he signs the Member Contract. In order to be reimbursed, the Member MUST begin service on or after the date of their signed contract.

Failure to comply with this policy will result in a letter of non-compliance, adverse scoring on the annual risk assessment (which is considered for future funding requests), and the sub-grantee will not be reimbursed for service hours prior to the date on the signed Member Contract.
All sub-grantees must submit required reporting in a timely and efficient manner as follows:

Performance Measures Progress Reports are due **quarterly** as follows:
- First Quarter (August – December) – due January 15th
- Second Quarter (January – March) – due April 15th
- Third Quarter (April – June) – due July 15th
- Fourth Quarter (July – September) – due October 15th

Aggregate Financial Reports (AFRs) are due **quarterly** as follows:
- First Quarter (August – December) – due January 31st
- Second Quarter (January – March) – due April 30th
- Third Quarter (April – June) – due July 31st
- Fourth Quarter (July – September) – due October 31st

Periodic Expense Reports (PERs) are due **monthly** as follows:
- By the 15th day of the month following the month in which expenses are incurred (e.g. September expenses are due by October 15th).
PROGRAM MANAGEMENT

• Sub-grantee may request for an extension from their Program Officer if unable to meet the deadline. This extension must be in writing (preferably email). It is up to the discretion of the Program Officer to grant the extension. **NO extension will be given for Q2 Performance Measure Progress report.**

• MCSC may notify sub-grantees at the beginning or during the program year of any revisions or additions to deadlines and/or reporting requirements.

**MCSC may cease all disbursement of grant funds if the sub-grantee is more than two weeks delinquent with a programmatic or financial report. Consistent tardiness in reporting will be a consideration by the MCSC in determining the sub-grantee’s future requests for funding. In the event of continued or unreasonable tardiness or inaccuracy, the MCSC may suspend and/or terminate the grant award as outlined in federal regulations.**
MEMBER DEVELOPMENT

Training

It is the policy of the Missouri Community Service Commission that:

1. All AmeriCorps Members are certified in CPR and First Aid by the end of their first quarter of service. If a sub-grantee enrolls Members after the first quarter of the program year, Members must be certified in CPR/First Aid within the first quarter they are enrolled (e.g. *a Member enrolled during the second quarter of the project period must receive CPR and First Aid training by the end of the second quarter*).

2. At least 75% of Member slots awarded are certified in emergency response.

3. All Members and program staff are trained in Respectful Treatment during service. Partners should be aware of the policy as well.

4. All Members must receive citizenship training.
MEMBER MANAGEMENT

• It is the policy of the Missouri Community Service Commission that sub-grantees notify their assigned Program Officer when you first become aware of a circumstance in which a Member will be released prior to the agreed upon completion date or number of hours noted in the Member Contract.

• The sub-grantee must allow AmeriCorps Members to serve on a jury without being penalized for doing so. During the time AmeriCorps Members serve as jurors, they should continue to receive credit for their normal service hours, a living allowance, health care coverage, and, if applicable, child care coverage regardless of any reimbursements for incidental expenses received from the court.
IN INSTANCES WHERE THE DATES OF ACTIVE DUTY ARE INFLEXIBLE AND CONFLICT WITH AMERICORPS SERVICE, MEMBERS SHOULD BE GRANTED A LEAVE OF ABSENCE FOR THE TWO-WEEK PERIOD OF ACTIVE DUTY SERVICE IN THE RESERVES. THE SUB-GRANTEE MAY CREDIT AMERICORPS MEMBERS FOR AMERICORPS SERVICE HOURS DURING THEIR TWO WEEKS OF ACTIVE DUTY SERVICE IN THE RESERVES IF IT OCCURS DURING THEIR AMERICORPS SERVICE.

ONCORPS SYSTEM

• It is the policy of the Missouri Community Service Commission that sub-grantees adhere to the following guidelines for use of the OnCorps Web-based Reporting System https://mo.oncorpsreports.com.

• OnCorps Help Desk Tickets: Sub-grantees must not submit requests directly to the OnCorps Reports Help Desk unless instructed to do so by a MCSC staff member. The sub-grantee is to send the help request via e-mail to the assigned MCSC Program Officer and await further instruction.

• Note: review all policies and procedures in regards to OnCorps in the Program Director Handbook.
Electronic Storage of Member Files
• It is the policy of the Missouri Community Service Commission that if sub-grantees choose to store Member files electronically, then they must follow the Corporation’s policy on electronic storage of Member files listed below.

Policy:
This policy allows AmeriCorps State and National grantees the option of storing Member files in electronic formats, when practicable. It also provides minimum standards that such systems must meet.

Minimum Standard for Electronic Document Storage:
A program may store Member files electronically and use electronic signatures if the program can ensure the validity and integrity of the record and signature is maintained.
RECORD RETENTION AND STORAGE

• THE PROGRAM’S ELECTRONIC STORAGE PROCEDURES AND SYSTEM MUST PROVIDE FOR THE SAFEKEEPING AND SECURITY OF THE RECORDS, INCLUDING:

1. SUFFICIENT PREVENTION OF UNAUTHORIZED ALTERATIONS OR ERASURES OF RECORDS;

2. EFFECTIVE SECURITY MEASURES TO ENSURE THAT ONLY AUTHORIZED PERSONS HAVE ACCESS TO RECORDS;

3. ADEQUATE MEASURES DESIGNED TO PREVENT PHYSICAL DAMAGE TO RECORDS AND;

4. A SYSTEM PROVIDING FOR BACK-UP AND RECOVERY OF RECORDS
RECORD RETENTION AND STORAGE

The electronic storage procedures and system must provide for the easy retrieval of records in a timely fashion, including:

1. Storage of the records in a physically accessible location;
2. Clear and accurate labeling of all records; and
3. Storage of the records in a usable, readable format.

NOTE: All current grant terms and conditions regarding recordkeeping, including access restrictions, security, privacy, and retention, also apply to electronic records.
It is the policy of the Missouri Community Service Commission that all records be retained as follows:

- All financial records, supporting documentation, statistical records, evaluation and performance data, Member information, and personnel records must be retained for three (3) years after the close of an AmeriCorps grant.

- If any litigation, claim, negotiation, audit or other action involving records has been started before the expiration of the 3-year period, the records must be retained until completion of the action and resolution of all issues which arise from it, or until the end of the regular 3-year period, whichever is later.

**Note:** It is recommended that sub-grantees retain Member information and records for seven (7) years after the completion of a Member’s term of service.

- This policy applies regardless of the status of the sub-grantee organization’s AmeriCorps State funding.
ACTIVITY – QUESTIONS?

1) WHEN ARE PROGRAMS REQUIRED TO TAKE THE CNCS NSCHC ONLINE TRAINING?

2) WHAT IS THE NEW REQUIRED MISSOURI-SPECIFIC TRAINING POLICY AND WHAT PERCENT OF MEMBERS ARE REQUIRED TO BE TRAINED?

3) WHEN IS CPR AND 1ST AID TRAINING SUPPOSED TO OCCUR?

4) WHO MUST YOU CONTACT 1ST BEFORE SUBMITTING A HELP DESK TICKET TO ONCORPS?

5) HOW MANY YEARS AFTER A MEMBER COMPLETES SERVICE MUST YOUR PROGRAM KEEP THEIR FILES?
ACTIVITY – ANSWERS

1) **WHEN ARE PROGRAMS REQUIRED TO TAKE THE CNCS NSCHC ON-LINE TRAINING?**
   
   **A:** YEARLY BEFORE IT EXPIRES- MUST SEND A COPY OF THE CERTIFICATE TO YOUR ASSIGNED MCSC PROGRAM OFFICER.

2) **WHAT IS THE NEW REQUIRED MISSOURI-SPECIFIC TRAINING POLICY AND WHAT PERCENT OF MEMBERS ARE REQUIRED TO BE TRAINED?**
   
   **A:** RESPECTFUL TREATMENT POLICY. 100% OF YOUR MEMBERS MUST BE TRAINED.

3) **WHEN IS CPR AND 1ST AID TRAINING SUPPOSED TO OCCUR?**
   
   **A:** 1ST QUARTER THAT THE MEMBER SERVICE

4) **WHO MUST YOU CONTACT 1ST BEFORE SUBMITTING A HELP DESK TICKET TO ONCORPS?**
   
   **A:** YOUR ASSIGNED MCSC PROGRAM OFFICER TO OBTAIN APPROVAL

5) **HOW MANY YEARS AFTER A MEMBER COMPLETES SERVICE MUST YOUR PROGRAM KEEP THEIR FILES?**
   
   **A:** 7 YEARS