Welcome

Roll Call & Housekeeping

Roll Call

Housekeeping
- Preventing Background Noise on the Conference Call Line:
  - Place phones and/or computer speakers on mute.
  - Do not place the call on hold at any point during the webinar.
- Questions
  - There will be an opportunity for Q&A during the call. Questions may be asked in the webinar chat box or over the conference call line.
- Restroom Breaks
  - Attendees are responsible for their own comfort. No breaks are planned for the webinar.
Objectives

OnCorps: Performance Measures
Data Tracking and Collection
Progress Reporting
Note: Final Progress Report Requirements
Recap: Progress Reporting
Program Director Updates

OnCorps: Performance Measures

Entering Performance Measures in OnCorps

Which performance measures do we enter into OnCorps?

- CNCS Performance Measures
  - The performance measures listed in your approved grant application.
- MCSC Member Training Performance Measures
  1. CPR Certification
  2. First Aid Certification
  3. Disaster/Emergency Response Training
  4. Citizenship Training

Question:
Returning Program Directors, do you notice something different about this list?
**OnCorps: Performance Measures**

**RE: Volunteer Recruitment (Update)**

- **Requirement:** MCSC requires programs to recruit 5 volunteers per awarded MSY (*not Member slot*).
- **Update:** Programs are no longer required to enter volunteer recruitment as a performance measure in OnCorps.
  - **Exception:** Programs that listed volunteer recruitment as a CNCS performance measure must include it as such in OnCorps.
- **Reporting:** Volunteer mobilization will continue to be tracked by the program and reported in OnCorps.

**Summary:**

*Do not enter a Volunteer Recruitment performance measure into OnCorps unless it is one of the performance measures listed in your approved grant application.*

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**OnCorps: Performance Measures**

**Guidelines**

- **Please note the following:**
  - **For Returning Programs:** Do not use, edit, or attempt to resubmit the performance measures that rolled over from 2014-2015. You can delete them.
  - The default performance measure template should more closely match the eGrants module.
  - Complete one OnCorps performance measure module per CNCS focus area/objective.

**Key Point:**

*Each focus area/objective in your grant application (inclusive of the problem/need statement, intervention, and related outputs and intermediate outcomes) = one OnCorps PM module.*
OnCorps: Performance Measures

Entering Performance Measures in OnCorps

Go to Reporting → Submit Program Reports → Performance Measures (New)
Click the Create a New Performance Measure button.
Complete the module as follows:

- **General Information**: Complete all fields.
- **Measures**: Enter all outputs and intermediate outcomes associated with the focus area/objective.
- **Submit Performance Measures**: Review the entire performance measure for completion and accuracy, then submit for approval.
Note for Returning Programs:
If your 2014-15 performance measures rolled over, they may be listed here. Please delete them since the template has changed. Do not attempt to edit and resubmit them.
OnCorps: Performance Measures
RE: General Information (Notes)

For CNCS Performance Measures:
- Complete all fields in the General Information section by copying information from the Performance Measures section of your approved grant application.

For MCSC Member Training Measures:
- **PM Title:** MCSC Member Training Measures
- Enter “N/A” for the problem statement and intervention description.
- Enter the # of slots and # of MSY.
- You may disregard the following: measure category, focus area, primary national performance measure, average # of days/week, and average # of hours per day.
- **Note:** You will be able to detail your training delivery method in each training output measure.

Notes:
1. **CNCS Performance Measures:** Only enter the outputs and outcomes listed in your approved grant application.
2. **MCSC Member Training Measures:** Enter each training measure as a separate output measure. There should be a total of 4 output measures: 1) CPR Certification, 2) First Aid Certification, 3) Disaster/Emergency Response Training, and 4) Citizenship Training.
DO NOT USE PERCENTAGES!

Review for completion and accuracy before submitting for approval.
Data Tracking and Collection
Considerations

- Am I tracking all required performance indicators?
- Do my data collection tools meet the requirements outlined by CNCS or MCSC?
- Are my data collection tools...
  - Reliable?
    - Able to yield consistent results when used under the same conditions.
  - Valid?
    - Able to accurately measure data related to specific outputs and outcomes.
  - Unbiased?
    - Free from potential distortion of results.

Data Tracking and Collection
Considerations

- Am I maintaining source documentation?
  - Site Visit Note: During 2015-2016 site visits, programs should plan to have a sample of their completed data collection tools available for MCSC review.

Question:
If an OIG auditor, CNCS, or MCSC visited your program and requested documentation of your performance measures progress...
1. Could you produce the documentation in a timely fashion?
2. Would you be confident your data collection tools meet CNCS and MCSC requirements?
3. Would you be confident in the reliability and validity of your data collection?
**Progress Reporting

**Deadlines**

Performance measure progress is reported on a quarterly basis as follows:

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Reporting Period</th>
<th>Progress Report Deadline</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st</td>
<td>October 1st – December 31st</td>
<td>January 15th</td>
</tr>
<tr>
<td></td>
<td><em>Note: October 1st is the official start of the federal fiscal period. Actual program start dates range from August to September.</em></td>
<td></td>
</tr>
<tr>
<td>2nd</td>
<td>January 1st – March 31st</td>
<td>April 15th</td>
</tr>
<tr>
<td>3rd</td>
<td>April 1st – June 30th</td>
<td>July 15th</td>
</tr>
<tr>
<td>4th</td>
<td>July 1st – September 30th</td>
<td>October 15th</td>
</tr>
<tr>
<td></td>
<td><em>Note: September 30th is the official end of the federal fiscal period. Actual program end dates range from June to August.</em></td>
<td></td>
</tr>
</tbody>
</table>

MCSC will notify programs of any changes to deadlines or reporting requirements.

**Progress Reporting

**Requesting Deadline Extensions**

Guidelines for requesting deadline extensions:

- The request must be submitted in writing (via email) to the program’s assigned MCSC program officer.
- The request must be submitted prior to the reporting deadline.
- The request must include the reason for the extension and an expected date of completion.

Additional Notes:

- Approval of reporting deadline extensions are at the discretion of MCSC.
- Deadline extensions will not be approved for:
  - 2nd quarter reporting due April 15th
  - 4th quarter (final) reporting due October 15th

Failure to adhere to deadlines without following the request for extension guidelines will be considered a finding of noncompliance.
Progress Reporting

**Guidelines**

- Progress reports should be...

  **Clear**
  - Did I state the result narratives clearly and concisely?
  - Did I state the results in a way that external stakeholders can understand?

  **Accurate**
  - Did I only report results attributable to the AmeriCorps project?
  - Did I properly calculate results for the specified reporting period?
  - Did I count beneficiaries receiving the same intervention only once?

  **Complete**
  - Did I adhere to all reporting guidelines outlined by MCSC?
  - Did I fully complete the reporting module in OnCorps?
  - Did I mark the measure status as met, ongoing, or unmet?

  **Timely**
  - Did I dedicate sufficient time to properly compile and report progress?
  - Did I submit progress reports by the specified deadline?

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Progress Reporting

**Which reports should I submit?**

Progress reporting is required as follows:

<table>
<thead>
<tr>
<th>FREQUENCY</th>
<th>REPORTING MODULES</th>
<th>REQUIRED?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quarterly</td>
<td>• PM Progress (New)</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>• Demographics</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Volunteer Mobilization</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Great Stories</td>
<td></td>
</tr>
<tr>
<td>Quarterly</td>
<td>• Program Progress/CNCS Initiatives</td>
<td>Yes (as applicable)</td>
</tr>
<tr>
<td>Anually / Final</td>
<td>• Successes/Challenges</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>• Program Progress Narratives (New)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>o Analysis of Impact</td>
<td></td>
</tr>
<tr>
<td></td>
<td>o Impact Snapshot</td>
<td></td>
</tr>
<tr>
<td></td>
<td>o Member Experience</td>
<td></td>
</tr>
</tbody>
</table>
Progress Reporting (Required)
PM Progress (New)

- Report on both CNCS and MCSC performance measures for the applicable quarter.

Your approved performance measure(s) will be listed. Click on the button to start the progress report.

Then click this button.
You will be taken to the General Information tab. Your approved performance will be listed. Complete the General Progress Report Fields section (shown below) in its entirety, then click save.

1. **Met**: Applies if target values for all outputs and outcomes under the measure have been reached.
2. **Unmet**: Applies if any target value for an output or outcome under the measure has not been reached by the end of the program year.
3. **Ongoing**: Applies if service activities to reach the target value of any output or outcome under the measure are still in progress.

Once you click save, the progress report tabs below will appear. Once you click on Output or Outcome, the modules to report on those items will appear.
Each output and outcome measure will have two parts:
1. The field in which you report results for the period (*shown below*); and
2. The field in which you comment on data collection methods (*next slide*).

The output measure reporting module is used as an example in this presentation.

<table>
<thead>
<tr>
<th>Measure</th>
<th>Reporting Period</th>
<th>Comment on Data Collection</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Participation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Description: Students will receive in the program's database the names and ID numbers of each student who enrolls in the tutoring program. The list of names will be cleared to ensure that no student is counted more than once.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Results narrative: Thirty-five (35) students began participation in the program during the fall semester. As of December 1st, my 35 additional students have been referred to begin the program in January 2018. The program is on track to meeting the performance target.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mark the status of the output or outcome measure.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Enter the results for the period.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Do not use percentages, and do not duplicate the previous quarter.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Enter the results narrative to detail the results for the period.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

If you followed the data collection method outlined in your grant application, mark yes. If you used an alternative method (no), include the explanation.

Complete this section to detail your data collection. The “output measure comments” prompt is optional.

Don't forget to save.
Once you enter all output and outcome progress, click the Review and Submit tab to review your progress report for completion and accuracy.

If your progress report is complete and accurate to the best of your knowledge, click Submit for Approval.

**Progress Reporting (Required)**

**PM Progress (New)**

**Recap**

- Enter the correct reporting period dates.
- Select the correct reporting period (Q1, Q2, Q3, Q4, Final Report)

  **Note:** Final Report means the absolute last progress report submitted for the entire performance measure. For example, if you complete all Member training requirements in the 1st quarter (assuming you fully enrolled all awarded Member slots), then you will mark the measure as Final Report instead of Q1.

For each output and outcome:

- Complete the results for this period and the data collection fields for all outputs and outcomes.
- Select the measure status (met, ongoing, unmet) for all outputs and outcomes.
- Enter the numeric value of results – do not use percentages.
- Enter a results narrative for all outputs and outcomes. If you do not have results for the reporting period, enter “No data to report; service activities are ongoing.”
Demographics is a *program report* that includes performance indicators of interest to CNCS and MCSC.

Demographics should be completed for each quarter.

“Q5” is the period covered under a no-cost extension beyond the 4th quarter of the year of funding.
Demographics Notes:

For Applicants - # of individuals who applied to be AmeriCorps members, only report on applicants for the year of funding (2015-16). Do not count individuals applying to serve in 2016-17.

Missouri does not have School Turnaround programs. No programs should report for these prompts.

Some demographic prompts are defined in this PDF attachment.

To submit quarterly demographics to MCSC, you must click Save as Finalized.
Progress Reporting (Required)
Volunteer Mobilization (new requirement)

- To replace the volunteer recruitment performance measure and progress reports, MCSC now requires programs to complete the Volunteer Mobilization service report to record volunteer activities specific to the AmeriCorps project.

- The Volunteer Mobilization report allows programs to report on and distinguish between ongoing and episodic (one-time) volunteer activities during the reporting period.

Click this for each new volunteer mobilization occurrence.
Notes (Example One-time Event):

1. Complete all fields.
2. Enter the date of the event.
3. Number of volunteer opportunities/slots created = Number of hours volunteers served / Number of volunteers. Use whole numbers.

Notes (Example Ongoing Activity):

1. Complete all fields.
2. Enter the last day of the reporting period.
3. Number of volunteer opportunities/slots created = Number of hours volunteers served / Number of volunteers. Use whole numbers.
Great Stories

MCSC requires programs to promote 2 – 3 great stories per quarter in OnCorps.  

Great stories should...

- Provide an “impact snapshot” of the Member or beneficiary experience;
- Be well-written, brief, and meaningful;
- Be free of inappropriate language/references, misspellings, and grammatical errors; and
- Be either quantitative (i.e. describing measurable impact) or qualitative (i.e. describing the quality of the experience).
To write a great story, go to:

*Reporting → Submit Service Reports → Great Stories*

To search for and promote a great story, go to:

*Reporting → Submit Service Reports → Promote [User Type] Stories*

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**Progress Reporting (Required)
Program Progress/CNCS Initiatives**

The new guidelines for **CNCS Initiatives** are as follows:

- If CNCS or MCSC promotes a special initiative in which the program participates, report activities under CNCS Initiatives.
- Example special initiatives include (but are not limited to):
  - MLK Day of Service
  - AmeriCorps Week
  - 9/11 Day of Remembrance
  - Anniversary of AmeriCorps
  - National Veteran Corps Day (new)
What is required with the final progress report?

The following narratives are required with the final progress reports:

1. Successes/Challenges
2. Program Progress Narratives
   - Analysis of Impact
   - Impact Snapshot
   - Member Experience

Successes/Challenges

The Successes/Challenges narrative should describe the following:

1. If an output/outcome measure is ‘unmet,’ include an explanation and the proposed corrective action to improve performance.
2. If Member enrollment is less than 100%, provide an explanation and proposed corrective action to improve this area.
3. If Member retention is less than 100%, provide an explanation and proposed corrective action to improve this area.

Additional Notes:

- The narrative should only include what is outlined above.
- Mark the reporting period as “Final Report.”
- The items outlined above are assessed to determine the continuation or renewal of funding.
Note: Final Progress Report Requirements
Program Progress Narratives: Analysis of Impact

The Analysis of Impact narrative should:
1. Describe how AmeriCorps Members’ service is making an impact in the community that would not have been possible through existing staff and/or volunteers;
2. Describe how AmeriCorps has enabled the program to leverage new public-private partnerships, funding, and other resources (if applicable); and
3. Describe any factors or trends that positively or negatively affected your program’s performance.

Note: Final Progress Report Requirements
Program Progress Narratives: Impact Snapshot

The Impact Snapshot narrative should:
1. Provide one or more examples of a change in beneficiary knowledge, attitude, behavior, or condition that your program has been able to measure; OR
2. Provide one or more examples of the change in AmeriCorps Member knowledge, attitude, behavior, service ethic, etc. that your program has been able to measure.

Note: If someone were to ask you to defend National Service and your program in 2-3 sentences, what would you say?
The Member Experience narrative should:

- Describe any activities and accomplishments relative to Member experience that were not captured in National Performance Measures; and/or
- Describe how your organization ensured that Members consistently found satisfaction, meaning, and opportunity.

Helpful Tips

- Follow the reporting guidelines provided by MCSC.
- Ensure that narratives are clear and meaningful.
- Ensure one version of the truth: be 100% accurate and be honest about real issues affecting your program.
- Allow yourself enough time to carefully complete reporting.
  
  Translation: Do not wait until the last minute – the day reporting is due is considered the last minute.
- Respond to feedback from MCSC program officers in a timely fashion.
  
  Typically, MCSC program officers will provide a deadline by which to reply to feedback and/or revise reports. The default is within 2-3 business days.
- Recommendation: Maintain performance measure supporting documentation in accordance with your records retention policy.

“It is their money, therefore you must follow their rules.”
FY2016 Grant Application & Review Process

Grant application instructions are uploaded at [https://movolunteers.org/grants.htm](https://movolunteers.org/grants.htm).

*Note: The NOFO and Missouri-specific guidelines have been consolidated into one document entitled Missouri Notice of Funding Opportunity and Application Instructions.*

Be mindful of the upcoming application workshops:

- **Wednesday, November 18th** – For formula and competitive continuation applicants (starts at 9:00 am, plan for a half-day)
- **Friday, November 20th** – For formula re-competes applicants (starts at 8:30 am, plan for a full day)

Financial Reporting

**PER submission notification**

Please notify your assigned program officer when you submit a PER in OnCorps.

**Deadline extension requests**

Please adhere to the deadline extension request guidelines provided if a PER will be submitted after the specified deadline.

**Reasons reimbursements may be withheld**

- If items on the Desk Monitoring Form (used by MCSC) are noncompliant.
- If a current or prior PER is pending correction, additional documentation, clarification, etc.
Program Director Updates

Miscellaneous Topics

- Certifications/Compliance
  - **Reminder:** National Service Criminal History Check (NSCHC) Certification Form
  - **Coming Soon:** Tutoring Requirements Certification (for education/tutoring programs only)
  - Adding new staff to the project
    - Please ensure that new staff added to the project satisfy the criminal history requirements prior to claiming personnel expenses on a monthly PER.
  - Certifying percentage of time spent on the project (program staff)
    - If a program does not record timesheets, please include a written certification of time spent on at least a semi-annual basis.

Any final questions or discussion topics?
Thank you &

Happy Halloween