

Grant Continuation Assessment and Performance Report

Task Force Final Recommendation:	Forward to CNCS recommendation for funding full continuation request (see page 9)
---	---

Legal Applicant:	University of Southern Maine/Campus Compact
-------------------------	---

Program/Project Name:	Maine Partnership for Environmental Stewardship
------------------------------	---

	Yes	No
Legal Applicant CCR on SAM is active	X	
Legal applicant is not on federal excluded parties list in SAM	X	

	From (date)	To (date)
Grant Period (full 3 year time)	2017	2020
Continuation period covered by request	2019	2020
Performance period under review	2018	2019

PROGRAM DESCRIPTION

(Insert Executive Summary from original application. Then note any changes made in program model since start up and indicate any changes proposed in continuation application. This helps Commissioners track things over time.)

The Maine Campus Compact Maine Partnership for Environmental Stewardship (MPES) initiative proposes to have 6 Full Time (FT), 6 Quarter Time (QT), and 26 Minimum Time (MT) AmeriCorps members (totaling 13.09 MSYs) who will partner with community organizations and higher education institutions to effect individual behavioral and technical change leading to energy efficiency, particularly for economically disadvantaged individuals and households at 6 sites in Maine. At the end of the first program year, the AmeriCorps members will be responsible for hosting a total of 12 (2 per site) Community Energy Education Events, 12 (2 per site) Window Insert Community Builds (600 interior storm window inserts built and installed into 120 homes), and conducting at least 375 behavioral change Green Certification Audits in homes and campuses. In addition, the AmeriCorps members will leverage an additional 96 volunteers who will be engaged in supporting these community energy efficiency initiatives. This program will concentrate on the CNCS focus areas of Environmental Stewardship and Economic Opportunity. The CNCS investment of \$177,893 will be matched with \$98,851, \$68,025 in public funding and \$30,826 in private funding.

ENROLLMENT/RECRUITMENT/RETENTION:

The Maine Campus Compact Maine Partnership for Environmental Stewardship has shown a huge improvement from year 1 to year 2 of the grant cycle in recruitment and enrollment processes. With nearly all members enrolled and approved within 1 day. The only exception was 1 member who was approved in 3 days, a drastic improvement over the previous year when most members were enrolled and approved within 20 days, and in some cases over 30 days between enrollment and approval. Please note that the standard has changed from 30 days to 5 days for approval, nevertheless, this year shows a great effort in meeting this new deadline.

Retention for this program year looks promising with 100% of FT members currently enrolled properly (and no premature exits). Last year's FT members had a 100% rate of retention whereas the MT and QT members had low retention rates (in part due to the academic year ending before the program year). With this learning experience behind them and fewer members to manage this year, the risk for low retention is looking less and less like an issue to be concerned about in this current and future program year(s).

COMPLIANCE:

» Program operation

Their major challenge centered on helping our Minimum Time members complete their service hours and determining when some Members had actually stopped serving. Most of the Minimum Time (MT) members were college students, a number of whom returned home for the summer exiting early without completing their service hours, and without notifying us or their host site supervisors that they were unable to complete their term of service. Communicating with them once they had returned home was very difficult. Members were sent multiple emails and multiple times to be reached by phone, often with little success. After 3 failed attempts to contact them members were exited from the system.

In order to avoid these difficulties in the coming year, grantee has implemented a number of changes, including, orientation for host-site supervisors as well as for all members:

- Host site supervisors have been apprised of the need to discuss in detail the time commitment required when interviewing a potential MT member so they fully understand what it will take to meet the 300 hour service requirement, and what the implications are of failing to meet their service hour commitment. We will also discuss this in detail during the member orientation.
- All host site supervisors have received a list of activities for MT members in order to ensure that they have adequate opportunities to fulfill their service hour commitment.
- The use of weekly timesheets (in place of monthly) which will allow grantee to monitor MT members more carefully, and to address performance issues in a timelier manner.
- Develop plans to work more proactively with MT members early in the spring semester to prepare them for exiting

» Member management

As mentioned above, the major challenge for this program last year was centered on helping our Minimum Time members complete their service hours, and determining when some Members had actually stopped serving. In order to avoid these difficulties in the coming year, the sub-grantee has implemented a number of changes, including:

- All host site supervisors have received a list of suggested activities for MT members to ensure they have adequate opportunities to fulfill their service hour commitment.
- The use of weekly timesheets (in place of monthly) which will allow grantee to monitor MT members more carefully, and to address performance issues in a timelier manner.
- Develop plans to work more proactively with MT members early in the spring semester to prepare them for exiting

» Program Finances and Agency Fiscal Issues

The Maine Campus Compact Maine Partnership for Environmental Stewardship has met the match requirements and continues to be in a stable financial state. They enjoy a partnership with Efficiency Maine which has been able to absorb some program costs (including energy saving devices) and in-kind financial support.

The Maine Campus Compact Maine Partnership for Environmental Stewardship has also submitted a 3rd party financial review for FY ending 2017. This university-wide audit does not specifically identify the AmeriCorps program as a risk or liability. There is no other information found in the audit that would suggest that this program is at any risk.

» Performance Measures:

There is insufficient data for the 2018-19 Program Year to report since the first progress information is due 1/20/2019. The numbers below are the 2017-2018 Performance Measures (1-9) and the corresponding target for 2019-20 shown as the letter "a." below the 2017-18 data.

1. Number of individuals receiving education or training in environmental stewardship; Target 240 / Actual 1335 (556% of target).
 - a. The 2019-20 target is still 240 (which considering they were 556% above their target, I am curious why they would keep the same target knowing that it was overshoot by so much).
2. Number of individuals reporting a change in behavior or intention to change behavior; Target 120 / Actual 157 (130.83% of target).
 - a. The Target for 2019-20 is still 120 which seems reasonable as they only overshoot the target by 37 participants. They could potentially raise the target to show growth in the program (suggested target of 150).
3. Number of individuals with increased knowledge of environmental stewardship; Target 160 / Actual 168 (105% of target).
 - a. The target for 2019-20 is still 160 which seems reasonable based on how close the actual was to the target in their first year.
4. Number of households with reduced energy consumption or reduced energy costs; Target 100 / Actual 56 (56% of target).
 - a. The target for 2019-20 is still 100, which was not achieved in year 1 of the grant cycle. Hitting this target would show significant growth in the program.
5. Number of housing units weatherized or retrofitted to improve energy efficiency; Target 120 / Actual 133 (110.83% of target).
 - a. The language of this PM has changed to include public buildings along with housing units. The target is still 120 which is acceptable as they only exceeded this target by a few in previous years.
6. Number of AmeriCorps program training and other formal development activities that result in increased AmeriCorps member skills, knowledge, and abilities related to the service assignment (community, tasks, and sector); Target 5 / Actual 10 (200% of target).
 - a. The Target for 2019-20 is still 5 trainings (which is down from their actual number of trainings in the prior years which reached 200% of the target).
7. Number of AmeriCorps members demonstrating increased competency in skills or application of knowledge; Target 38 / Actual 30 (78.95 % of target).
 - a. This PM is also staying the same for 2019-20. No foreseeable concern with this target.
8. Number of community volunteers recruited by AmeriCorps members or program; Target 96 / Actual 454 (472.92 % of target)
 - a. This target is remaining the same as the 2017-18 target. There was a 479.92% of the target reported in 2017-18. No explanation as to why this target is the same as before considering they had exceeded it by so much previously.
9. Number of additional direct service activities and/or units completed for organizations by volunteers recruited/managed by AmeriCorps members; Target 200 / Actual 1739.50 (869.75% of target).
 - a. There is no corresponding PM or target for this previous measure.

PROPOSED CONTINUATION BUDGET:

No significant change to report on although some of the totals in each section are different from year to year, the fluctuation is minimal and any increase in CNCS share is met with an increase in In-Kind or Cash from the Grantee. The total budget figure is actually the same as the previous year, so all adjustments have been accounted for between Match and CNCS share.

EXPANSION/SUPPLEMENTAL REQUEST:

N/A

OTHER:

» Sustainability: New and Existing Partnerships

Maine Partnership for Environmental Stewardship continues to maintain and develop new and existing partnerships. Both WindowDressers and Healthy HomeWorks have been strong partners and have been identified as partners in the coming program year (current year 2018-2019). Efficiency Maine has provided the program with many energy savings devices which we are then able to pass on to the low-income households. They have also provided considerable in-kind financial support for the program.

» Sustainability: Recognition of program in community and community participation in implementation

With over 400 community volunteers engaged in this work, the program has been successful in bringing community support to this project.

» Sustainability: Increased resources (human, financial, etc.)

With over 400 new volunteers participating in the program and the ongoing commitment to keeping this program funded and functioning at USM, this program clearly has developed sustainable resources to continue the work at hand.

» Misc. comments

With this program functioning on a number of college campuses around the state, they have a large reach and strong network of support. Considering the turmoil surrounding the changing of staff and a few other complications they have been able to successfully deliver much of what they set out to do in their first year.

Compliance Overview (CFRs, policies, grant provisions) Information is in grantee progress reports, eGrants member management portal, MCCS staff monitoring reports and site visits. Additional information from Grantee interviews.	Successful	Unsuccessful	Cited for problems?
AmeriCorps Members			
1. Member management requirements are compliant.			
a. Member enrollment cycle completed within 30 days.	x		
b. Member eligibility documents complete and accurate.	x		
c. Member enrollment and retention within CNCS tolerance for variability (typically 5%).		x	Yes, addressed in final report narrative; members will be coached on how to exit successfully
d. Member time logs are signed and approved in accordance with regulations.		x	In Monitoring Report
2. Member training requirements are met.		x	Correction noted in Site Visit Interview Report

3. Personnel system for program staff results in compliance with grant/contract/provisions.		x	x
4. Member host site selection, agreements, training, performance monitoring, and supervision are compliant.	x		
5. Program administrative system results in compliance with grant regulations, contract, special terms/conditions.		x	x
6. Program Progress Reports complete, accurate, and submitted on time.			
a. Needs/Service Activities performance measure targets are met or, if multi-year, on target to be met.		x	
b. Member Development performance measure targets are met or, if multi-year, on target to be met.		x	x
c. Strengthening Community performance measure targets are met or, if multi-year, on target to be met.	x		
7. Fiscal systems result in program compliance.	x		
8. Financial reports complete, accurate, submitted on time.	x		
9. Income Reports (including cash & in-kind match) reported quarterly:	x		
10. Adequate match reported on PER's: Overall budget __35.72_% Match in latest financial (YTD); __36.85_% Contract rate	x		
11. Engagement of non-AmeriCorps volunteers __439__Vol-to-date; __1739__Hours served; __396__Avg hrs/vol	X*		
12. Inclusion and accessibility requirements are met.	x		
13. Performance data system in place to track and report progress related to grant/contract data and performance measures.	x		
<p>Comments:</p> <p>*Volunteer count and average hours totals are based on the Service & Volunteer Report. It is worth noting that this report differs from the info included in the demographics tab on the final GPR. There was a request to correct that information which has not been answered as of this report.</p>			

Member Data for performance period (to-date)

	Total MSYs	Total slots	1700 hr	900 hr	675 hr	450 hr	300 hr
Original Award	13.09	38	6	0	0	6	26
Current after __0__ instances of slot conversions	N/A	N/A	N/A			N/A	N/A
Enrollment to-date	8.38	17	6			1	10
% of enrollment			100%			16.7%	38.5%
Exited before service term complete	0	0	0			0	0
Retention rate (%)*	N/A	N/A	N/A			N/A	N/A

*(enrollment-exit early)/enrollment=retention rate

Comments on Member Data: In the current year (2018-19) this grantee has shown significant improvement (compared to the 2017-2018 program year) in recruitment and enrollment (all members within the 5 day window for approval). Retention rate is N/A at this point in the program year as none of the enrolled members have left the program at this point in time.

Grantee Expectations and Sustainability: This information is found in Progress Reports. Additional information from Interview with Grantee. Factors related to research-based indicators of sustainability.	Exceeded	Met	Unsuccessful
• Develops community partnerships to foster community ownership, sharing of resources, service coordination and infrastructure development.		x	
• Accesses community support for volunteer/member development and training that is beyond what was required in the program design and budget.		x	
• Develops Oversight/Advisory Committee/Boards to effectively involve target community in implementation			X*
• Expands the base of community volunteers as means of growing ability to deliver services	x		
• Access additional funding from diverse sources		x	
• Successfully expands program/site service delivery	x		
• Access additional equipment/supplies/materials/resources/training (beyond those budgeted) to accomplish unexpected projects		x	
• Build community awareness to advocate the importance of the project to potential supporters and general community.	x		
<p>Comments: The program overshot volunteer recruitment by over 400% as well as hitting 859.75% of target for the “additional direct service activities”.</p> <p>*Reviewer (JM) could not locate any documentation of “Oversight/Advisory Committee/Boards” in the program file.</p>			

	Successful	Unsuccessful	Cited for problems?	Corrective Actions implemented?
Implementation/Operation Information compiled from staff monitoring and site visits.				
Program activities consistent with original proposal.	x			
90% of Member assignments relate to funded priority(ies) in original proposal.	x			
Best Practices used for Recruiting/ Screening/Interviewing/Placing Applicants			x	Yes; MT/QT members need to be coached on finishing their term when recruited / placed
Grantee commitment to effective staff development, site supervisor training, etc.	x			
Continuous quality improvement system tracks community satisfaction with service and program's ability to meet identified need	x			
Essential Volunteer management practices used with community volunteers.		x		Q4 GPR Report not accepted;

				awaiting correction in Demographic information (volunteer totals do not match)
Evaluation implementation on target and design meets evaluation requirements.	N/A			

Comments:

The program has been working with Dr. Sharon Klein of the University of Maine whose research has led to the development of an algorithm for calculating the energy savings of the window inserts. The algorithm takes into account multiple factors including type of home construction, type of insulation, type of windows, type of fuel, type of furnace, degree days per year and other weather conditions, etc.

Future Plans. The information is found in the Continuation Application Narrative, Budget, and Performance Measures.	Completely	Not at all	Partially	Requires correction/add'l info?
Grantee articulates lessons learned and uses them to refine plans for the continuation year under review.	x			
Proposed budget complies with current regulations and limits on costs.	x			
Proposed budget has clear explanations of expenses and is free of errors	x			
Performance measure proposes growth targets, strong data collection plan, and accounts for a majority of ACM slots requested			x	Many of the targets are the same as previous years, which were exceeded at that time

Comments: The difficulty with successfully exiting MT/QT members on time has been identified and addressed in the application narrative. Members will be coached through the exiting process earlier on to reinforce the importance of completing the service year & minimum hours to achieve an Ed Award. The only other concern is that many of the PM targets are the same as ones that had been exceeded in previous years. May need further explanation about how these numbers can illustrate capacity growth. (JM)

Staff Summary Recommendation	Exceeded	Met	Unsuccessful	Conditions
Compliance			x	Increased attention to Member Management
Implementation/Operation		x		
Progress on Performance Measures		x		
Grantee Expectations and Sustainability		x		
Future Plans		x		

Comments:

Member Management needs attention throughout the program year. Timesheets and Exit procedures, in particular, were weak areas of review in the 2017-18 program year. These items have been addressed in the reporting and thus far with the 2018-19 program year enrollment records are timely and accurate (showing great improvement).

Task Force Continuation Recommendation	Authorize Proposal	Modify: Increase	Modify: Decrease	Deny Request
Budget	✓			
Volunteers/participants	✓			
Performance targets	✓			
Operating plans	✓			
Other:				

Reason for recommendation:

Budget –

- No significant changes from previous year and they continue to address meeting matching requirements
- The third year of the plan appears to be in line with proposal.
- The program is proposing the same budget with minor account variations and is meeting local match requirements.

Volunteers/participants –

- In previous years they have exceeded in meeting volunteer recruitment goals as well as environmental stewardship education event goals. They have drastically reduced their member enrollment process times.
- The third year of the plan appears to be in line with proposal.
- The program was clearly much more successful during its first year in attracting volunteers and this should probably be reflected in their targets for year 3 unless something has changed in year 2 where numbers are not yet available.

Performance targets –

- In previous years they have met the majority of their performance targets.
- The third year of the plan appears to be in line with proposal.
- In some areas, the program significantly exceeded its targets during its first year. Unless there is some reason to question this (e.g., a fall off in year 2), some upward adjustments seem appropriate. I note that the one target with a significant shortfall was the number of households with reduced energy consumption/costs (56%). I'm wondering if this is a timing issue where the intervention came to close to the end of the program year to show an impact? Year 2 data will be interesting because I've had a continuing concern over whether behavioral vs physical interventions are really effective.

Operating plans –

- No substantial changes to note.
- The third year of the plan appears to be in line with proposal.
- Program appears to be functioning well and meeting/exceeding most of its targets.

Other comment:

- I support their proposal for enhanced efforts to address MT members leaving the program. This shows they identified a problem and are taking steps to handle it.

Conditions or requirements of continuation award:

- Some target/outcome adjustments and implementation of MT member program exit efforts.

Recommendation on Supplemental or Expansion Request:

- Program has responded to weaknesses and second year performance indicates the improvements did correct situations. Program is going well with new systems in place.

Continuation Recommendation: Award Resources in Next 12 mo Budget Period

	CNCS	Grantee	Total	Cost Per Member
Financial	\$177,893	\$ 98,851	\$276,744	\$13,590
Percentages*	64%	36%	100%	

AmeriCorps Member Positions	Full Time	900 Hr	675 Hr	450 Hr	Min 300
Number of Slot types requested	6			6	26
Member Service Years [Total: <u>13.09</u>]					

*Required cost-sharing is 70% CNCS and 30% Grantee.

Reviewed by Grant Selection and Performance Task Force Members:

Ed Barrett, Joe Schmidt, Jonathan Barczyk

Date: January 9, 2019