



FoodCorps Site Visit Monitoring Tool Program Year 2011-2012

FoodCorps Site Visits

FoodCorps conducts site visits with all Host Sites and a majority of Service Sites during the course of a program year for the purpose of checking-in on programmatic activities, ensuring compliance with FoodCorps and AmeriCorps rules and regulations, and providing training and technical assistance in instances of staff changes or other program challenges.

FoodCorps site visits are not punitive, but rather a chance for FoodCorps staff to get to know the unique service aspects of each Host and Service Site, to address any compliance issues, and to provide support for corrective action.

What is a Site Visit?

A site visit is a physical visit by a representative of the FoodCorps National staff to a Host and its Service Sites to observe firsthand the work, the challenges, the successes, and the “big picture” of FoodCorps’ partners who operate within each state.

What are the different types of Site Visits?

Primarily, FoodCorps staff will conduct two types of site visits: 1) Monitoring Visits, which are scheduled well ahead of time and address all aspects of the FoodCorps program implemented at that site, including Service Member supervision, documentation, and compliance and require access to FoodCorps related documentation, scheduled meetings with Host Site and Service Site staff, scheduled meetings with Members, and observation of program activities, and a full report; and 2) Informational Visits, which are scheduled if a staff member happens to be traveling in the vicinity of a site and do not require full access to staff, Service Members, or documentation, nor require a full report. However, if compliance issues are witnessed during an Informational Visit, staff members will report these issues and follow-up will be required.

Why do we conduct a Site Monitoring Visit?

There are three key reasons to conduct site visits. First, to ensure that FoodCorps Service Members are receiving and providing the services FoodCorps and the Host and Service Site partners have agreed to provide. Second, a visit can provide guidance to sites that are struggling and need timely support. Third, an in-person visit helps FoodCorps better understand the experiences of this particular site, the Service Members assigned, and the community they serve.

FoodCorps Site Monitoring Visit Tool

Purpose: The intent of this tool is to foster conversation between the Host Site, Service Site, and FoodCorps representative participating in this site visit and to gather information about the program.

Structure: The tool is organized into three sections: program management, FoodCorps Service Member management and affiliation with the FoodCorps and AmeriCorps national service network. The tool also provides guidance for FoodCorps Service Member interviews.

Each section consists of two types of elements: 1) 'Requirements' which all FoodCorps programs are required to meet. The reviewer will indicate whether the program is compliant with each of the required elements. 2) 'Discussion Points' are intended to help the staff member better understand a program's systems and practices and inspire dialogue about best practices and opportunities for continuous improvement. Discussion points are not required elements.

Process: Host Site Supervisors, FoodCorps staff and, where appropriate Service Site Supervisors, will discuss the elements contained in the tool. FoodCorps staff will gather supporting documentation as appropriate. At the conclusion of the site visit, the FoodCorps representative will share preliminary feedback and discuss next steps. The FoodCorps representative will write-up a report that identifies program highlights, compliance findings and areas for continuous improvement. This report will be kept on file at the FoodCorps National office and will be submitted to the Host Site organization for review. This report will include a risk assessment, whereby the FoodCorps Program Staff will use a series of questions to rate the site as High, Medium, or Low risk. Sites will be notified of their rating and sites receiving a rating of High or Medium risk will need to work with FoodCorps to resolve any issues and develop a plan to avoid any future compliance problems. The Host Site, in collaboration with its Service Sites, will work with the Program Director for Sites and Service to resolve any identified compliance issues.

In some cases, FoodCorps staff may be joined by AmeriCorps Program Officers or other representatives from the Corporation for National and Community Service when performing site visits.

FoodCorps Site Visit Monitoring Tool

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| <p>Host Site:</p> <p>Date of Visit:</p> <p>Service Site(s) Visited:</p> <p>FoodCorps Staff Representative(s):</p> <p>Names and Titles of Meeting Attendees:</p> |
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I. PROGRAM MANAGEMENT

| C | NC | NA | REQUIREMENTS | COMMENTS/NOTES/DOCUMENTS REVIEWED |
|---|----|----|---|-----------------------------------|
| | | | <p>1. At least one staff member of the Host Site and each Service Site has been appointed as the Host/Service Site Supervisor.</p> <p><u>Discussion Points:</u> <i>What is the job title of each Supervisor and what responsibilities do these staff have for the FoodCorps program at each location? How are Service Site staff trained on FoodCorps and AmeriCorps requirements and policies? How are staff members evaluated?</i></p> | |
| | | | <p>2. Maintain agreements with all Service Sites in the Host Site State outlining Service Site responsibilities regarding Member support, training, oversight, safety, reporting, and evaluation.</p> <p><u>Discussion Points:</u> <i>Are those documents on file with the Host Site?</i></p> | |
| | | | <p>3. Conduct a review, including a site visit, with each Service Site and report any FoodCorps related compliance or monitoring issues to FoodCorps.</p> <p><u>Discussion Points:</u></p> | |

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| | | | <p><i>Has the Host Site conducted these visits yet? What is the procedure or monitoring tool they use?</i></p> | |
| | | | <p>4. Ensure that all Service Members have a safe, supportive and respectful environment in which to conduct their activities. Communicate any infringements on this to FoodCorps immediately.</p> <p><u><i>Discussion Points</i></u> <i>Is there any evidence of personality or other conflicts between Service Members and site staff? Has the Host Site had any concerns about the supervisory structure at a Service Site? What actions have they taken in any of these situations?</i></p> | |
| | | | <p>4. Facilitate public recognition of the benefits FoodCorps brings to the Host Site State by documenting Member service through photos and videos, engaging in outreach to press and policymakers, displaying the FoodCorps and AmeriCorps logo and brand in appropriate circumstances, and crediting FoodCorps and AmeriCorps as deserved for its role in achievements.</p> <p><u><i>Discussion Points:</i></u> <i>Has the Host Site received any notable press or accolades because of the FoodCorps Program? Does the Host Site maintain a press file and have those been shared with FoodCorps?</i></p> | |
| | | | <p>5. Maintain comprehensive liability insurance throughout the term of the MOU.</p> <p><u><i>Discussion Points:</i></u> <i>Is there a copy of the insurance policy on file at the Host Site? Do all your Service Sites also maintain comprehensive liability insurance?</i></p> | |
| | | | <p>6. Host and/or Service Site provide or assist with obtaining any funding or materials necessary for Service Members to conduct service activities.</p> <p><u><i>Discussion Points:</i></u> <i>Have you included the FoodCorps name or program in any application for any grants or donations? What kinds of support have you needed in order to assist your Service Members with their</i></p> | |

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| | | | <i>activities?</i> | |
| | | | 7. Submit or facilitate the submission of all reporting requirements in a timely manner (including evaluation data and Service Member progress reports). <i>Discussion Points:</i> <i>Are your sites subject to IRB approval? Do you have the tools necessary to submit the data required? Have you run into any challenges compiling or submitting data?</i> | |
| | | | 8. Provide or facilitate the payment of the cash match per FoodCorps Service Member. <i>Discussion Points:</i> <i>How is the cash match paid in your state? Did you or your Service Sites have any difficulty providing the cash match?</i> | |

II. FOODCORPS SERVICE MEMBER MANAGEMENT

| C | NC | NA | REQUIREMENTS | COMMENTS/NOTES/DOCUMENTS REVIEWED |
|----------|-----------|-----------|---|--|
| | | | 1. Host Site and/or Service Site staff appropriately and accurately conduct Service Member time and record keeping. <i>Discussion Points:</i> <i>Are all Service Member timesheets up to date and accurate? Have all Service Sites been trained and feel comfortable using the America Learns system?</i> | |
| | | | 2. Service Members to not spend more than 10% of their agreed upon term (1700 hours) fundraising. | |
| | | | 3. No Service Member has supplanted, duplicated, or displaced any employee or volunteer of the Host Site or Service Site. <i>Discussion Points:</i> | |

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| | | | <p><i>Do the Host Site and Service Site maintain up to date job/volunteer descriptions for all employees or volunteer positions? Are these descriptions measurably different in scope from that of the FoodCorps Service Member?</i></p> | |
| | | | <p>4. Member orientation to both the Host and Service Sites are designed to enhance member security and sensitivity to the community. Orientation should cover member rights and responsibilities, including the program’s code of conduct, prohibited activities, requirements under the Drug-Free Workplace Act, suspension and termination rules, grievance procedures, sexual harassment, other non-discrimination issues, cultural context of the site and other topics as necessary.</p> <p><u><i>Discussion Points:</i></u> <i>Does the Host and/or Service Site have a copy of Orientation agenda on file? How can they ensure that all Service Members attended Orientation? Is documentation of attendance on file?</i></p> | |
| | | | <p>5. Members receive on-going supervision and training in the form of weekly check-ins and formal and informal training opportunities organized by both the Service Sites and Host Site.</p> <p><u><i>Discussion Points:</i></u> <i>What types of training opportunities has the Host and Service Site made available to FoodCorps Service Members? How often does each Service Member check-in with their direct supervisor?</i></p> | |
| | | | <p>6. Members have access to adequate direct service opportunities in the arenas of Food and Nutrition Education, School Gardens, and School Food Procurement.</p> <p><u><i>Discussion Points:</i></u> <i>Have the Service Sites and FoodCorps Service Members been utilizing the Service Plan to determine appropriate direct service activities?</i></p> | |

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| | | | <p>7. Members have access to a safe and accessible workspace from which they can conduct all necessary service requirements.</p> <p><i>Discussion Points:</i> <i>Where is the Service Member's workspace located? Do they share this workspace with others? Is it adequate for them to complete their weekly reporting requirements and other service activities?</i></p> | |
| | | | <p>8. Document in writing and communicate to FoodCorps immediately all Service Member conduct violations, performance issues, or other program challenges.</p> <p><i>Discussion Points:</i> <i>Has the Host or Service Site had to issue any disciplinary action? Have there been any other incidents effecting the Service Member experience?</i></p> | |
| | | | <p>9. Members are compliant with Prohibited Activities and all activities align with the three pillars of FoodCorps Service.</p> | |
| | | | <p>10. Mid-term and End-of-Term written evaluations are conducted on all Service Members and all Exit paperwork is completed in a timely manner.</p> | |

III. FOODCORPS and AMERICORPS AFFILIATION

| C | NC | NA | REQUIREMENTS | COMMENTS/NOTES/DOCUMENTS REVIEWED |
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| | | | <p>1. The program is identified as an AmeriCorps and FoodCorps program.</p> | |
| | | | <p>2. The FoodCorps and AmeriCorps name and logo is used on service gear and public materials such as stationery, recruitment brochures, orientation materials, member curriculum, signs, banners, press releases and publications created by FoodCorps Service Members in accordance with Corporation requirements.</p> | |

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| | | <p>3. The Host Site and/or Service Site connects with the State Service Commission wherever appropriate and encourages FoodCorps Service Members and Supervisors to attend State Commission events where feasible?</p> <p><u>Discussion Points:</u> <i>What kind of connections have the Host or Service Sites made with its State Commission? Is the site staff aware of the benefits of establishing contact with State Commissions, such as access to Commission training events, PDAT funds and collaboration on days of service? Does the site include the commission on its mailing list? Is the site on the commission's list?</i></p> | |
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FoodCorps Service Member Interviews

During the course of a Site Monitoring Visit, FoodCorps staff should try to meet with Service Members. Service Members can be interviewed either individually or in a group. Interviews should be discussions with the Service Member that help you determine the following:

1. Whether the Service Members' activities conform to the activities described in the awarded grant application, their position description (found in their Member Contract) and their Service Plan, the Regulations and Provisions, and exclude prohibited activities.
2. Whether the Service Members were sufficiently trained to perform their service.
3. Whether the Service Members were sufficiently oriented to FoodCorps, AmeriCorps and the prohibited activities.
4. Whether the program instilled a FoodCorps and AmeriCorps identity among Service Members.
5. Whether Service Members receive sufficient and appropriate supervision and support.
6. Whether the Service Members are having a meaningful service experience through the program.
7. Whether the program is developing the leadership potential of Service Members through Life After FoodCorps/AmeriCorps and/or ethic of service training or reflection.