

Governor's Commission on Community and Volunteer Service Self-Report

151st General Assembly



*Respectfully submitted to the
Joint Legislative Oversight and Sunset Committee
August 2021*

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ABOUT JLOSC AND THE REVIEW PROCESS

The Joint Legislative Oversight and Sunset Committee (“JLOSC” or “Committee”) is a bipartisan body comprised of 5 members of the Senate appointed by the President Pro Tempore and 5 members of the House of Representatives appointed by the Speaker of the House.

JLOSC completes periodic reviews of state supported entities such as agencies, commissions, and boards following statutory criteria under [29 Del. Code, Chapter 102](#). The review’s purpose is to determine the public need for the entity and whether the entity is effectively performing to meet the need. The goal of the review is to provide strength and support to entities that are providing a State recognized need.

JLOSC performs its duties with support provided by the Division of Research’s dedicated and nonpartisan staff. JLOSC staff completes a performance evaluation of the entity under review and submits a Staff Report to JLOSC which includes analysis, key findings, and recommendations. Recommendations are not finalized until reviewed, discussed, and adopted by JLOSC with an affirmative vote of 7 members. In February 2022, JLOSC staff will schedule an in person public hearing for each entity under review to present to the Committee. For additional review information, please visit the Committee’s website at <https://legis.delaware.gov/Committee/Sunset>.

ABOUT THIS SELF-REPORT

The JLOSC statute requires the entity under review to supply information and materials to facilitate a legislative oversight and sunset review. Additionally, the entity under review has the burden of showing, through the statutory review criteria, that there is a genuine public need and that the entity is meeting that need.

JLOSC staff supplies each entity under review with a Self-Report template and instructions. All questions appearing in this Self-Report are from the JLOSC staff created *JLOSC Performance Review Questionnaire* (“questionnaire”) and are the same for each entity under review. All questions appearing in the questionnaire use statutory review criteria. Throughout the questionnaire, the use of the broad term “board” refers to the entity under review, which may be a board, committee, commission, or council. The entity under review supplies review information by completing this Self-Report and is responsible for its contents and for forwarding all updates or corrections to JLOSC staff in a timely manner during the entire review period.

JLOSC staff will not edit or modify the information received in this Self-Report and only check for completeness and adherence to instructions. JLOSC members will receive completed Self-Reports and updates directly from their staff. The Committee’s website will include electronic copies of all Self-Reports and any updates received from entities under review.

JLOSC PERFORMANCE REVIEW QUESTIONNAIRE

SECTION 1: AGENCY HISTORY, PURPOSE, AND FUNCTIONS

Section 1-A. Please provide a summary of your board's history. Highlight any key events.

The Delaware Governor's Commission on Community and Volunteer Service was established July 6, 2004. It replaced the previous Governor's Council on Volunteer Services and the Delaware Community Service Commission. The Commission, comprised of Governor appointed volunteers, was established to consider matters relating to volunteer services in Delaware. The Commission would match the talents of state residents with the organizations that would be best suited to them with a goal of meeting community needs and solving community problems.

Over the last three years the Governor's Commission on Community and Volunteer Service has transformed into a highly functioning commission under the leadership of Paul Calistro. Currently, the commission is moving in a strategic direction in accordance with the State Service Plan to advance volunteerism and national service. Mr. Calistro's leadership has been crucial to increasing Commissioner engagement and Commission productivity.

Key events:

- From 2016 to present, we have more than doubled the AmeriCorps portfolio including doubling the Competitively funded grants. We also implemented planning grants, increased representation in Sussex County, as well as increased programing for veterans and military families.
- In 2018, through Commission and staff ongoing efforts, we expanded the Segal Education Award (a partnership as established with Wilmington University and AmeriCorps*Delaware). Wilmington University offers \$1000 scholarships to any AmeriCorps Alumni taking undergrad or graduate classes.
- In 2019 the Commission, with support from the staff, testified to the Joint Finance Committee regarding the value of community service and the contribution volunteers make to Delaware a stronger state. The presentation of a ceremonial multimillion dollar check representing the monetary value of volunteers to the committee chair resulted in the restoration of a \$200,000 budget cut to the State Office of Volunteerism.
- In 2021, during the Governor's declared State of Emergency, the Commission, with support from the staff, created the Volunteer Delaware Reserve Corps, a program that recruits volunteers to be ready at a moment's notice for emergencies and disasters. This is one of the efforts that address COVID-19 and deepens partnerships with Delaware Emergency Management Agency (DEMA) and Delaware Volunteers Organized Against Disaster. (DEVOAD)

Section 1-B. What are the main functions of this board? Does this board issue any advisory or policy opinions? If so, where can they be found?

The Commission is a bipartisan or nonpartisan State entity, approved by the Corporation, consisting of 15-25 members (appointed by the chief executive officer of the State), that is responsible for developing a comprehensive national service plan, assembling applications for funding, and approved national service positions, and administering national and community service programs in the State.

The Commission doesn't issue any advisory or policy opinions.

Section 1-C. What condition(s), situation(s), and/or problem(s) existed prior to the creation of this board that directly led to its creation? Please provide specific examples.

Delaware is federally required (45CFR, Part 2550) to meet requirements and provisions for a State Commission. Failure to meet these requirements would potentially result in the loss of federal funding.

Section 1-D. To what extent has the existence and functioning of this board alleviated each of these condition(s), situation(s), and/or problem(s)? Please provide specific examples.

The existence and functioning of the Commission meet the federal requirements to receive funding from AmeriCorps the Federal Agency.

Section 1-E. Would the condition(s), situation(s), and/or problem(s) described in question "1-C" above recur or worsen, in the absence of the board?

Yes, the absence of the State Commission would potentially eliminate funding from AmeriCorps to Delaware. Over the last two years, Delaware received over one million dollars for sub-grantees and over \$400,000 for staffing and programmatic expenses.

Section 1-F. Are there any recent condition(s), situation(s), and/or problem(s) that further justify the need for the board's existence?

Situations and conditions that are addressed by the funding of the Commission include statewide needs in the areas of economic opportunity, education, environmental services, disaster services, healthy futures, and veterans and military families. Many of these needs are more severe due to the pandemic. Federal funding made available to the Commission is increasing.

Section 1-G. Are there any functions of this board that are outdated and no longer needed? If so, please explain and provide examples.

No.

SECTION 2: MISSION, GOALS, OBJECTIVES, & AUTHORITY

Section 2-A. What is the mission of this board? Does the enabling legislation accurately reflect the mission?

The mission of the Governor's Commission on Community and Volunteer Services is established through 29 DE Code § 7914A. (2020) and states that *"The Governor's Commission on Community and Volunteer Services is established and shall serve in an advisory capacity to the Administrator of the State Office of Volunteerism and shall consider matters relating to volunteer services in this State and such other matters as may be referred to it by the Governor, the Secretary of the Department of Health and Social Services, the Director of the Division of State Service Centers or the Administrator of the State Office of Volunteerism. The Governor's Commission on Community*

and Volunteer Services merges the functions and representation of the Governor's Council on Volunteer Services with the Delaware Community Service Commission. The Commission may study, research, plan and advise the Administrator, the Director, the Secretary and the Governor on matters it deems appropriate to enable the State Office of Volunteerism to function in the best possible manner."

The enabling legislation is an accurate reflection of the mission of the Governor's Commission on Community and Volunteer Services.

Section 2-B. Please identify and explain the board's goals and objectives, in order of priority.

The goals of the Governor's Commission on Community and Volunteer Services are as follows:

- To develop a comprehensive State Service Plan for national and community service, through an open, inclusive process which may include establishment of State funding priorities.
- To select applicants for National Service Program funding and prepare other State applications to the Corporation for National and Community Service.
- To develop a solid infrastructure in Delaware to facilitate and support high quality national service programs.
- To maintain and review financial management systems and progress reports to track expenditures for National Service Programs.
- To oversee and monitor funded programs in Delaware to ensure they are high quality and comply with legal and grant requirements.
- To provide technical assistance to local nonprofits and other entities in planning programs, applying for funds, and implementing high quality program.

Section 2-C. Please describe the internal performance evaluation system that the board uses to measure the attainment of its goals and objectives.

The Commission Executive Director assists the Commission in a review of the accomplishments and path forward at the Commission Retreat that occurs every 12 to 18 months. Also, the Commission Executive Director reviews the State Service Plan with the Commission Chair once a year to assess direction and path forward to achieve goals. Every three to four years a committee of Commissioners is established to assist the Commission Executive Director and designated team members in creating an updated State Service Plan.

Section 2-D. Does the board collect any data sets? If so, please identify and explain.

The Governor's Commission on Community and Volunteer Services collects data through the State Office of Volunteerism. Data collected includes open volunteer opportunities through volunteer service organizations in Delaware, volunteers who register their availability for service through the State Office of Volunteerism, volunteer service hours reported through service organizations in Delaware and volunteer service hours reported by volunteers in Delaware. This data is reported through the Volunteer Delaware website and in the DSSC Stats report.

Section 2-E. Does the board conduct any research? If so, please explain and provide the location of research reports (if produced).

No.

Section 2-F. Has the State Auditor or any other external organization recently audited and/or evaluated the board or any of its programs? Please identify some of the major conclusions and/or recommendations. Provide links to all reports.

Yes, a federal audit by the Office of Inspector General was completed in January 2020. Findings and recommendations centered on one subgrantee. Return of funds by the subgrantee was required and revised procedures were required of the Commission (See APPENDIX B: CNCS Management Decision for OIG 19-10_Delaware Commission).

Section 2-G. In general, how do other states carry out similar functions?

Other states are very similar in their Commission and AmeriCorps operations. Most Commissions are structured through state agencies, while some are incorporated non-profits.

Section 2-H. Are your board's functions similar or overlapping of other state or federal entities? If so, discuss how the board coordinates its services with other state or federal entities sharing similar objectives. Please explain why the functions are best placed within this board or why you feel they should be placed elsewhere.

The Governor's Commission on Community and Volunteer Service works closely with the Corporation for Community and Volunteer Service. The Corporation for National and Community Service is an independent agency of the United States government that engages more than five million Americans in service through AmeriCorps, Senior Corps, the Volunteer Generation Fund, and other national service initiatives. The Corporation for Community and Volunteer Service empowers state commissions to administer programs in support of local volunteer service including AmeriCorps, AmeriCorps seniors and grant funding that promotes and encourages volunteerism. There are no other state entities conducting this work.

SECTION 3: ACCOMPLISHMENTS

Section 3-A. List and briefly explain the board's most significant accomplishments.

- The Commission provides technical assistance to local nonprofits and other entities in planning programs, applying for funds, and implementing high quality programs.
 - Redesigned and relaunched the State of Delaware Volunteer website to make it more user-friendly, up-to-date, and more inclusive to all parts of the State.
 - Volunteer Delaware Conference: In 2020, despite the pandemic, the conference was conducted virtually. This was made possible due to Commission funding. The conference boasted 345 attendees from 26 states and 7 countries.
 - Ongoing assistance and advice to over 900 non-profit, volunteer organizations.
- Revised the State Service Plan for National and Community Service
 - Required for the State to receive federal funding by AmeriCorps the Federal agency formally CNCS.
 - Establishes priorities for funding
- Outstanding Volunteer Service Awards

- Awards are given to adults and youth in two separate events usually conducted in person. In 2020, despite the pandemic, the awards ceremonies were still conducted virtually, and awards given to 38 youth and 30 adults.
- Specifically, for National Service Programs:
 - Selected applicants for National Service Program funding and prepared other State applications to AmeriCorps, the Federal Agency.
 - Maintained a solid infrastructure in Delaware to facilitate and support high quality national service programs.
 - Maintained and reviewed financial management systems and progress reports to track expenditures for National Service Programs.
 - Oversaw and monitored funded programs in Delaware to ensure they are high quality and comply with legal and grant requirements.
- From 2016 to present we have more than doubled the AmeriCorps portfolio including doubling the competitively funded grants. We also implemented planning grants, increased representation in Sussex County, as well as increased programing for veterans and military families.
- In 2017 the Commission worked with Governor Carney's Office to encourage universities and colleges throughout the State to add the Segal Award Matching Program scholarship for AmeriCorps Members.
- In 2018, through Commission and staff ongoing efforts we expanded the Segal Education Award (a partnership as established with Wilmington University and AmeriCorps*Delaware). Wilmington University offers \$1000 scholarships to any AmeriCorps Alumni taking undergrad or graduate classes.
- In 2019 the Commission with support from the staff testified to the Joint Finance Committee regarding the value of community service and the contribution volunteers make to Delaware a stronger state. The presentation of a ceremonial multimillion dollar check representing the monetary value of volunteers to the committee chair resulted in the restoration of a \$200,000 budget cut to the State Office of Volunteerism.
- America's Service Commissions (ASC) recognized Commission Chair Paul Calistro as Commissioner of the Year in 2020.
- In 2020, the Governor's Commission on Community and Volunteer Service expanded volunteer recognition efforts and shone a light on more than 600 volunteers serving more than 100,000 hours in communities across the State of Delaware during the pandemic.
- In 2021, Vice Chair Margarita Rodriguez-Duffy will receive the America's Service Commission (ASC) Commissioner of the Year Award. She will be recognized during a Virtual ceremony on September 14, 2021. For the past two years, this award has been given to a member of our Commission.
- In 2021, the Commission and staff led the effort to recognize volunteerism in Delaware, partnering with Senator Lockman on a resolution for Volunteerism Month in April.
- In 2021, the Volunteer Firefighters Recruitment & Retention Taskforce collaborated to submit an AmeriCorps grant application to establish an AmeriCorps program at the Delaware Fire School.
- In 2021, during the Governor's declared State of Emergency, the Commission with support from the staff created the Volunteer Delaware Reserve Corps a program that recruits

volunteers to be ready at a moment's notice for emergencies and disasters. This is one of the efforts that address COVID-19 and deepens partnerships with Delaware Emergency Management Agency (DEMA) and Delaware Volunteers Organized Against Disaster. (DEVOAD)

- In 2021, Voices of National Services honored Senator Chris Coons by inducting him into the National Service Hall of Fame. The Commission and staff played a pivotal role by organizing over twenty thank you videos from Delaware Service Leaders.

SECTION 4: CHALLENGES

Section 4-A. List and briefly explain 3 to 4 challenges the board is currently facing.

- **Reestablishing Committee Structure**
Consistently engaging commissioners by reestablishing a committee structure which fosters ongoing completion of projects that advance the work and goals. Currently the commission only has three operating committees:
 - National Service
 - DE Volunteerism
 - Executive Committee
- **Segal AmeriCorps Educational Award – Matching Program**
Currently have an established partnership with Wilmington University, we need support gaining statewide financial buy-in from all Delaware colleges and universities to expand the value of this award.
- **501(c)3 Arm of the Commission**
Look to establish a philanthropic arm of the Commission to strength and diversify funding streams. (i.e., Friends of Delaware Service).

SECTION 5: OPPORTUNITIES FOR IMPROVEMENT

Section 5-A. List and briefly explain several opportunities for improvements. Please prioritize.

- The Commission would benefit from greater visibility with State residents, State leaders, volunteer organizations and businesses
 - Expanding brand awareness as the go-to resource for Volunteerism and National Service
 - Our Commission staff is very small compared to other Commissions across the country. Additional staff would help to advance the work.
- The Commission is challenged to recruit individuals willing to serve, especially to meet federal requirements
 - Having virtual meetings has certainly made it easier to participate from anywhere in the State, however it is still difficult to get individuals to be engaged that have full time daytime commitment.
- **Strengthen legislative relationships across the spectrum from our Congressional delegation to State legislators.**
 - With Senator Chris Coons we have a strong solid relationship as a National Service champion. The Commission is looking to deepen relationships with all of

our congressional delegation to help advance the work of volunteerism and national service.

- In the past few years, Commission relationships have expanded with local legislators. It will be critical to continue to deepen relationships with lawmakers including Joint Finance Committee members. Their platform could be very helpful in engaging members of their communities in volunteer and service opportunities.

Section 5-B. In the past 5 years, have you recommended any changes to the Legislature, Governor's Office, or other State entity to improve the board's operations? If so, please explain and provide the outcome or current status?

In the past 5 years we have not recommended any changes to the above-named entities to improve the Commission's operations.

SECTION 6: COMPOSITION & STAFFING

Membership:

Section 6-A. How is board membership defined? Please explain and provide the section(s). Examples include statute, regulations, or by-laws.

Delaware Code Title 29 - State Government Chapter 79. Department of Health and Social Services Subchapter I. Establishment and Organization of Department, § 7914A The Governor's Commission on Community and Volunteer Service establishes the Commission outlines membership, composition, and appointment in addition to the purpose of the Commission. Board membership is defined in Article III of the Operating Bylaws of Governor's Commission on Community and Volunteer Service with Commission composition requirements based on 45CFR §2550.50.

Section 6-B. Are there special qualifications for board membership?

Per Delaware Code Title 29 - State Government Chapter 79. Department of Health and Social Services Subchapter I. Establishment and Organization of Department, § 7914A The Governor's Commission on Community and Volunteer Service in alignment with 45 CFR §2550.50 (b) The Governor's Commission on Community and Volunteer Services shall be composed of 15-25 voting members, to include:

- (1) One representative from each of the committees which serve in an advisory capacity to the volunteer programs that are directly administered by the State Office of Volunteerism: and
- (2) Up to 22 representatives reflecting the broad diversity of the State, including members from the public sector, the private nonprofit sector and the business community.

Section 6-C. Who has member appointment authority? Where is this defined?

The Governor of Delaware has appointment authority as stipulated in Delaware Code Title 29 - State Government Chapter 79. Department of Health and Social Services Subchapter I. Establishment and Organization of Department, § 7914A.

Section 6-D. What is the designated term of office for board members? Where is this defined?

The designated term for Commissioners as defined in Delaware Code Title 29 - State Government Chapter 79. Department of Health and Social Services Subchapter I. Establishment and Organization of Department, § 7914A and included in the Operating Bylaws of Governor's Commission on Community and Volunteer Service.

Members of the Commission shall be appointed by the Governor in accordance with 42 U.S.C. § 12501. The initial terms of the members shall be staggered. Seven members shall be appointed for an initial term of 3 years, 7 members shall be appointed for an initial term of 2 years, and 3 members shall be appointed for an initial term of 1 year. Thereafter, all terms shall be for 3 years. Members shall be eligible for reappointment to no more than 2 additional consecutive terms.

Section 6-E. How many members currently serve on this board? Are there any vacancies? If so, indicate the length of time each vacancy has existed and the reasons why. Has the board or support staff advised the Governor's Office or appointing authority of the vacancies?

There are currently fifteen members serving on this Commission, Yes, there are vacancies. The State Office of Volunteerism Senior Administrator who serves as the Executive Director of the Governor's Commission on Community and Volunteer Service and the Administrative Specialist are in communication with the Governor's office and have shared the vacancies and recruitment strategies with the Deputy Director of Boards and Commissions as recently as February 2021.

Section 6-F. Can this board create subcommittees or task forces? If "yes" please address the following questions:

Yes, the Commission may create subcommittees.

1. Describe the process and site the board document (statute, regulations, or by-laws) that permits this.

Article VI COMMITTEES

Section 6.1 Committees

- a) The Commission shall establish committees as necessary to carry out business and the responsibilities specified in Article II. Program committees may establish subcommittees to assist in accomplishing their programs. Chairs of all committees must be Commission members, but non-commission members may be members of committees when their presence adds diversity and breadth to the committee. Committee chairs shall be selected and approved by the Executive Committee.
- b) A vice-chair, selected by the committee chair, and approved by the Executive Committee shall serve, and vote at Executive Committee meetings in the absence of the committee chair.

Section 6.6 Special (Ad Hoc) Committees

The Chair may designate such committees as from time to time who are deemed appropriate to conduct specific assignments. Each special (ad hoc) committee shall be considered temporary and disbanded on acceptance of its report or when discharged by the Chair.

2. Provide a brief history on how many have been created in the past 5 years, and

indicate where meeting documents can be found.

Ad Hoc Committees: nomination committee is not a standing committee and convened annually to identify and nominate Commissioners for elected positions of the Executive Committee per the Operating Bylaws of the Commission, Article 4 Section 4.8. State Service Plan Committee is convened every three years to develop the strategic plan for the Commission. The Retreat Committee is also convened annually to identify the focus of the retreat, as well as possible consultants and retreat location.

3. If final reports were issued, please provide their location.

Committee Chairs report orally at the Governor Commission on Community and Volunteer Services full Commission meeting and the contents of the reports are captured in the meeting minutes.

4. If there are current subcommittees or task forces currently meeting and conducting business; include information on membership, duties, and where meeting documents can be found.

No current subcommittees are operating.

Section 6-G. Include a current membership roster with this Self-Report. This is a separate request from the list of supporting documents included in the Self-Report instructions. This current membership roster must indicate the following for each member:

- **First and last name, and their city and state of residence.**
- **Position held (i.e., Chair, President, Co-Chair, Secretary, etc.).**
- **Professional or public member.**
- **Their profession or occupation.**
- **Original appointment date, expiration date, and number of terms served.**

To satisfy this current membership roster request, you may do one of the following:

- **Complete the included table below.**
- **Delete the included table below, build your own table, and place in this section.**
- **Delete the included table below and attach a document to the Self-Report and label in the appendices section.**

Governor's Commission on Community and Volunteer Service

Commissioner	City	State	Appt Date	Exp Date	# of terms	Position Held	Occupation	Professional or Public Member
Benson, Mary Kate	Wilmington	DE	12/29/2017	12/29/2020		Secretary	Director of Volunteer Services, Certified PMP, Boys & Girls Clubs of Delaware	N/A

Calistro, Paul	Wilmington	DE	7/24/2018	7/24/2021		Chair	Executive Director at West End Neighborhood House	N/A
Freeman, Lossie	Wilmington	DE	7/24/2018	7/24/2021			Director of Corporate Partnerships at Zip Code Wilmington	N/A
Haberstroh, Susan	Middletown	DE	3/26/2015	11/2/2015			Director, School Support Services at Delaware Department of Education	N/A
Morgan, Sharon	Camden	DE	6/26/2014	7/24/2021		Vice Chair of National Service	Clergy	N/A
Parsons, J.Robert	Bethany	DE	7/24/2019	10/3/2021			Retired	N/A
Pippin, Gary	Dover	DE	6/26/2014	6/26/2017		Treasurer	Self employed	N/A
Prueitt, Margi	Wilmington	DE	7/21/2015	10/3/2021			Retired, CEO of the American Red Cross	N/A
Rodriguez-Duffy, Margarita	Newark	DE	7/24/2018	7/24/2021		Vice Chair of Volunteerism	Director, Visitor & Volunteer Services, Christiana Care	N/A
Sheldon, Timothy	Newark	DE	5/13/2016	5/13/2019			Councilman, District 9, New Castle County	N/A
Siebold, Marilyn	Wilmington	DE	3/3/2021	3/3/2024			Professor, Psychology department at Wilmington University	N/A
Vincent, Charles	Wilmington	DE	5/14/2019	5/14/2022			Executive Director of Spur Impact	N/A
Wallace-Simms, Enid	Bear	DE	6/26/2014	7/24/2021			Delmarva Power Region	N/A

							Public Affairs Manager	
Williams, Molly	Millville	DE	12/29/2017	12/29/2020			Sales & Patron Experience Manager, The freeman stage	N/A
Wright, Valarie	Seaford	DE	3/3/2021	3/3/2024			Program Manager at First State Community Action Agency	N/A

Meeting Frequency:

Section 6-H. How frequent are meetings held? Is meeting frequency defined anywhere such as the statute or by-laws? If so, provide document name and section information.

Per the Operating Bylaws of the Governor's Commission on Community and Volunteer Service Article V Commission Business, Section 5.1 Meetings:

Business of the Commission shall be conducted by Commission members at regularly scheduled meetings (which includes the annual retreat or any special meetings). The Commission will meet at least five times each year.

At present the full Commission meets bimonthly excluding July for summer recess.

Section 6-I. Can the board hold special or emergency meetings? If so, describe the protocol involved in requesting and holding a special or emergency meeting.

Yes, the Commission may hold a special or emergency meeting.

Per the Operating Bylaws of the Governor's Commission on Community and Volunteer Service Article V Commission Business Section 5.3 Special Meetings.

Special meetings may be called between regularly scheduled meetings by the Chair or at the written request of three Commission members. Five days notice is required for special meetings. NOTE: Seven days is now required for meeting notification under the Delaware Open Meeting Law.

Meeting Order and Quorum:

Section 6-J. For meeting order, does the board follow Mason's Manual of Legislative Procedure or Roberts' Rules of Order? Is this defined in statute, regulation, or by-laws?

The Commission follows Roberts' Rules of Order per the Operating Bylaws of the Governor's Commission on Community and Volunteer Service Article VIII Rules of Order, Section 8.1 Rules of Order.

The rules contained in the current edition of Roberts Rules of Order Newly Revised shall govern the Commission in all cases to which they are applicable and in which they are not inconsistent with these bylaws and any special rules of order that the Commission may adopt.

Section 6-K. How is meeting quorum defined and where is the definition located?

A meeting quorum is defined within the Governor's Commission on Community and Volunteer Service Operating Bylaws Article V, Section 5.2 Quorum.

A quorum shall exist when forty percent of the voting members of the Commission are present. Phone, electronic and paper proxies count towards the determination of a quorum. NOTE: Phone proxies will no longer be allowed under the Delaware Open Meeting Law.

Member Removal:

Section 6-L. Is there a mechanism for member removal? If so, how are members removed and who has the authority to remove a member? Using the process described, has there ever been an instance of member removal, and if so, briefly describe the nature of events that led to the member removal.

As stated in the Operating Bylaws of the Governor's Commission on Community and Volunteer Service Article III Membership Section 3.5 Resignation and Removal

- B. A member of the Commission shall be suspended or removed by the Governor for misfeasance, nonfeasance, malfeasance misconduct, incompetency, or neglect of duty. The Executive Committee may recommend removals to the Governor.

To date, there is no record of a Commissioner being removed from the Commission.

Member Compensation:

Section 6-M. Are board members compensated? If so, how are they compensated?

No, Commissioners are not compensated. Per Delaware Code Title 29 - State Government Chapter 79. Department of Health and Social Services Subchapter I. Establishment and Organization of Department, § 7914A (d) Members of the Commission shall serve without compensation, except that they may be reimbursed for reasonable and necessary expenses incident to their duties as members of the Commission, to the extent that funds are available therefor and in accordance with state law.

Member Training and Handling Conflicts of Interest:

Section 6-N. Are board members offered any special training opportunities? Is training required or voluntary?

After appointment, Commissioners participate in an Orientation and Onboarding training. In addition, Commissioners are invited to AmeriCorps State and National trainings including the annual National Symposium. Commissioners are also invited to America's Service Commission (a nonpartisan, nonprofit 501 (c)(3) organization representing and promoting state service commissions across the United States and territories. ASC is a peer network of governor-appointed commissioners and state service commission professional staff.) virtual sessions, regional conferences, and Commissioner focused training opportunities. Commissioners participate in the annual Volunteerism Conference hosted by Volunteer Delaware, as well as activities facilitated by Delaware Association of Volunteer Administrators and Points of Light.

Commissioners are also encouraged and to participate in any other applicable training. The Orientation and Onboarding is the only required training.

Section 6-O. Has a Deputy Attorney General (“DAG”) reviewed the provisions of the Public Integrity Act with board members to ensure that they are complying with the provisions in the law? If so, what is the frequency of this review?

No.

Section 6-P. Please explain how board members avoid conflicts of interest.

Per the Operating Bylaws of the Governor’s Commission on Community and Volunteer Service Article III Membership, Section 7 Conflict of Interest

No voting member of the Commission shall engage in any conduct proscribed by the Conflict-of-Interest prohibitions stated by the Corporation for National Service. It shall be the responsibility of each voting member of the Commission to disqualify him or herself from participation in any manner in which that member has a conflict and to make appropriate disclosures to the Commission of all circumstances from which an appearance of conflict reasonably may be inferred. Members shall abstain from participation in the review of proposals and formal evaluation of programs in which a conflict of interest may occur, or an appearance of a conflict may be inferred. Also, members having a conflict of interest shall not be involved in a priority setting process for the Commission if that process ultimately determines how Commission funds will be distributed.

Section 6-Q. Has the Public Integrity Commission (“PIC”) provided training or clarification to board members or issued any advisory opinions on board activities? If so, please explain the details. Provide a link to the information or attach relevant information to this report.

No.

Support Staff:

Section 6-R. Is there dedicated support staff *directly* assisting the board? If so, what state agency or entity supplies the support staff?

- **If this question is applicable answer all questions in this section.**
- **If not applicable, state that no support staff exists for question Section 6-R and explain how board duties are divided among members, skip to questions Section 6-Y and Section 6-Z below.**

Yes. Staff are members of the State Office of Volunteerism, Division of State Service Centers.

Section 6-S. How many employees are employed by the state agency or entity supplying support staff? (skip if not applicable)

State Office Volunteerism – Eighteen.

Section 6-T. Does the state agency or entity supplying support staff offer internships? If so, do interns provide support services to the board? (skip if not applicable)

No internships offered.

Section 6-U. What is the size of the support staff *directly* assisting the board? How many are merit, appointed, exempt, temporary, casual seasonal, or contract employees? For contract employees indicate who holds the employment contract. Highlight support staff responsibilities, indicate who performs each and the percent of staff time spent on each responsibility. (skip if not applicable)

Four merit employees which include:

Administrative Specialist II, 75% of time allocated to Commission. Logistics, clerical, and administrative tasks and management.

AmeriCorps*Delaware Program Director, 100% of time allocated to Commission. Program and grant management and implementation and compliance.

AmeriCorps*Delaware Program Officer, 100% of time allocated to Commission. Subgrantee support, program management, compliance assurance.

Senior Administrator State Office of Volunteerism serves as the Executive Director Governor's Commission on Community and Volunteer Service, 60% of time allocated to Commission. As a leader strategically supports Commission and leads the team in implementation and reporting.

Section 6-V. Who supervises the support staff *directly* assisting the board? (skip if not applicable)

The Senior Administrator supervises the Administrative Specialist II, AmeriCorps Program Director and Program Officer. The Senior Administrator is supervised by the Deputy Director of the Division of State Service Centers.

Section 6-W. How is the support staff *directly* assisting the board recruited and hired? Is there an orientation session for new hires? (skip if not applicable)

Staff are recruited and hired in accordance with 29 Delaware Code Section 5914 (29 Del.C. 5914) STATE OF DELAWARE MERIT RULES Chapter 6 Recruitment and Application Policies.

Section 6-X. What training opportunities are available to support staff *directly* assisting the board? (skip if not applicable)

Staff working directly with the Commission have access to all State, Department of Health and Social Service, Division of State Service Centers trainings and complete all required trainings. In addition, Commission staff participate in monthly Learning Community sessions with America's Service Commissions (ASC), attend the regional conferences, and other virtual offerings. The staff also attend AmeriCorps State and National trainings including the annual national Symposium. Training topics include federal grants management, audit preparation, policy and regulation interpretation and updates, program management, and National Service Criminal History Check.

Section 6-Y. Is the effectiveness of the board hindered by a lack of staff assistance or dedicated support staff? Please explain. What steps, if any, have been taken to address any staffing issues? (all entities under review answer this question)

No, while limited in numbers, the staff has supported the Commission to successfully meet its objectives.

Section 6-Z. Please identify, list, and briefly describe any executive orders, interagency agreements, management directives, administrative circulars, or like documents that directly impact the functioning of the board. (all entities under review answer this question)

- Domestic and Volunteer Service Act of 1973, as amended by P.L. 111-13 (DVSA)
- National and Community Service Act of 1990, as amended by P.L. 111-13 (NCSA)
- Edward M. Kennedy Serve America Act of 2009
- 45 CFR Chapter XII
- 45 CFR Chapter XXV
- NSCHC is required under the National and Community Service Act of 1990, as amended by the Serve America Act (SAA). The statutory requirement at 42 U.S.C. § 12645g is supplemented by regulatory requirements at 45 CFR §2540.200 through §2540.207 (updated in 2021) as well as the terms and conditions of AmeriCorps grants.
- Uniform administrative requirements, cost principles, and audit requirements for federal awards 2 CFR Chapter II § 200
- Delaware Code Title 29 - State Government Chapter 79. Department of Health and Social Services Subchapter I. Establishment and Organization of Department, § 7914A The Governor's Commission on Community and Volunteer Services.
- Annual AmeriCorps Grant Terms and Conditions

SECTION 7: FREEDOM OF INFORMATION ACT (“FOIA”) COMPLIANCE

Section 7-A. How does the board respond to FOIA requests?

SECTION 7: FREEDOM OF INFORMATION ACT (“FOIA”) COMPLIANCE

Section 7-A. How does the board respond to FOIA requests?

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DEPARTMENT OF HEALTH AND SOCIAL SERVICES
OFFICE OF THE SECRETARY**600 Policies and Procedures Regarding FOIA Requests****1.0 Purpose**

The purpose of this policy is to set forth the rules and procedures for responding to requests from the public for Public Records under 29 Del.C. Ch. 100.

Agency employees are reminded that all Public Records under FOIA shall be considered open and subject to disclosure to the Requesting Party, and any information therein may be withheld only if a specific exception applies. Exceptions shall be construed in a manner that shall further the accountability of the Agency and to comply with the policy that the public shall have reasonable access to Public Records.

2.0 Definitions

The following words and terms, when used in this policy, shall have the following meaning unless the context clearly indicates otherwise:

"Agency" means the Delaware Health and Social Services.

"FOIA" means the Freedom of Information Act as established pursuant to 29 Del.C. Ch. 100.

"FOIA Coordinator" shall mean the person designated by the Secretary to receive and process FOIA Requests.

"FOIA Request" or "Request" means a request to inspect Public Records pursuant to 29 Del.C. §10003 of the Delaware Code and in accordance with the policy hereunder.

"FOIA Request Form" means the form promulgated by the Office of the Attorney General upon which requests for Public Records may be made.

"Non-Custodial Records" shall have the meaning set forth in Section 3.6.

"Public Record" shall have the meaning set forth in 29 Del.C. §10002.

"Requesting Party" shall mean the party filing a FOIA Request.

"Secretary" means the Secretary of Delaware Health and Social Services.

3.0 Records Request, Response Procedures and Access**3.1 Form of Request**

3.1.1 All FOIA Requests shall be made in writing to the Agency in person, by email or online in accordance with Section 3.2. FOIA Requests may be submitted using the FOIA Request Form promulgated by the Office of the Attorney General; provided, however, that any FOIA Request that otherwise conforms with the policy hereunder shall not be denied solely because the request is not on the proper form. Copies of the FOIA Request Form may be obtained from the Agency's website, or from the office or website of any state agency.

3.1.2 All requests shall adequately describe the records sought in sufficient detail to enable the Agency to locate such records with reasonable effort. The Requesting Party shall be as specific as possible when requesting records. To assist the Agency in locating the requested records, the Agency may request that the Requesting Party provide additional information known to the Requesting Party, such as the types of records, dates, parties to correspondence, and subject matter of the requested records.

3.2 Method of Filing Request

3.2.1 FOIA Requests may be made by mail or in person to the FOIA Coordinator at 1901 N. Du Pont Highway, Main Bldg. New Castle, DE 19720; or by fax at 302 255-4429; or via the DHSS online request form, which can be found at http://dhss.delaware.gov/main/mailforms/dhss_foiaform.aspx.

3.3 FOIA Coordinator

3.3.1 The Secretary shall designate a FOIA Coordinator, who shall serve as the point of contact for FOIA Requests and shall coordinate the Agency's responses thereto. The FOIA Coordinator shall be identified on the Agency's website. The FOIA Coordinator may designate other Agency employees to perform specific duties and functions hereunder.

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- 3.3.2 The FOIA Coordinator and/or his or her designee shall make every reasonable effort to assist the Requesting Party in identifying the records being sought, and to assist the Agency in locating and providing the requested records. The FOIA Coordinator and/or his or her designee will also work to foster cooperation between the Agency and the Requesting Party. Without limitation, if a Requesting Party initiates a FOIA Request that would more appropriately be directed to another agency, the FOIA Coordinator shall promptly forward such request to the relevant agency and promptly notify the Requesting Party that the request has been forwarded. The Agency may close the initial request upon receipt of a written confirmation from the FOIA coordinator of the relevant agency has received the request. The Agency shall provide the Requesting Party with the name and phone number of the FOIA coordinator of the relevant agency that the agency has received such request. The Agency shall provide the requesting party with the name and phone number of the FOIA Coordinator of the relevant agency.
- 3.3.3 The FOIA Coordinator shall maintain a document tracking all FOIA Requests for the then-current calendar year. For each FOIA Request, the document shall include, at a minimum: the Requesting Party's contact information; the date the Agency received the Request; the Agency's response deadline pursuant to §3.4; the date of the Agency's response pursuant to §3.4 (including the reasons for any extension pursuant to §3.4.1); the names, contact information and dates of correspondence with individuals contacted in connection with requests pursuant to §§3.3.2, 3.5 and 3.6; the dates of review by the Agency pursuant to §3.7 and the names of individuals who conducted such reviews; whether documents were made available; the amount of copying and/or administrative fees assessed; and the date of final disposition.
- 3.4 Agency Response to Requests
- 3.4.1 The Agency shall respond to a FOIA Request as soon as possible, but in any event within fifteen (15) business days after the receipt thereof, either by providing access to the requested records; denying access to the records or parts of them; or by advising that additional time is needed because the request is for voluminous records, requires legal advice, or a record is in storage or archived. If access cannot be provided within fifteen (15) business days, the Agency shall cite one of the reasons hereunder why more time is needed and provide a good-faith estimate of how much additional time is required to fulfill the request.
- 3.4.2 If the Agency denies a request in whole or in part, the Agency's response shall indicate the reasons for the denial. The Agency shall not be required to provide an index, or any other compilation, as to each record or part of a record denied.
- 3.5 Requests for Email
- 3.5.1 Requests for email records may be fulfilled by the Agency from its own records, if doing so can be accomplished by the Agency with reasonable effort. If the Agency determines that it cannot with reasonable effort fulfill all or any portion of such request, the Agency shall promptly request that the Department of Technology and Information ("DTI") provide the email records to the Agency. Upon receipt from DTI, the Agency may review the email records in accordance with §3.7 hereunder.
- 3.5.2 Before requesting DTI to provide email records, the Agency shall forward a written cost estimate from DTI to the Requesting Party, listing all charges expected to be incurred by DTI in retrieving the records. Upon receipt of the estimate, the Requesting Party may decide whether to proceed with, cancel or modify the request.
- 3.6 Requests for Other Non-Custodial Records
- 3.6.1 If all or any portion of a FOIA Request seeks records controlled by the Agency but that are either not within its possession or cannot otherwise be fulfilled by the Agency with reasonable effort from records it possesses (collectively, the "Non-Custodial Records"), then the Agency shall promptly request that the relevant public body provide the Non-Custodial Records to the Agency. Prior to disclosure, records may be reviewed in accordance with §3.7 hereunder by the Agency, the public body fulfilling the request, or both. Without limitation, Non-Custodial Records shall include archived material or budget data relating to the Agency.
- 3.6.2 Before requesting any Non-Custodial Records, the Agency shall provide a written cost estimate to the Requesting Party, listing all charges expected to be incurred in retrieving such records. Upon receipt of the estimate, the Requesting Party may decide whether to proceed with, cancel or modify the request.
- 3.7 Review by Agency
- 3.7.1 Prior to disclosure, records may be reviewed by the Agency to ensure that those records or portions of records deemed non-public may be removed pursuant to 29 Del.C. §10002(g) or any other applicable provision of law. In reviewing the records, all documents shall be considered Public Records unless
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subject to one of the exceptions set forth in 29 Del.C. §10002(g) or any other applicable provision of law. Nothing herein shall prohibit the Agency from disclosing or permitting access to Public Records if the Agency determines to disclose such records, except where such disclosure or access is otherwise prohibited by law or regulation.

3.8 Hours of Review

- 3.8.1 The Agency shall provide reasonable access for reviewing Public Records during regular business hours from 8:00 am to 4:30 pm Monday through Friday.

4.0 Fees

4.1 Photocopying Fees:

- 4.1.1 In instances in which paper records are provided to the Requesting Party, photocopying fees shall be as follows:

- 4.1.1.1 **Standard Sized, Black and White Copies:** The first 20 pages of standard sized, black and white copied material shall be provided free of charge. The charge for copying standard sized, black and white Public Records for copies over and above 20 shall be \$0.10 per sheet (*i.e.*, \$0.10 for a single-sided sheet, \$0.20 for a double-sided sheet). This charge applies to copies on the following standard paper sizes: 8.5" x 11"; 8.5" x 14"; and 11" x 17".
- 4.1.1.2 **Oversized Copies/Printouts:** The charge for copying oversized Public Records shall be as follows:
18" x 22": \$2.00 per sheet
24" x 36": \$3.00 per sheet
Documents larger than 24" x 36": \$1.00 per square foot
- 4.1.1.3 **Color Copies/Printouts:** An additional charge of \$1.00 per sheet will be assessed for all color copies or printouts for standard sized copies (8.5" x 11"; 8.5" x 14"; and 11" x 17"), and \$1.50 per sheet for larger copies.

4.2 Administrative Fees:

- 4.2.1 Administrative fees shall be levied for requests requiring more than one hour of staff time to process. Charges for administrative fees may include staff time associated with processing FOIA Requests, including, without limitation, (a) identifying responsive records; (b) monitoring file reviews; and (c) generating computer records (electronic or print-outs). Administrative fees shall not include any cost associated with the Agency's legal review of whether any portion of the requested records are exempt from FOIA. The Agency shall make every effort to ensure that administrative fees are minimized, and may only assess such charges as shall be reasonably required to process FOIA Requests. In connection therewith, the Agency shall minimize the use of non-administrative personnel in processing FOIA Requests, to the extent possible.

- 4.2.2 Prior to fulfilling any request that would require a Requesting Party to incur administrative fees, the Agency shall provide a written cost estimate of such fees to the Requesting Party, listing all charges expected to be incurred in retrieving such records. Upon receipt of the estimate, the Requesting Party may decide whether to proceed with, cancel or modify the request.

- 4.2.3 Administrative fees will be billed to the Requesting Party per quarter hour. These charges will be billed at the current hourly pay grade (pro-rated for quarter hour increments) of the lowest-paid employee capable of performing the service. Administrative fees will be in addition to any other charges incurred under this Section 4, including copying fees.

- 4.2.4 When multiple FOIA Requests are submitted in a short time period by or on behalf of a Requesting Party in an effort to avoid incurring administrative charges, the Agency may in its discretion aggregate staff time for all such requests when computing fees hereunder.

- 4.3 **Microfilm and/or Microfiche Printouts:** The first 20 pages of standard sized, black and white material copied from microfilm and/or microfiche shall be provided free of charge. The charge for microfilm and/or microfiche printouts over and above 20 shall be \$0.15 per sheet.

- 4.4 **Electronically Generated Records:** Charges for copying records maintained in an electronic format will be calculated by the material costs involved in generating the copies (including but not limited to DVD, CD, or other electronic storage costs) and administrative costs.

4.5 Payment:

- 4.5.1 The Agency may require all fees to be paid prior to any service being performed hereunder.

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4.5.2 The Agency may require pre-payment of all fees prior to fulfillment of any request for records hereunder.

- 4.6 Appointment Rescheduling or Cancellation: Requesting Parties who do not reschedule or cancel appointments to view files at least one full business day in advance of the appointment may be subject to the charges incurred by the Agency in preparing the requested records. The Agency shall prepare an itemized invoice of these charges and provide the same to the Requesting Party for payment.

5.0 Applicability

To the extent any provision in this policy conflicts with any other law or regulation, such law or regulation shall control, and the conflicting provision herein is expressly superseded.

15 DE Reg. 849 (12/01/11) (Final)

Section 7-B. When and where are the meeting agendas posted?

Meeting agendas are posted to the Public Meeting Calendar 7 days prior to the meeting.

<https://publicmeetings.delaware.gov/#/>

Section 7-C. Are meeting minutes regularly transcribed? When and where can the public obtain copies of meeting minutes?

Meeting minutes are transcribed for every meeting. The Minutes are posted to the Public Meeting Calendar within 5 days of approval by the Commission.

Section 7-D. Are meetings recorded? If so, indicate whether it's an audio or video recording and is the recording posted online for the public? If the recordings are not posted online, are instructions provided to the public on how to request recordings?

Meetings are recorded. Prior to the COVID-19 Pandemic, meetings were audio recorded. When the Commission meets virtually the meeting is video recorded by the conferencing software. Neither have been posted online.

Section 7-E. Within the past 3 calendar years, has the agency conducted executive sessions or other closed meetings? If yes, please indicate the date of each and the nature of the meeting. Are minutes of executive sessions or other closed meetings available to the public?

Executive Committee meetings are open to the public. These meetings are for planning of Commission work and special projects. All Commissioners are invited to attend, but not required.

2018: 5/11/2018, 6/28/2018, 10/18/2018, 12/6/2018.

2019: 2/21/2019, 4/18/2019, 8/15/2019, 12/19/2019.

2020: 2/20/2020, 4/16/2020, 8/20/2020, 10/15/2020.

2021: 2/18/2021.

The Minutes are posted to the Public Meeting Calendar within 5 days of approval by the Commission:

<https://publicmeetings.delaware.gov/#/>

Section 7-F. Has the agency ever received any complaints that they were violating FOIA? If so, please list and include the result of the hearing or the review.

No complaints that I am aware of.

SECTION 8: ADMINISTRATIVE PROCEDURES ACT COMPLIANCE

Section 8-A. Does the board promulgate rules or regulations in accordance with the Administrative Procedures Act?

The Commission does not promulgate rules or regulations.

Section 8-B. Has a DAG assigned to this board reviewed the current rules and regulations for compliance with the governing statute?

No, a DAG has not been assigned.

Section 8-C. Is the board considering any changes to its current rules and regulations?

No changes are being considered by the Commission at this time.

If "yes" please address the following questions:

- 1. What is the status and nature of the planned changes?**
- 2. Have the proposed changes been reviewed and approved by the agency's Deputy Attorney General?**
- 3. Have the proposed changes and the public hearing date been published in the Register of Regulations?**

SECTION 9: COMPLAINT AND DISCIPLINARY PROCESS

Section 9-A. Please describe in detail the complaint process utilized to resolve disputes between the board and the public, including how complaints are filed, who investigates complaints, and how long investigations proceed.

Currently the Commission bylaws don't outline a process. If a complaint or issue from the public were to arise, they would be directed to contact AmeriCorps the Federal Agency (formerly known as CNCS).

Section 9-B. What are some of the most common complaints received by the board? Please identify where the complaints originate (i.e., public, media, Attorney General's Office, consumer groups, etc.).

The Commission doesn't have a pattern of receiving complaints from the public.

Section 9-C. Have any complaints been filed with the Attorney General's Office? If so, have they been resolved?

No, complaints have been filed with the Attorney General's Office.

Section 9-D. Are there any Delaware Attorney General's Opinions that affect the functioning of the board? If so, please provide the date and number.

No, there are no Delaware Attorney General's Opinions that affect the functioning of the board.

Section 9-E. Are there any recent judicial decisions (state or federal) that directly affect the functioning of the board?

No, there are not any recent judicial decisions (state or federal).

Section 9-F. What specific disciplinary actions were taken by the board as a result of complaint investigations? (i.e., license revocation, license suspension, formal reprimand, penalty, etc.).

N/A.

Section 9-G. Please describe in detail the process utilized for determining appropriate disciplinary actions taken against individuals licensed, employed, or monitored by the board. Include the appeals process, if applicable.

N/A.

Section 9-H. If applicable, provide the following complaint data for calendar years 2018, 2019, 2020, and 2021 (to date):

N/A.

	Calendar Year 2018	Calendar Year 2019	Calendar Year 2020	Current Calendar Year 2021
Total Number of Complaints Received by the Board				
Total Number of Complaints Investigated				
Total Number of Complaints Found Valid				
Total Number of Complaints Forwarded to the Attorney General				
Total Number of Complaints Resulting in Disciplinary Action				

SECTION 10: PRIOR JLOSC REVIEW

Section 10-A. Has JLOSC previously reviewed this board? If so, provide the year(s) of review and list all JLOSC final recommendations, indicate whether the board is complying or non-compliant with each recommendation, and explain all areas of non-compliance.

No, the Commission has not been previously reviewed by JLOSC.

SECTION 11: PUBLIC INFORMATION

Section 11-A. How does your board communicate information with the public? Does your board use a website and/or social media platform(s)? If so, please list each method of communication and supply the applicable web address, handle, or username.

- The Commission communicates meeting information to public via the Public Meeting Calendar. The website is <https://publicmeetings.delaware.gov/#/>
- The Commission communicates information to the public via the Volunteer Delaware website. <https://volunteer.delaware.gov/>
- The Commission shares information via social media on the AmeriCorps*Delaware Facebook pages and Volunteer Delaware Facebook page.

Section 11-B. What information or educational resources are made available to the public relating to the board's activities? Examples include newsletters, guidelines, rules and regulations, policy briefs, or other similar documents. Please indicate the method and frequency of distribution for each and identify the target group(s).

A State Service Plan is produced every 3 years. We are currently working from the 2020 – 2022 State Service Plan to advance volunteerism and National Service in our state.

Section 11-C. Does your board actively engage with the public and solicit feedback? If so, please explain. If the board has conducted surveys, please list all surveys conducted within the past 5 years and indicate where the public can find survey results.

During the 2020 – 2022 State Service Plan process we engaged the community by surveying them on their experiences volunteering or managing volunteers. The survey results and full State Service plan can be found on the Volunteer Delaware webpage located at <https://volunteer.delaware.gov/>

Section 11-D. Does your board have by-laws? If so, are they available for the public (include location) and what was the last date of revision?

The Commission is governed by by-laws. The by-laws are not currently available to the public on a website but are available upon request. The by-laws have not been revised in the last 5 years. The last date of revision was October 2010.

Section 11-E. Please complete the following 3 charts (add or delete cells as needed) with the most current information regarding interest groups, national organizations, and industry or trade publications as described in each chart heading.

Interest Groups (Groups affected by board actions or represent others served by or affected by board actions)		
Group or Association Name/Contact Person	Internet Address	Phone Number
Delaware Association of Volunteer Administrators	http://davaweb.org	N/A

Delaware Alliance for Nonprofit Advancement	https://delawarenonprofit.org	(302) 777-5500
Philanthropy Delaware	www.philanthropydelaware.org	302) 333-8004

National Organizations or other State Entities (that serve as an information clearinghouse or regularly interact with the board)		
Group or Association Name/Contact Person	Internet Address	Phone Number
AmeriCorps Mid-Atlantic Region	anashmelendez@cns.gov	(202) 929-8641
Division of Management Services- Contracts Management & Procurement	Cereza.Hansley@delaware.gov	(302) 255-9295
Delaware State Clearinghouse Committee	OMB_Clearinghouse@delaware.gov	(302) 672-5119

Industry or Trade Publications		
Group or Association Name/Contact Person	Internet Address	Phone Number
America's Service Commissions (ASC)	https://statecommissions.org	(202) 813-0807

SECTION 12: ENACTED LEGISLATION IMPACTING THE AGENCY

Section 12-A. Did legislation establish the board? If so, what year and by what legislative bill was the agency established?

The Delaware Governor's Commission on Community and Volunteer Service was established July 6, 2004. It replaced the previous Governor's Council on Volunteer Services and the Delaware Community Service Commission. The Commission, comprised of Governor appointed volunteers, was established to consider matters relating to volunteer services in Delaware. The Commission would match the talents of state residents with the organizations that would be best suited to them with a goal of meeting community needs and solving community problems.

Per Delaware Code Title 29 - State Government Chapter 79. Department of Health and Social Services Subchapter I. Establishment and Organization of Department, § 7914A The Governor's Commission on Community and Volunteer Service in alignment with 45 CFR §2550.50.

Section 12-B. Please list all legislative bills and other acts that have made substantive amendments to the board’s enabling legislation. Please indicate the bill number and date of enactment for each.

This legislation has directly increased funding for the Commission and AmeriCorps:

H.R.1319 - American Rescue Plan Act of 2021 3/11/2021

H.R.748 – CARES Act 3/27/2021

Section 12-C. Please identify, list, and briefly describe any federal laws or regulations that guide or otherwise directly affect the functions, responsibilities, and operations of the board.

Delaware Code Title 29 - State Government Chapter 79. Department of Health and Social Services Subchapter I. Establishment and Organization of Department, § 7914A.

Governor’s Commission on Community and Volunteer Service Operating Bylaws included in the appendices.

SECTION 13: PENDING & PROPOSED LEGISLATION

Section 13-A. Please list any currently proposed legislation (state and federal) that, if passed, will directly impact the functions or operations of the board. Please indicate any bills that the board is supporting or opposed.

Currently, there are no pending or proposed legislation that would impact the operations of the Commission.

SECTION 14: FISCAL INFORMATION

Section 14-A. Complete the following chart to provide the board’s actual revenue for FY19 and FY20 and budgeted revenue for FY21. Also indicate the source of funds (i.e., general fund, federal funds, special funds, etc.).

Revenue:

Fiscal Year	Source of Funds	Amount
FY21 (budgeted)		
	General Funds	\$0.00 (See 14-G)
	Federal Funds	\$430,174.00
	Special Funds	\$0.00
	TOTAL:	\$430,174.00
FY20 (actual)		
	General Funds	\$235,052.62
	Federal Funds	\$482,267.78
	Special Funds	\$0.00
	TOTAL:	\$717,320.40
FY19 (actual)		
	General Funds	\$265,000.00
	Federal Funds	\$455,962.22
	Special Funds	\$0.00
	TOTAL:	\$720,962.22

Section 14-B. If the board receives federal funds, including grants, please indicate the following:

- **Total amount of federal funds.** \$1,368,404.00
- **Type of federal fund.** Direct
- **State/Federal Match Ratio.** CSG 50/50
- **State Share of Dollars.** \$500,052.62
- **Federal Share of Dollars.** N/A

Section 14-C. Does the board collect any fees or fines? Provide information on any fines or fees collected by the agency:

N/A.

Description of Fine or Fee	Current Fine or Fee \$\$	Number of Persons or Entities Paying Fine or Fee	Fine or Fee Revenue \$\$	Where is the Fine or Fee Revenue Deposited? (i.e., general fund, special fund)

Section 14-D. Has the board conducted a financial analysis to determine if the current fees are sufficient to cover the cost of the administrative activity related to each? Do the current fees or fines need to be updated or revised? Please explain, indicating whether the fees or charges can be changed directly by the agency or if legislative approval is required.

N/A.

Section 14-E. Complete the following chart to provide the board's actual expenditures for FY19 and FY20 and budgeted expenditures for FY21. Also indicate the source of expenditures (i.e., general fund, federal fund, special fund, etc.).

Expenditures:

Fiscal Year	Source of Funds	Amount
FY21 (budgeted)		
	General Funds	\$0.00 (See 14-G)
	Federal Funds	\$430,174.00
	Special Funds	\$0.00
	TOTAL:	\$430,174.00
FY20 (actual)		
	General Funds	\$235,052.62
	Federal Funds	\$482,267.78
	Special Funds	\$0.00
	TOTAL:	\$717,320.40
FY19 (actual)		
	General Funds	\$265,000.00
	Federal Funds	\$455,962.22
	Special Funds	\$0.00
	TOTAL:	\$720,962.22

Section 14-F. Provide a detailed breakdown of FY21 budgeted expenses.

Breakdown of FY21 budgeted expenses:

Line Item	Source(s)	Amount of Expenditures
<i>Commission Investment Fund</i>		
Supplies	Federal	\$890.00
Contractual	Federal	\$128,720.00
Other Support Cost	Federal	\$20,564.00
<i>Commission Support Grant</i>		
Personnel	Federal	\$199,113.00
Supplies	Federal	\$3,199.00
Contractual	Federal	\$40,084.00
Other Support Costs	Federal	\$25,120.00
Indirect Cost	Federal	\$12,484.00
		TOTAL \$430,174.00

Section 14-G. Within the last three fiscal years, have there been any external factors that have positively or negatively impacted the agency's revenue or expenditures?

AmeriCorps, the federal agency, provided an FY20-21 match waiver for the Commission Support Grant because of COVID-19.

SECTION 15: LICENSING PROCESS

Section 15 of the Self-Report may not be applicable. This section will apply if your board reviews applications and/or issues licenses. If you are not sure please contact JLOSC staff.

- If this section is applicable, answer all questions in Section 15.
- If this section is not applicable, write below that your board does not review applications or issue licenses, and then skip to Section 16.

The Governor's Commission on Community and Volunteer Service does not review applications or issue licenses.

Section 15-A. Please list each of the licenses, certificates, or approval notices issued by the board and include the following information:

- Indicate how many are currently licensed, and whether an individual or institution receives the license.
- Standard date of and requirements for renewal.
- Criteria for determining qualifications for licensure.
- Period for which a license is valid.

Section 15-B. Please provide the following data for each license, certificate, or approval notice issued by the board during calendar years 2018, 2019, 2020, and 2021 (to date). Include additional charts, if necessary:

Name of license issued by the board: _____

	# of License Applications Received	# of License Applications Approved	# of Licenses Issued	# of Licenses Rejected	# of Licenses Revoked
Calendar Year 2018	0	0	0	0	0
Calendar Year 2019	0	0	0	0	0
Calendar Year 2020	0	0	0	0	0
Current Calendar Year 2021 (to date)					

Name of license issued by the board: _____

	# of License Applications Received	# of License Applications Approved	# of Licenses Issued	# of Licenses Rejected	# of Licenses Revoked
Calendar Year 2018	0	0	0	0	0
Calendar Year 2019	0	0	0	0	0
Calendar Year 2020	0	0	0	0	0
Current Calendar Year 2021 (to date)					

Section 15-C. Do licenses issued by this board have reciprocity or endorsement agreements with Delaware? If so, provide a list of all states and jurisdictions that have licensing reciprocity or endorsement agreements with Delaware. Indicate if the board requires a signed agreement or endorsement from another state or jurisdiction before a Delaware license is issued?

Application Fees:

Section 15-D. Are any application fees collected by the board? If so, complete the chart below.

Fee Type	Application Fee
Fee Type	\$0
	\$0
	\$0
	\$0
	\$0

Section 15-E. If application fees are collected, when are fees due? Where are fees deposited? What happens if the fee is not paid? Are there any reduced fee options?

Section 15-F. If application fees are collected, has the board conducted a financial analysis to determine if the current application fees are sufficient to cover the cost of processing applications? Do the current application fees need to be updated or revised? Please explain, indicating whether the application fees can be changed directly by the agency or if legislative approval is required.

Application Process:

Section 15-G: Describe the application review process. Include where applications are obtained. Who reviews applications? How are applicants informed of decisions?

Examinations:

Section 15-H. If there is an examination requirement to obtain a license, address the following questions:

1. Is the examination written, oral, or both?
2. Is a standardized national examination used?
3. Who develops and scores the exam?
4. Are all aspects of the examination validated?
5. Who administers the exam, where is it administered, and how often is the exam given?

6. During each of the previous three calendar years, how many persons sat for an exam, and of those, how many successfully passed?

SECTION 16: RECONSIDERATION, APPEAL, SANCTIONS, REVOCATION

Reconsideration:

Section 16-A: Is there a process for application or board decision reconsideration (a process prior to a formal appeal, sometimes referred to as an administrative reconsideration)? This could also apply to reconsidering budget decisions made by the board. If so, please explain.

The Governor's Commission on Community and Volunteer Service Bylaws do not speak to board decision reconsideration. We direct such inquiries to AmeriCorps, the Federal Agency, through AmeriCorps.gov.

Appeal:

Section 16-B: Can an applicant, group, or individual appeal a board decision? If so, explain the process for appeal.

The Governor's Commission on Community and Volunteer Service Bylaws do not speak to board decision appeals. We direct such inquiries to AmeriCorps, the Federal Agency, through AmeriCorps.gov.

Sanctions:

Section 16-C: Can the board issue sanctions? If so, explain the sanction process.

The Governor's Commission on Community and Volunteer Service Bylaws do not speak to board-issued sanctions. We direct such inquiries to AmeriCorps, the Federal Agency, through AmeriCorps.gov.

Revocation:

Section 16-D: Does the board have a revocation process? If so, explain the process.

The Governor's Commission on Community and Volunteer Service Bylaws do not speak to revocation process. We direct such inquiries to AmeriCorps, the Federal Agency, through AmeriCorps.gov.

SECTION 17: SELF-REPORT AUTHOR(S)

Section 17-A: Include all Self-Report author(s) and contact information below.

- **All Self-Report author(s) listed below certify the information supplied in this Self-Report is correct to the best of their ability.**
 - **Reminder to entity under review: Any updates or corrections to Self-Report contents and entity information must be submitted to JLOSC staff in a timely manner during the entire period of review.**

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Section 17-B: This Self-Report was submitted to JLOSC staff on: 8/10/2021

APPENDICES

Appendix A

Governor's Commission on Community and Volunteer Service Operating Bylaws

Article I MISSION

Section 1.1 **Mission Statement** The Delaware Commission for Community and Volunteer Service (the Commission) is committed to enriching lives and communities by advocating service and volunteerism.

Section 1.2 **Guiding Principles** In pursuing this mission, the Governor's Commission

on Community and Volunteer Service is guided by the following principles:

- a) Service is an important strategy for addressing community needs and problems.
- b) Citizens of all ages are critical resources in addressing community needs and problems.
- c) Service in Delaware can be augmented by effective private-public collaborations, and a general willingness for all sectors to partner for the advancement of the Delaware volunteer service field and the First State's communities
- d) Grantees of the Commission shall serve as high quality demonstrations for the potential of national service in Delaware.

Article II DUTIES OF THE COMMISSION

Section 2.1 **Duties of the Commission** Duties of the Commission are prescribed in the National and Community Service Trust Act of 1993 and should include but shall not be limited to:

- A. Develop a comprehensive State Service Plan for national and community service, through an open, inclusive process which may include establishment of State funding priorities.
- B. Select applicants for National Service Program funding and prepare other State applications to the Corporation for National Service.
- C. Develop a solid infrastructure in Delaware which facilitates and supports high quality national service programs.
- D. Maintain and review financial management systems and progress reports to track expenditures for national service programs.
- E. Oversee and monitor funded programs in Delaware to ensure they are high quality and comply with legal and grant requirements.
- F. Provide technical assistance to local nonprofits and other entities in planning programs, applying for funds, and implementing high quality program.
- G. Provide program development assistance and training to funded National Service Programs in the State.
- H. Increase the level of Volunteerism in Delaware by coordinating, sharing information, and improving the experience of volunteers to encourage involvement.
- I. Develop and recruit mechanisms for local service programs in the State.
- J. Build volunteer and service infrastructure and capacity through coordination of activities with other State agencies and with other volunteer and service initiatives in the State, including initiatives administered by the Corporation's State office.
- K. Develop, implement, and disseminate information on volunteer opportunities in the State.
- L. Collect, maintain, and share information on private initiatives, community partnerships and creative solutions undertaken by businesses, foundations, voluntary organizations, religious institutions and other private sector groups in the state, in order to promote their broader use.

Article III MEMBERSHIP

Section 3.1 Commission Voting Members

The Commission shall consist of not less than fifteen and not more than twenty-five voting members appointed by the Governor. The Commission shall elect a Chair from among its members. The Governor shall appoint a Commission Vice-Chair who will lead the work of the Program Oversight Committee and a Commission Vice-Chair who will lead the work of the Delaware Volunteerism Committee, who shall serve at the pleasure of the Governor. The members of the Commission shall be appointed subject to the following qualifications:

10 Federal Required Positions

- A. An individual with expertise in the educational, training, and developmental needs of youth, particularly disadvantaged youth.
- B. An individual with experience in promoting the involvement of older adults in community service.
- C. A representative of community-based agencies or community-based organizations within the State.
- D. The Secretary of the Department of Education or his/her designee.
- E. A representative of local governments in the State.
- F. A representative of local labor organizations in the State.
- G. A representative of business.
- H. An individual between the ages of 16 and 25 inclusive who is a participant, or supervisor of a service program for school-age youth of a campus-based or service program.
- I. A representative of a national service program.
- J. A representative from the volunteer sector.

Other Designated Positions

- K. A representative of Foster Grandparents.
- L. A representative of RSVP.
- M. A representative serving in an advisory position on volunteerism.
- N. A member active in advocacy for people with disabilities.
- O. 2-12 members that may include but not be limited to representatives of education, public safety, at risk youth, environmental organizations, non-profit organizations, businesses, and Government.

Section 3.2 State Employees as Voting Members.

Not more than 25 percent of the Commission voting members may be employees of State government, though additional state agency representatives may sit on the Commission as non-voting, ex-officio members.

Section 3.3 Terms and Vacancies

A. Except as provided in Section 3.5 of this section, each member shall serve a term of 3 years, and will be eligible for 2 additional terms. Any person appointed to fill a vacancy among the members of the Commission shall be filled for the remainder of the unexpired term of the former member and such member will be eligible for 2

additional terms. Each term of office shall expire on the date specified in the appointment; however, the Commission member shall remain eligible to participate in Commission proceedings until notified by the Governor. The Commission will engage in a nominations process which ensures diversity with respect to race, ethnicity, age, gender, disability characteristics, geography and political affiliation to the maximum extent possible when making recommendations to the Governor.

B. Vacancies in Federal required positions shall be given priority for new appointments.

C. A person, who has never served on the Commission, may be appointed to the Commission for 3 consecutive terms; but no such person shall thereafter be eligible for 3 consecutive appointments. No person, who has been twice appointed to the Commission or who has served on the Commission for 9 years within any 12-year period, shall again be appointed to the Commission until an interim period of at least 1 term has expired since such person last served.

Section 3.4 Bipartisan Representation

Appointments will be made in a manner which ensures bipartisan representation, as no more than fifty percent of the voting members, plus one additional member, shall be from the same political party.

Section 3.5 Resignation and Removal

A. It is recommended that a Commission member if resigning at any time give written notice to the Office of the Governor and copy the Executive Director and the Chair of the Commission.

B. A member of the Commission shall be suspended or removed by the Governor for misfeasance, nonfeasance, malfeasance misconduct, incompetency or neglect of duty. The Executive Committee may recommend removals to the Governor.

Section 3.6 Corporation for National Service Ex-officio Representative

A representative of the Corporation for National Service (the Corporation) will serve as an ex-officio member of the Commission.

Section 3.7 Conflict of Interest

No voting member of the Commission shall engage in any conduct proscribed by the Conflict of Interest prohibitions stated by the Corporation for National Service. It shall be the responsibility of each voting member of the Commission to disqualify him or herself from participation in any manner in which that member has a conflict and to make appropriate disclosures to the Commission of all circumstances from which an appearance of conflict reasonably may be inferred. Members shall abstain from participation in the review of proposals and formal evaluation of programs in which a conflict of interest may occur or an appearance of a conflict may be inferred. Also, members having a conflict of interest shall not be involved in a priority setting process for the Commission if that process ultimately determines how Commission funds will be distributed.

Article IV OFFICERS

Section 4.1 Commission Officers

Commission officers shall consist of the Commission Chair, the two Commission Vice-Chairs, the Treasurer, and Secretary. The Executive Director of the Commission is a non-voting, ex-officio officer.

Section 4.2 Chair

The Chair shall have general charge of the business of the Commission. The Chair may delegate any of his /her powers to the Vice-Chairs or other Commission members. The Chair shall preside over the Executive Committee and be an ex-officio member of all other committees with the exception of the Nominations Committee. In the absence of the Chair, the Chair shall designate a Vice-Chair to preside over a meeting. In the event of a resignation or removal of the Chair prior to the expiration of the Chair's term, the Executive Committee shall address the vacancy with the members and by majority vote of members agree to elect a Chair to fill the remainder of the term.

Section 4.3 Vice-Chairs

- A. In the absence of the Chair, one of the Vice-Chairs upon designation by the Chair shall perform the duties of the Chair, and when so acting, shall have all of the powers of and be subject to all the restrictions upon the chairperson.
- B. In the absence of a Vice-Chair he or she will designate a member to preside over a scheduled meeting when needed.
- C. Upon the resignation of a Vice-Chair the Governor will appoint a replacement at his pleasure. The Chair will perform the Vice-Chair duties until the Governor has appointed a replacement.
- D. The role of the 2 Vice-Chairs shall be as follows: One Vice-Chair shall oversee all of the Commission activities related to national service programs, and the other Vice-Chair shall oversee Commission activities related to broader volunteerism.

Section 4.4 Treasurer

The Treasurer shall have the oversight of all funds and security of the Commission.

Section 4.5 Secretary

The Secretary shall ensure that minutes are recorded of proceedings of all Commission and Executive Committee meetings. The Secretary shall perform such other duties as the Commission may from time to time prescribe.

Section 4.6 Executive Director

- A. The Executive Director shall be the Executive Director of the Commission and be a non-voting ex-officio member of the Board and all Committees. The Executive Director shall be responsible for the active direction and management of the business and affairs of the Commission and shall perform such duties as may be assigned to him/her from time to time by the Commission.

- B. The duties of the Executive Director include: preparing all federal and state applications, funding reports, and reporting documents; supervising Commission staff; providing staff support to committees of the Commission; serving as a liaison to Commission funded programs; monitoring grantee compliance and progress; and providing reports to the Commission. The Executive Director shall have the authority to represent the Commission and manage day-to-day business of the Commission. The Executive Director may delegate these duties to other staff members. Commission members will participate in the selection process for the Executive Director and the Commission Program Officer.

Section 4.7 Officer Terms

The officers shall be elected to serve for one year from the date of their election but shall serve no more than two consecutive terms unless no successor has been found. The officer in this case may serve until a successor has been elected.

Section 4.8 Nominating Committee

The Administrative Committee shall prepare a slate of officers for review by the Executive Committee in October. The listing shall be presented to the Commission for approval in November. Nominations may be made from the floor with prior approval of the nominated person.

Article V COMMISSION BUSINESS

Section 5.1 Meetings.

Business of the Commission shall be conducted by Commission members at regularly scheduled meetings (which includes the annual retreat or any special meetings). The Commission will meet at least five times each year. A quorum is required to conduct business of the Commission.

Section 5.2 Quorum

A quorum shall exist when forty percent of the voting members of the Commission are present. Phone, electronic and paper proxies count towards the determination of a quorum.

Section 5.3 Special Meetings.

Special meetings may be called between regularly scheduled meetings by the Chair or at the written request of three Commission members. Five days notice is required for special meetings.

Section 5.4 Conference Call

A Commission member attending via telephone connection shall be counted as in attendance and shall be able to conduct business as if he or she were in the room.

Article VI COMMITTEES

Section 6.1 Committees

- c) The Commission shall establish committees as necessary to carry out business and the responsibilities specified in Article II. Program committees may establish subcommittees to assist in accomplishing their programs. Chairs of all committees must be Commission members but non-commission members may be members of committees when their presence adds diversity and breadth to the committee. Committee chairs shall be selected and approved by the Executive Committee.
- d) A vice-chair, selected by the committee chair, and approved by the Executive Committee shall serve, and vote at Executive Committee meetings in the absence of the committee chair.

Section 6.2 Executive Committee

The Executive Committee shall consist of the Officers of the Commission and Chairs or the Vice-chairs of each standing committee. The Commission Chair shall preside over the Executive Committee. The Executive Committee shall have general supervision of the affairs of the Commission between meetings. Should emergencies arise and immediate action is required, the Executive Committee may act on behalf of the Commission. The Executive Committee shall be subject to the orders of the Commission and none of its acts shall conflict with action taken by the Commission.

Section 6.3 Program Oversight Committee

The Program Oversight Committee shall be a monitoring arm of the Commission for statewide programs, meeting with grantees at least once each year. The Committee reviews grantee's annual progress and evaluates grantees' applications for continued funding. The Committee makes funding recommendations to the full Commission during each funding cycle. Members of the Program Oversight Committee include Program Liaisons and other members of the Commission.

Section 6.4 Administration and Finance Committee

The Administration and Finance Committee recommends to the Commission additions and deletions to the Commission roster. They also monitor Commission member performance and member attendance at meetings. The Administration and Finance Committee recommends a slate of officers to the Commission prior to the expiration of any current officers' terms. They also oversee expenditure of Corporation funds and monitor compliance with fiscal mandates of the Corporation for National Service. The Administration and Finance Committee will also recommend changes in policies and procedures to the Commission.

Section 6.5 Delaware Volunteerism Committee

The Delaware Volunteerism Committee promotes the values of community service and volunteerism throughout Delaware. The Committee is chaired by the Delaware Volunteerism Vice-Chair who will play a leadership role in facilitating and coordinating volunteer activities in the state and who will help to develop partnerships between organizations, businesses and volunteer groups to enhance community service ideals and practices.

The Committee oversees the Recognition and Publicity activities of the Commission by assisting to organize and promote the two annual Governor's Awards for Volunteerism events and through press releases, websites, and other promotional tools that advocate and publicize volunteer activities and events.

Section 6.6 Special (Ad Hoc) Committees

The Chair may designate such committees as from time to time who are deemed appropriate to conduct specific assignments. Each special (ad hoc) committee shall be considered temporary and disbanded on acceptance of its report or when discharged by the Chair.

Article VII AMENDMENTS

Section 7.1 By-Law Amendments.

These by-laws may be amended by a two-thirds vote of the voting membership of the Commission.

Article VIII RULES OF ORDER

Section 8.1 Rules of Order. The rules contained in the current edition of Roberts Rules of Order Newly-Revised shall govern the Commission in all cases to which they are applicable and in which they are not inconsistent with these bylaws and any special rules of order that the Commission may adopt.

Corporation for National and Community Service

NationalService.gov



To: Monique Colter, Assistant Inspector General for Audit
Office of Inspector General

From: Autumn Rose, Senior Grants Officer, Audit and Policy
Office of Audit and Debt Resolution

Cc: Doug Hilton, Acting Chief Financial Officer
Tim Noelker, General Counsel
Erin Dahlin, Acting Chief of Program Operations
Chester Spellman, Director, AmeriCorps State and National
Jill Graham, Acting Chief Risk Officer

Date: January 29, 2020

Subject: Management Decision on OIG Report 19-10, *Agreed-Upon Procedures for Corporation for National and Community Service Grants Awarded to the Delaware Governor's Commission on Community and Volunteer Service*

This is the management decision on OIG Report Number 19-10 *Agreed-Upon Procedures for Corporation for National and Community Service (CNCS) Grants Awarded to the Delaware Governor's Commission on Community and Volunteer Service* (DGCCVS). Auditors questioned \$11,463 in federal costs, \$46,380 in match costs, and \$8,721 in education awards under grant awards 16CAHDE001, 16TAHDE001, 15ACHDE001, and 17AFHDE001.

Finding 1: Evaluation of Subgrantees' Applications

Auditors found that DGCCVS's evaluations of applicants' financial management systems were not sufficient because the evaluation was limited to applicants responding to a questionnaire and DGCCVS did not verify the responses.

Auditors recommend that CNCS:

1. Ensure DGCCVS revises and implements its policies and procedures for assessing the financial capability of the subgrantee applicants. DGCCVS should verify the applicant's financial management responses from the AmeriCorps Readiness Self-Assessment.

Management Decision:

Recommendation 1: CNCS concurs that the auditors' recommendation reflects best practice for post-award monitoring and will therefore ensure that DGCCVS has procedures for verifying subrecipient responses to the financial capability assessment as part of its monitoring activities and is taking corrective action to resolve any identified deficiencies. DGCCVS hired a Program Fiscal Monitoring Assistant in August 2019, whose responsibilities will include supporting the Readiness Self-Assessment process. CNCS will review DGCCVS's updated procedures, as well as post-award monitoring documents to verify implementation. (Action Pending)

Finding 2: Monitoring Subgrantees' single audits.

Auditors found that DGCCVS did not continuously monitor its subrecipients' single audits.

Auditors recommend that CNCS:

2. Verify that DGCCVS revise its subgrantee monitoring procedures to ensure it complies with pass-through entity responsibilities for subrecipients' Single Audits and includes the following procedures:
 - a. Review the single audit report for all subgrantees with CNCS expenditures for each fiscal year for finding that affect CNCS grants to determine if DGCCVS records require an adjustment and take enforcement action against noncompliant subgrantees;
 - b. Develop a documented process to determine if subgrantees accurately presented CNCS awards on the Schedule of Expenditures of Federal Awards (SEFA);
 - c. Ensure DGCCVS implements a process to determine whether the results of the subgrantee's audit or other monitoring indicate conditions that necessitate an adjustment to its own records; and
 - d. Retain documentation of DGCCVS monitoring and reviews of subgrantee audit reports, along with management decisions made or corrective actions implemented.

Management Decision:

Recommendation 2: CNCS concurs. To address this finding, DGCCVS will revise its subrecipient single audit monitoring procedures to include processes for reviewing the single audit reports for all subrecipients with CNCS expenditures for each fiscal year, documenting its receipt and review of single audit reports, issuing management decisions, and ensuring corrective action is completed when required. DGCCVS's new Program Fiscal Monitoring Assistant will assist with the single audit monitoring and review process. CNCS will verify that DGCCVS's updated procedures meet the requirements for single audit review and resolution outlined in 2 CFR § 200.331 and Subpart E. (Action Pending)

Finding 3: Grantee Monitoring of Subgrantees

Auditors found that, while its internal policies required at least one site visit for each subrecipient each year, DGCCVS did not perform on-site monitoring reviews of its two subrecipients for the 2016-17 program year. Auditors also found that the monitoring documentation for the site visits DGCCVS conducted in the 2017-18 program year did not include the monitoring steps performed, the outcome of their monitoring, any resulting corrective action taken, and if there were any disallowed costs.

Auditors recommend that CNCS:

3. Require DGCCVS to revise its subgrantee monitoring procedures to include formal and timely subgrantee feedback to address:
 - a. When the monitoring site visit took place;
 - b. What the monitoring covered;
 - c. The monitoring results;
 - d. Required corrective actions; and
 - e. Disallowed costs, if applicable.
4. Require DGCCVS to revise its subgrantee monitoring procedures to include formal reporting of follow-up conducted on any outstanding corrective actions.
5. Verify that DGCCVS is performing on-site monitoring of its subgrantees in accordance with its revised internal policies and procedures.

Management Decision:

Recommendations 3-5: CNCS concurs. DGCCVS will revise its *Standard Operating Procedure for Subgrantee Monitoring* and will include the updated procedures in the Program Director's Handbook. Additionally, DGCCVS will develop and use a new site visit tool when monitoring subrecipients, in conjunction with the CNCS-based monitoring tool in current use. DGCCVS will create the tool based on compliance criteria from federal regulations, AmeriCorps terms and conditions, and best practices. The revised procedures will include conducting an exit interview during which findings, observations, and required next steps will be discussed and issuing a formal letter from DGCCVS to the subrecipient that addresses the auditor's recommendations in items 3a through 3e. CNCS will review the updated procedures and a sample of completed monitoring documents to verify implementation. (Action Pending)

Finding 4: Federal Financial Reporting

Auditors found that DGCCVS had submitted two Federal Financial Reports (FFRs) six days late.

Auditors recommend that CNCS:

6. Confirm that DGCCVS puts controls in place and verifies that Federal Financial Reports are submitted in accordance with the Federal Financial Reporting requirement.

Management Decision:

Recommendation 6: CNCS concurs. CNCS verified that DGCCVS's updated *Fiscal Procedures for Federal Financial Report* addresses responsibilities for preparation and submittal of FFRs and the associated deadlines for these reports. The procedures also include an FFR reporting due date checklist for current DGCCVS grants, through 2020. CNCS finds the procedures sufficient to address the finding. (Action Complete)

Finding 5: Claimed Costs

Auditors found that DGCCVS claimed federal and match costs that were not in the approved budget. Auditors determined that the claimed costs not listed in the approved budget were costs related to entertainment.

Auditors recommend that CNCS:

7. Provide training to DGCCVS to ensure that entertainment costs are disclosed in the budget or approved in writing by CNCS prior to incurring those costs.
8. Verify DGCCVS has controls in place to ensure fees collected for grant-supported events were used to cover the cost of those events.
9. Verify DGCCVS used the fees collected for the event to reduce the Federal share charged to the grant or were used as match.
10. Require CNCS personnel reviewing and approving the budgets for the State commissions to ensure full disclosure of event costs within those budgets and that the budget identifies the funding to support that event.
11. Calculate and recover the questioned Federal and match costs for grant No. 16CAHDE001. Also, determine the impact on the Federal share resulting from the questioned match costs.

Management Decision:

Rec	Ref	Category	OIG Questioned Federal	CNCS Allowed Federal	CNCS Disallowed Federal	OIG Questioned Match	CNCS Allowed Match	CNCS Disallowed Match
11	Sch. B, Note 5	Claimed Costs – DGCCVS	\$6,237	\$6,007	\$230	\$28,785	\$28,002	\$783
Total			\$6,237	\$6,007	\$230	\$28,785	\$28,002	\$783

Recommendation 7: CNCS concurs. CNCS provides training to all AmeriCorps award recipients on federal financial matters, including the Cost Principles, through webinars and training events, including the annual AmeriCorps Symposium. CNCS confirmed that multiple DGCCVS representatives participated in relevant financial trainings during the 2018 and 2019 AmeriCorps Symposiums. DGCCVS staff have also attended financial training sessions at 2018 and 2019 regional trainings offered by America's Service Commissions (ASC). DGCCVS stated that any expenses that are specifically for meals will be noted as food expenses on Budget Narratives for future CNCS applications, starting with the 2020 Commission Support Grant and Commission Investment Fund budget line items. (Action Complete)

Recommendation 8: CNCS concurs and will require DGCCVS to update their financial policies and procedures to ensure any event fees collected are used to cover the costs of those events. CNCS will review the updated policy. (Action Pending)

Recommendation 9: CNCS concurs and will review DGCCVS's financial documentation to ensure that the fees charged were applied to cover program expenses in accordance with program income regulations. (Action Pending)

Recommendation 10: CNCS concurs. CNCS's application instructions for Commission Support Grants require applicants to clarify the purpose of recognition events if food costs are included. If CNCS has questions regarding the costs outlined in the award budget, CNCS requests clarification during the pre-award process to ensure allowability of the costs identified. CNCS further provides oversight of these costs as part of its regular monitoring activities. (Action Complete)

Recommendation 11: Auditors questioned \$6,237 in Federal costs and \$28,785 in match costs related to four transactions they determined were not properly disclosed in the award budget and were for entertainment purposes. The four transactions were related to DGCCVS's 2016 Annual Conference on Volunteerism and the 2016 and 2017 Governor's Volunteer Awards events. CNCS reviewed event materials and attendees lists and found that these events consisted of appropriate and expected attendees, such as nonprofit organizations, state entities, and other CNCS-funded programs operating in Delaware, such as the Foster Grandparent Program. Additionally, these costs were consistent with DGCCV's approved funding application for grant 16CAHDE001 and 2016-18 State Service Plan. One of the core functions of the Commission Support Grant is to promote national and community service and strengthen service infrastructure, per 45 CFR §2550.80(a)(3). It is common for many state service commissions to achieve this goal, in part, through annual learning conferences and volunteer service recognition events, during which a meal is commonly served. CNCS reviewed invoice and purchase order documentation from the auditor's working papers and determined that the food costs associated with these events were reasonable and allowable per 2 CFR § 200.438. CNCS is therefore allowing \$6,007 in federal costs and \$28,002 in match costs.

Included in the amount questioned by the auditors was \$230 in federal costs and \$783 in match costs for bar attendants. CNCS determined that the expenses associated with labor costs for paying bar attendants to serve alcohol is not reasonable per 2 CFR §200.404 and concluded that the costs were neither ordinary nor necessary for the 2016 and 2017 Governor's Volunteer Awards events to take place. CNCS is therefore disallowing \$230 in federal costs and \$783 in match costs. (Action Complete)

Finding 6: National Service Criminal History Check

Auditors stated that DGCCVS personnel responsible for monitoring subrecipients did not have National Service Criminal History Checks (NSCHC) and subrecipients Division of Parks and Recreation (DPR) and Reading Assist Institute (RAI) did not perform a National Sex Offender Public Website (NSOPW) check on members' maiden names.

Auditors recommend that CNCS:

12. Ensure DGCCVS revises its Program Director Handbook for its subgrantees to include the CNCS NSOPW best

practices.

13. Ensures DGCCVS strengthens its monitoring to verify subgrantee compliance with CNCS best practices for member NSOPW check.
14. Confirm DGCCVS has established and implemented a procedure to have all staff involved in conducting subgrantee on-site monitoring to have a NSCHC.

Management Decision:

Recommendation 12-13: CNCS concurs. DGCCVS stated that they will provide notification of the NSCHC best practices to current subrecipients and will also revise the 2019-20 Program Director Handbook to address best practices. CNCS will review the subrecipient notification and a copy of the revised Program Director Handbook to verify implementation of the updates. CNCS will additionally review DGCCVS's monitoring procedures to ensure it is verifying subrecipient compliance with the NSCHC requirements outlined in 45 CFR §2540.200-.230. (Action Pending)

Recommendation 14: CNCS partially concurs. CNCS agrees that it is important for Commissions to maintain appropriate safeguards, as required by the CNCS General Grant and Cooperative Agreement Terms and Conditions, and find that it is sufficient for Commission staff to meet this requirement by undergoing their organization's internal screening requirements. CNCS notes that Commission staff paid exclusively through Commission Support Grants are not subject to the NSCHC requirements¹. CNCS has offered advanced training on how recipients can implement safeguards for all staff, regardless of whether they are subject to the NSCHC. The recipient has discretion to determine which additional safeguards to implement based on their program needs. CNCS will review DGCCVS's internal screening policies and procedures to ensure DGCCVS has safeguarding procedures in place for staff who are not covered under the NSCHC requirements. (Action Pending)

Finding 7: Member Living Allowance

Auditors found several issues with DPR administering living allowances to members, specifically that two members received living allowances over the maximum allowed, one member received a living allowance for no service, and a member was underpaid a living allowance.

Auditors recommend that CNCS:

15. Ensure DGCCVS revises its Program Director Handbook to include guidance on how to address and document a change in member living allowance when a member's term is changed to ensure living allowance payments after conversion are correct.
16. Ensure DGCCVS strengthens its monitoring to verify subgrantee compliance with member living allowance requirements.
17. Work with DGCCVS to resolve the living allowance under payments to DPR members.
18. Calculate and recover the questioned Federal costs for grant No. 15ACHDE001.

Management Decision:

Rec	Ref	Category	OIG Questioned Federal	CNCS Allowed Federal	CNCS Disallowed Federal	OIG Questioned Match	CNCS Allowed Match	CNCS Disallowed Match
18	Sch. C, Notes 4 and 5	Member living allowance – DPR	\$3,058	\$0	\$3,058	\$0	\$0	\$0
Total			\$3,058	\$0	\$3,058	\$0	\$0	\$0

¹ The CNCS Office of General Counsel (OGC) issued a memo on May 29, 2018, "National Service Criminal History Checks and Commission Support Grants," which determined that Commission staff paid through Commission Support Grants are not required to undergo the NSCHC. The OIG agreed with this determination.

Recommendation 15: CNCS concurs. DGCCVS updated its procedures to require that subrecipients request written approval from DGCCVS prior to implementing member slot conversions, as required by the award terms and conditions. CNCS verified that DGCCVS alerted its subrecipients of the new policy via email. CNCS will further ensure that DGCCVS has incorporated the new procedures and additional living allowance guidance into its Program Director Handbook. (Action Pending)

Recommendation 16: CNCS concurs. CNCS will ensure that DGCCVS enhances its monitoring tool to include review of member living allowance compliance and will review a completed monitoring report to verify implementation. (Action Pending)

Recommendation 17: CNCS concurs and will verify that DGCCVS has coordinated with DPR to resolve the living allowance underpayments to members. CNCS will verify documentation of the corrected payments to confirm implementation. (Action Pending)

Recommendation 18: Auditors questioned \$3,058 in federal costs because DPR paid a living allowance to one (1) member for a pay period during which no service was performed and paid living allowances to two (2) members in excess of the maximum living allowance amount for the members' service type. After reviewing the auditor's working papers and DPR's living allowance payment records, CNCS concurs with the auditors' assessment that one (1) member received a living allowance for no service. Per 45 C.F.R. §2522.245, living allowance payments are to be made to members only during a member's term of service and should cease when the member concludes their service term. Since the member provided no service during the time for which the living allowance payment was received and DPR did not provide additional documentation to support why the member was paid this living allowance amount, CNCS is disallowing \$522 in federal costs. CNCS also reviewed living allowance payment records and the auditor's working papers for the two members who were paid living allowance amounts in excess of what they were eligible to receive based on their member type. CNCS concurs with the auditors' assessment that two (2) members were paid living allowance payments in excess of the maximum allowed and is therefore disallowing \$2,536. (Action Complete)

Finding 8: Reconciliation

Auditors found that DGCCVS claimed more federal costs under grant 16TAHDE001 than were supported by its accounting records.

Auditors recommend that CNCS:

19. Confirm DGCCVS puts controls in place to ensure that costs claimed do not exceed what is supported in the general ledger.
20. Calculate and recover the questioned Federal costs for grant No. 16TAHDE001.

Management Decision:

Rec	Ref	Category	OIG Questioned Federal	CNCS Allowed Federal	CNCS Disallowed Federal	OIG Questioned Match	CNCS Allowed Match	CNCS Disallowed Match
20	Sch. B, Note 7	Reconciliation – DGCCVS	\$1,630	\$0	\$1,630	\$0	\$0	\$0
Total			\$1,630	\$0	\$1,630	\$0	\$0	\$0

Recommendation 19: CNCS concurs. CNCS reviewed a copy of DGCCVS's *Fiscal Procedures for Federal Financial Report* policy, which outlines the steps for performing the necessary reconciliation between general ledger records and FFRs, who is responsible for which actions, and how discrepancies are resolved. The policy also includes a schedule of FFR due dates for DGCCVS's current CNCS grants. CNCS finds the policy sufficient to address the audit finding. (Action Complete)

Recommendation 20: Auditors questioned \$1,630 in federal costs because they found that DGCCVS claimed more costs than were supported by its general ledger under grant 16TAHDE001. CNCS performed a reconciliation of DGCCVS's final FFR for grant 16TAHDE001 to the underlying general ledger account records and confirmed the auditor's finding. Therefore, \$1,630 in federal costs are disallowed. (Action Complete)

Finding 9: Administrative Costs

Auditors found that subrecipient RAI claimed more administrative costs than it was entitled.

Auditors recommend that CNCS:

21. Provide training to DGCCVS personnel to ensure subgrantees are claiming administrative costs correctly under the CNCS-fixed percentage rate method.
22. Calculate and recover the questioned Federal costs for grant No. 17AFHDE001. Also, determine the impact on the Federal share resulting from the disallowed match costs.

Management Decision:

Rec	Ref	Category	OIG Questioned Federal	CNCS Allowed Federal	CNCS Disallowed Federal	OIG Questioned Match	CNCS Allowed Match	CNCS Disallowed Match
22	Sch. D, Note 4	Administrative costs – RAI	\$538	\$233	\$305	\$17,595	\$8,675	\$8,920
Total			\$538	\$233	\$305	\$17,595	\$8,675	\$8,920

Recommendation 21: CNCS concurs and verified that DGCCVS provided training to its subrecipients on claiming administrative costs correctly using the CNCS-fixed percentage method. During the September 2019 training for subrecipients, DGCCVS staff distributed a handout explaining how administrative costs are to be calculated. CNCS reviewed a copy of the handout and the training sign-in sheet for verification. In addition to the training, DGCCVS explained that their Periodic Expense Report template has been revised and will now calculate administrative costs automatically for subrecipients. DGCCVS also developed a budget narrative worksheet that contains the pre-populated formula for use with 2020-21 subrecipient application and budget development. (Action Complete)

Recommendation 22: Auditors questioned \$538 in federal costs and \$17,595 in match costs because RAI claimed more administrative costs than it was entitled to receive. After learning from DGCCVS that additional adjustments to administrative costs were made after the audit fieldwork had concluded, CNCS reviewed RAI's final PER and determined that RAI claimed \$305 more in federal costs and \$8,920 more in match costs than they were entitled to. Therefore, CNCS is disallowing \$305 of the questioned federal costs and \$8,920 of the questioned match costs. After adjusting for the disallowed costs, CNCS determined that there was sufficient overmatch and is therefore not disallowing any additional federal funds. (Action Complete)

Finding 10: Conversion of Full-Time Members to Lower Terms

Auditors found that subrecipient DPR did not obtain DGCCVS approval for converting full-time members to less than full-time member agreements.

Auditors recommend that CNCS:

23. Calculate and recover the questioned education cost awards and interest forbearance.
24. Ensure DGCCVS revises its Program Director Handbook to establish a requirement for written DGCCVS approval of a change in a member's term of service and the basis for providing such an approval.
25. Ensures DGCCVS strengthens its monitoring to verify subgrantee compliance with DGCCVS approval requirement for changes in a member's term of service.

Management Decision:

Rec	Ref	Category	OIG Questioned Ed Awards	CNCS Allowed Ed Awards	CNCS Disallowed Ed Awards	OIG Questioned Interest	CNCS Allowed Interest	CNCS Disallowed Interest
23	Sch. C, Note 6	Member Term Conversions	\$8,011	\$0	\$8,011	\$710	\$0	\$710
Total			\$8,011	\$0	\$8,011	\$710	\$0	\$710

Recommendation 23: Auditors questioned \$8,011 in education awards and \$710 in interest forbearance because four (4) DPR members' terms of service were changed without the written consent of DGCCVS, as required by DGCCVS's policy. The Terms and Conditions for AmeriCorps State and National Grants allow State Commissions to approve occasional changes in a member's service term, but prohibit such transfers simply to provide members with a less than full-time education award. Of the four members identified, one (1) did not earn an education award. Regarding the other three (3) members, CNCS found that two members ended service soon after the change went into effect. DGCCVS and DPR were unable to provide documentation demonstrating that the changes had been approved or that the members were eligible for a partial education award on the basis of compelling personal circumstances. Therefore, CNCS concurs with the auditors' finding that the changes were noncompliant and is disallowing \$8,011 in education awards and \$710 in interest forbearance. (Action Complete)

Recommendation 24: CNCS concurs. This recommendation was previously addressed in Recommendation 15. (Action Complete)

Recommendation 25: CNCS concurs and will ensure that DGCCVS includes reviewing compliance with approved member term changes in its monitoring tool. CNCS will review the updated monitoring tool to verify implementation. (Action Pending)

Finding 11: Member Timesheets

Auditors found that timesheets for two DPR members were missing signature dates.

Auditors recommend that CNCS:

26. Ensures DGCCVS strengthens and implements its monitoring tools to verify subgrantee compliance with timekeeping requirements.

Management Decision:

Recommendation 26: CNCS concurs. DGCCVS stated that they monitor subrecipients' timekeeping systems at the beginning of the program year to ensure they meet federal requirements. DGCCVS also conducts monthly desk audits of members timesheets as part of the subrecipient PER review. DGCCVS will update the Program Director Handbook to include details on the timekeeping system verification process and monthly desk audit procedures, as well as moving the sample timekeeping templates from the Appendix to the body of the Handbook for emphasis. CNCS will review a copy of the updated monitoring tool, a completed desk audit showing review of member timesheets, and the updated Program Director Handbook. (Action Pending)

Finding 12: Periodic Expense Reporting

Auditors found that subrecipient DPR did not submit required periodic expenses reports (PERs) and subrecipient RAI submitted PERs late.

Auditors recommend that CNCS:

27. Require DGCCVS puts procedures in place to ensure that DGCCVS is providing reporting guidance and reporting templates to the subgrantees before the end of the first month of the subgrantee's program year and all subgrantees are reporting its costs in accordance with the DGCCVS Program Director Handbook.
28. Ensure DGCCVS follows-up with subgrantees when PERs are submitted late to determine the reason the reports are late and to require immediate corrective action by the subgrantee.
29. Require DGCCVS to obtain PERs from DPR covering the Federal and match costs incurred during the program year 2017-2018 as of March 31, 2018, along with transaction level detail, so that CNCS can test those costs for allowability.

Management Decision:

Recommendation 27: CNCS concurs. DGCCVS trained subrecipients on correct PER procedures during a September 2019 training. CNCS reviewed a copy of the training and a sign-in sheet of participants. DGCCVS's fiscal monitoring assistant will monitor subrecipient PER submissions with an enhanced monitoring tool. CNCS will review a copy of the enhanced tool when available to verify implementation. (Action Pending)

Recommendation 28: CNCS concurs. DGCCVS provided CNCS with an appendix to its subrecipient contract that contains supplemental information, including the procedures DGCCVS will follow when subrecipients submit financial reporting late or have other instances of programmatic noncompliance. These procedures include DGCCVS issuing an Initial Noncompliance Letter that outlines the issues, the corrective actions required, and the associated timeline for the work. The appendix also details remedies DGCCVS may take after the initial letter if the subrecipient fails to resolve the issue, which include warnings, probation, fines, and withholding payment. CNCS finds the updated policy sufficient to address the finding. (Action Complete)

Recommendation 29: CNCS concurs and notes that the CNCS Grants Office first identified this finding during their June 2018 technical assistance site visit. CNCS will request the results of DGCCVS's reconciliation as well as a sample of transactions to verify the results of DGCCVS's review. (Action Pending)

SUMMARY OF ALLOWED AND DISALLOWED FEDERAL COSTS

Finding	OIG Questioned Federal	CNCS Allowed Federal	CNCS Disallowed Federal	OIG Questioned Match	CNCS Allowed Match	CNCS Disallowed Match
5	\$6,237	\$6,007	\$230	\$28,785	\$28,002	\$783
7	3,058	0	3,058	0	0	0
8	1,630	0	1,630	0	0	0
9	538	233	305	17,595	8,675	8,920
TOTAL	\$11,463	\$6,240	\$5,223	\$46,380	\$36,677	\$9,703

Finding	OIG Questioned Ed Award	CNCS Allowed Ed Award	CNCS Disallowed Ed Award	OIG Questioned Interest	CNCS Allowed Interest	CNCS Disallowed Interest
10	\$8,011	\$0	\$8,011	\$710	\$0	\$710
TOTAL	\$8,011	\$0	\$8,011	\$710	\$0	\$710

Summary: With this management decision, CNCS is disallowing \$5,223 in questioned federal costs, \$9,703 in questioned match costs, \$8,011 in questioned education awards, and \$710 in questioned accrued interest. We are reporting corrective action complete on 12 of 29 recommendations.