**New Grantee Professional Development Webinar**

**Best Practice Tools**

**Presenter: Crystal Hall**

*Good morning everyone and welcome to the second conference call/technical support session for the New Grantee/Staff Transition Committee in FY20. During our first session, we discussed the forms that were required for the grant. Today’s topic is on tools and documents that are not required but could be very helpful in your program. As a former grantee in the first year of the program, it occurred to me that the development of such tools would be very beneficial for the program as whole. I then took the site visit monitoring form that Vic will use with you and your sites in year three and turned it into a Policy and Procedure Manual for our staff and sites to use. This manual was written with a few things in mind. First, so that if I were to step away from programming, someone would know how to do this job. Secondly, to act as a quick resource for staff with basic questions, and lastly to provide some guidance and validity to a growing program. You have already received the templates that I will be discussing today and I would remind you about two things: #1 the vast majority of the verbiage in these forms came from a multitude of different sources including online templates, handbooks from established organizations, school websites, etc. so the general rule is please, beg/borrow/steal what you need from this to be successful. #2 these are meant to be taken and molded into whatever you need them to be. They are flexible and have been offered as a Word document so you can edit as needed. I am happy to assist you, review what you have, help with your own development of these tools, etc. at any time. Just reach out!*

*Questions are welcome at any time. We have 60 minutes for this call and want to be respectful of your time.*

*Note: These templates can be found on the* [*www.iowa21CCLC.org*](http://www.iowa21CCLC.org) *website under the Committee and then New Grantee/Staff Transition tab.*

Policy and Procedure Manuals

These are a great way to look at the overall process of your site. When I wrote this manual, I took the site monitoring document and broke it into sections based on the tool and what would earn a high rating for the program. This should be the level at which sites strived for at all times. This template includes an example of a Table of Contents with individual headings that align with the site monitoring document. Each section has varying levels of narrative so you can see what the overall goal was for that section, but also includes a disclaimer to individualize it to your own site’s policies, guidelines, etc. If you decide to use this document in your programs, feel free to cut and paste into which ever order or style meets your needs.

Operations Manual

Similar to Procedure manuals, but often are more site or logistical in nature. These guides typically pertain to daily functions to run a smooth program and may include your crisis management plan. Headings might include items such as dress code, parking, scheduling, duties and responsibilities, etc. but also the process of what to do in an emergency and how to follow up for protocol according to the site’s rules (yes, you go outside for a fire, but then what?)

Staff Handbooks

Staffing for 21CCLC sites looks a little different across the state so this might be a template that is not applicable to you. Keep in mind, the site I worked with was a community partnership that also consisted of a collaboration among three partners so having clear guidelines as to what was expected from staff was vitally important to keeping everyone on the same page.

Parent Handbooks

I am a big fan of the handbooks for parents. It’s a good way to start the year off right with some positive communication about guidelines and expectations. This template also includes a receipt page that we had parents sign and was kept in the student file. This was primarily if a parent expressed concern or disagreement over a policy - it was a quick way for us to state that they had agreed to the program guidelines. Clearly, the need for bilingual materials and/or translation services might come up if you decide to use a tool like this, so be aware of your needs and plan accordingly. You might also want to consider hosting a parent night and reviewing the handbook collectively, if that would work in your setting.

Enrichment and/or Volunteer Handbooks

I did not necessarily make a manual for enrichment providers (aka community partners) as they are covered in the Policy and Procedure manual, however, I then copy and pasted that section into a separate document that detailed expectations from partners IN ADDITION TO the memorandum of understanding from the grant application. This document was helpful when recruiting partners, but also working with partners who may have had little experience in the world of data collection.

Likewise, the volunteer handbook we used was based on the policies and procedures of a human service organization so for those of you who are at schools, your needs and guidelines for volunteers may look very different. I have included a template for a volunteer handbook and would be happy to assist with any language you might have in each section.

IDOE Guidance:

Next we will discuss is guidance from the IDOE regarding staffing changes and notifications. This covers what information you need to share, how the department should be notified when there is a change in personnel, and other related documentation.

Grantees or sub-grantees must obtain the prior approval of the awarding agency whenever any of the following actions is anticipated:

1. **Any revision of the scope or objectives of the project (regardless of whether there is an associated budget revision requiring prior approval).**
2. Need to extend the period of availability of funds. (carryover)

(3) **Changes in key persons**in cases where specified in an application or a grant award. In research projects, a change in the project director or principal investigator shall always require approval unless waived by the awarding agency.

**This includes the grantee notifying the SEA of any changes to email or phone numbers for key contact persons or location address changes program or administration.**.

(Authority: 20 U.S.C. 3474; OMB Circular A 102)

This is posted online under Financial Guidance  <https://educateiowa.gov/documents/title-programs/2019/09/application-financial-guidance>

Key information needed for all program directors:

* One valid email address
* One cell phone number
* One office phone number
* Program Administration Address

This information should match what you provided in your grant application. Any changes require notification to the Iowa Department of Education.

Talking Points: How to talk to your direct service staff about the “why” of 21st Century.

This handout was developed for site administrators to talk to and with direct service staff members to better explain why we are asking them to do the things they are doing daily with the children on site. Again, as staffing looks a little different at each site, this could mean teachers, contracted staff, part-time staff, non-certified staff, college students, interns, and could also be used with volunteers and/or parents.