

**Montana Commission on Community Service
October 19, 2009 Meeting**

Policy Recommendations for Formula, State Competitive and National Grantees:

- **AmeriCorps Progress Reports**
- **Corrective Action Policy**
- **Amend Performance Measures Policy**

Recommendation:

Streamline the procedure for progress reports in order to simplify the process and be more efficient and effective in identifying problems early on and promoting program successes throughout the year.

AmeriCorps Progress Reports Policy

1. AmeriCorps programs will be responsible for submitting 2 progress reports each year (mid-year and end of program year.)
2. Reports will be submitted electronically to the Grants Officer who will forward them onto the Commission.
3. Commissioner feedback will be submitted to the Grants Officer for integration by the Office of Community Service and thus feedback to programs.
4. The Office of Community Service will utilize progress report to promote program successes and if necessary, refer program to corrective action policy.
5. The Office of Community Service will utilize end of year progress reports for annual reporting to the Corporation.

Corrective Action Plan Policy

1. If at any point information collected indicates a program is not meeting performance measurement targets, program must submit in writing within 30 days Corrective Action to be taken.
2. Program must consult with Governor's Office of Community Service Grant Officer to draft a timeline for agreed upon strategy to meeting performance measures.
3. Programs are allowed 60 days to correct their course.

4. Plan should include factors impacting programs performance goals.
5. Plan should include:
 - Strategy program is using and the corrective action they are taking to get back on track toward established performance measures.
 - Timeframe within their plan to achieve getting back on track with performance measures or an amendment.

Amend Performance Measures Policy:

1. Programs that would like to amend their performance measures must submit in writing a request to the Governor's Office of Community Service Grants Officer within 30 days of determining that performance measures are not being met.
2. Amendment should include:
 - Why program is not on track to meeting performance measures, if that is the case.
 - How program has been tracking performance measures.
 - Evidence of the corrective action program has taken.
 - Any new proposed performance measures or targets.
 - Program's plan to ensure new measures are being met.