AmeriCorps Office of Monitoring:
Overview of the Monitoring Process

March 28, 2022
Agenda

On today’s call we will discuss:

• Objectives of Monitoring
• AmeriCorps remote monitoring lifecycle
• Next steps and timing of monitoring kick-off
• Using WizeHive
• Grantee monitoring resources
• Q&A
Objectives of Monitoring

A routine part of managing federal grants

- Assess compliance with all requirements (statutory, regulatory, and agency policy)
- Collect data from across the agency on strengths and areas for growth
- Continuously improve agency’s monitoring procedures based on monitoring activities and results
- Ensure agency compliance with federal regulations
# Objectives of Monitoring

## Continued

<table>
<thead>
<tr>
<th>What Monitoring Is</th>
<th>What Monitoring Is Not</th>
</tr>
</thead>
<tbody>
<tr>
<td>✓ Routine</td>
<td>X A direct result of</td>
</tr>
<tr>
<td>✓ Targeted</td>
<td>“wrongdoing” (you are not</td>
</tr>
<tr>
<td>✓ Required by regulations</td>
<td>selected because your</td>
</tr>
<tr>
<td>✓ Used to inform training</td>
<td>organization is “in trouble”)</td>
</tr>
<tr>
<td></td>
<td>and technical assistance</td>
</tr>
<tr>
<td></td>
<td>offered by the agency</td>
</tr>
<tr>
<td>✓ Applied to the prime</td>
<td>X An audit</td>
</tr>
<tr>
<td>grantee</td>
<td>X Related to OIG or PIIA</td>
</tr>
<tr>
<td></td>
<td>activities</td>
</tr>
<tr>
<td></td>
<td>X Applied directly to</td>
</tr>
<tr>
<td></td>
<td>subrecipients</td>
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**Monitoring Life Cycle**

**Pre-Monitoring**
- **Grantee Notifications**
- **Grantee Document Submission to OM**
- **Document Review & Grantee Notification of Sample Selections**
- **Compliance Assessment**
- **Monitoring Summary Report to Grantee**

**Monitoring**
- **If applicable, Grantee Corrective Action Planning**
- **Grantee CAP Submission to OM**
- **CAP Review & Approval**
- **Grantee Notifications**

**Post-Monitoring & Closeout**

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**You are here!**

- **Submit initial documents via WizeHive within 15 business days**
- **MO reviews initial docs, identify individuals selected for interviews, and request supplemental documents**

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**Initial notification (sent 3/18) followed by kick-off email from monitoring officer (MO) requesting initial documentation**
**General Timeline and Next Steps**

Depending on your spot in the queue, activities assigned, speediness in your response, and other variables

<table>
<thead>
<tr>
<th>Estimated time frame</th>
<th>Activities likely taking place</th>
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</table>
| Month 1              | • Notifications  
|                      | • Wizehive access granted  
|                      | • Initial documentation requests |
| Month 2              | • OM reviews initial documentation, requests supplemental documents  
|                      | • Grantees upload supplemental documentation |
| Month 3              | • Documentation reviewed by OM  
|                      | • Initial scope results for NSCHC and opportunity to provide additional documents (if applicable) |
| Month 4              | • OM provides monitoring report with results and indicates whether or not a CAP is required |
| Month 5              | • CAP submission  
|                      | • Review of CAPs, determinations made |
| Month 6              | • Completion of CAPs |
Notification of Monitoring Assignment

Email from Monitoring Officer (@cns.gov)

- To awardee Authorized Representative
- Copy (CC) to awardee Project Director
- Copy (CC) to AmeriCorps Portfolio Manager
- If ASN grant, ASNInfo@cns.gov is also copied
- Includes attachment of formal AmeriCorps letter (PDF)
- Summarizes monitoring activity assignment and period of assessment (date range applied to grant monitoring)
- Describes deadline for responding to monitoring documentation request
- Includes attachment of External User Guide (PDF) for creating a new user account and accessing monitoring assignment via secure, online platform (WizeHive Zengine) used by AmeriCorps Office of Monitoring
- Includes attachment of the slides for this presentation (PDF)
- Information (weblink) for viewing this recording and a weblink to a pre-recorded demonstration for navigating the WizeHive Zengine system.
Using WizeHive Zengine

- The Office of Monitoring uses WizeHive, a secure online platform, to facilitate monitoring activities.
Accessing WizeHive

- Authorized Representatives (AR) will receive an email from no-reply@email.zenginehq.com with their assigned monitoring activity and a link to the portal for their assigned monitoring activity.

- Check spam inbox if not received within 24 hours after receiving kick-off and documentation request from AmeriCorps Monitoring Officer.

- Use the WizeHive External User Guide to create a new user account, password and to sign in.

- Contact monitoring@cns.gov for assistance.
Using WizeHive

**Monitoring Officers** use WizeHive to:

- Communicate to grantees the initial and supplemental documents to be submitted
- Identify individuals selected for interviews, where applicable
- Provide monitoring results and review notes
- Provide corrective action plan status updates and feedback, where applicable
Using WizeHive

**Grantees** use WizeHive to:

- Acknowledge monitoring activity
- Review assigned monitoring activity
- Upload initial documentation
- Upload supplemental documentation and/or clarifying information
- Review and download monitoring results
- Submit a Corrective Action Plan (CAP) and supporting documents, where applicable
- Review and download CAP report, where applicable

Use the WizeHive External User Guide for step-by-step instructions
AmeriCorps Website
https://americorps.gov/grantees-sponsors/monitoring

Resources

Download resources

- Remote Monitoring - At a Glance
- Overview of Uniform Monitoring Package (UMP)
- Guide to Developing Corrective Action Plans
- Segregation of Duties Worksheet
- List of Subawards Worksheet
- Office of Monitoring FAQs
AmeriCorps Website

Overview of Uniform Monitoring Package (UMP)

Prohibited Activities, Section 10

Purpose and Approach

The Prohibited Activities monitoring review determines compliance regarding activities which are restricted, prohibited, must be adhered to for non-Federal entities receiving grant funds per 2 CFR 200 or AmeriCorps grants per 45 CFR 2250.65. This monitoring review is completed mainly through responses received via interviews (prime grantee staff, site supervisors, and members/volunteers), but also through activity policies, evidence of training, and review of assignment descriptions. The Monitoring Officer will request donations and conduct interviews to identify the program's capacity to comply fully implement allowable grant-funded activities.

Applicability: This section applies to AmeriCorps State and National, AmeriCorps State and National Commissions, VISTA, and all AmeriCorps Senior programs.

10.01: Prohibited Activities

Source: Documents: Notes from interviews, program descriptions

10.01.01 Do members/volunteer service activities align with their position description/assignment plans?

10.01.02 Are members/volunteers, site supervisors, and prime staff aware of prohibited activities applicable to their respective program?

10.01.03 Do prime staff provide appropriate training to members/volunteers on prohibited activities?

10.01.04 Do prime staff provide appropriate training to site supervisors on prohibited activities?

10.01.05 Do site supervisors provide appropriate oversight of the members/volunteers with regard to prohibited activities?

10.01.06 Do prime staff provide appropriate monitoring and oversight of the service sites with regard to prohibited activities?

10.01.07 Do interviews indicate that members/volunteers, site supervisors, and prime staff do not engage in prohibited activities?

10.01.08 Does the prime grantee or sponsor have a policy on prohibited activities?

10.01.09 Is there any evidence that individuals involved in the project misuse authority or their position for personal financial gain or the gain of an immediate or close family member or business associate?

References:
Annual General Terms and Conditions, 2 CFR 200.115(b)(2), FSP and SCP Terms and Conditions, RSVP Terms and Conditions, 45 CFR 2250.121, 45 CFR 2253.91, USEA Memorandum of Agreement

10.01.10 Is there evidence that the grantee is falsely controlling service members?

Reference: Annual General Terms and Conditions
WizeHive Demonstration

View on Litmos

Learning Path instructions

Existing learners can access the path using the direct link.

For learners without an account, they should use the instructions below, which will take them directly to the path.

Creating an AmeriCorps Litmos Account

1. Visit this page in any web browser:
   https://americorpsonlinecourses.litmos.com/self-signup/
2. Enter the required information.
3. In the Code field, enter: OM-WH-2021
4. Click “Register.”
5. You’re in!
6. Look out for the account confirmation email
Quick Recap

• Monitoring kick-off and documentation request notifications will go out as soon tomorrow but may be sent out over the next months.

• Once you receive your kick-off notification, questions can be directed to your monitoring officer.

• In the meantime, direct questions to monitoring@cns.gov.