

ACT NOW

Afterschool for Children & Teens

FY24



SITE VISIT HANDBOOK



www.actnowillinois.org

TABLE OF CONTENTS

3 About Us



Learn more about the ACT Now coalition and our role as your Technical Assistance and Support provider.

4-5 FAQ



Do you have questions about your upcoming Site Visit? We've got answers!

6 Policies



Please review our Site Visit policies before your scheduled Site Visit Date.

7 Materials



A brief overview of the materials you will receive and use to complete the Site Visit process.

8 - 9 Process



What you can expect before, during, and after your scheduled Site Visit.

10 Contact Us



Contact information for all of ACT Now's Site Visit staff.



ABOUT US

The ACT Now Coalition is a diverse statewide network of more than 2,400 Illinois afterschool providers, families, business leaders, community advocates, youth organizations, and policymakers from across the state. We believe that an increased commitment to young people beyond the traditional school day is a crucial part of their growth into productive, healthy adults.

As part of a larger national afterschool network, ACT Now leverages best practices, resources, and partnerships in order to ensure that young people in Illinois have access to quality, affordable afterschool and youth development programs.

ACT Now's commitment to this work and our deeply rooted connection to communities across Illinois has afforded us the opportunity to expand our reach and provide targeted technical assistance to Teen REACH practitioners and providers across Illinois.

In collaboration with DHS, ACT Now is conducting Site Visits to ensure program quality through compliance monitoring and work as a team to prioritize your voice and uplift your work. We are elated to learn more about your programs and see firsthand the impactful work providers are doing on the ground. We hope to identify your needs and provide support through technical assistance and professional development.

FAQ

What will my Site Visit look like?

Your Site Visit will be conducted by ACT Now staff and may be conducted either in-person or in a virtually, pending ACT Now staff availability and capacity. Your program's main point of contact, and any additional program staff that can help tell your program's Teen REACH story, are invited to participate. Both in-person and virtual Site Visits are scheduled to take place for approximately two hours however, they may be shortened depending on need. If your Site Visit is in-person, it will take place at your central office or Teen REACH program center. If virtual, it will be conducted over Zoom.

Will I receive any materials to prepare for my Site Visit?

Yes! ACT Now has created a variety of materials to assist you in this process, such as this handbook. You can find a material overview on **page 7** of this handbook.

What is ACT Now expecting me to have prepared for the Site Visit?

Three days before your Site Visit, you will be expected to have completed the entirety of your Site Visit Portfolio, which you received in your Site Visit confirmation email. This includes completing the PDF and uploading all requested documentation to your DropBox account. ACT Now staff will review your compliance documentation prior to your Site Visit and discuss your portfolio responses during your Site Visit.

If you have any issues with completing the portfolio and/or uploading the documentation, please contact Chelsea Corbett: Corbettch@actnowillinois.org

If my Site Visit is in person, will I need to provide a tour of my program space?

ACT Now would welcome the opportunity to tour your program space and observe your activities in real time, if time permits. However, Site Visits are primarily conversation based and we will need to ensure we have address all questions and concerns prior to touring your space or meeting participants. Please ensure you have reserved space to meet prior to ACT Now's arrival.

ACT NOW

Afterschool for Children & Teens

FAQ

If I have questions during the Site Visit ACT Now staff cannot answer, how will my questions or concerns get addressed?

A member of the ACT Now team will contact DHS and relay any appropriate questions or concerns to them. ACT Now staff will do their best to get you updates promptly and include this information in your follow-up communications. ACT Now staff hope to return all technical assistance requests and DHS / Grant Management inquiries within one week of your Site Visit. If you have not received an update within this time frame, please contact Chelsea Corbett: Corbettch@actnowillinois.org

If I have outstanding documents, will there be corrective action?

All grantees will be given **one week** from the day they receive their Site Visit follow-up communications to submit any outstanding documentation. Extensions will be granted on a case-by-case basis, **only**. Should you fail to submit the requested documentation within this time frame, DHS will be notified. DHS, in collaboration with ACT Now, will make a determination if a corrective action plan is necessary. Should DHS determine findings as a result of your Site Visit with ACT Now, they will issue the corrective action plan to your agency directly. As your Technical Assistance and Support provider, ACT Now is dedicated to working with DHS and supporting all Teen REACH grantees throughout this entire process, including addressing and fixing the findings as outlined in your corrective action plan.

For more information on corrective action plans, please contact Mike Sandidge: Mike.sandidge@illinois.gov

How do I submit the requested documentation?

Your Site Visit confirmation email, and your Site Visit Portfolio, will include your agency's secure DropBox link and all documentation will be submitted to DropBox using this link. Access to review your DropBox folder is available upon request. Should you need to review what materials you have submitted, please contact Chelsea Corbett: Corbettch@actnowillinois.org

POLICIES

Document Submission:

- All required compliance documentation is due to your secure agency DropBox no later than **three days** prior to your scheduled Site Visit.
- If no documentation is received prior to your scheduled Site Visit, your visit will be canceled and your agency will be deferred to DHS for next steps.
- You may submit documentation as soon you receive your DropBox link, should you wish.
- **Do not** submit any additional documents outside of the items listed in your Site Visit Portfolio.
- Should you need to review the documents you submitted, access to your secure agency DropBox folder is available upon request.

Day Of:

- *For virtual visits:* ACT Now staff will allow a **15 minute** grace period for you to join the Zoom meeting. If no one from your team arrives within that 15 minute window, your Site Visit will be canceled and your agency will be deferred to DHS for next steps.
- *For in-person visits:* Agencies are responsible for confirming the correct address of their Site Visit no later than **one week** prior to their scheduled Site Visit. If you have not confirmed your address within that time frame, your Site Visit will be postponed and your agency will be deferred to DHS for next steps.
- If you have any questions regarding your Site Visit, please contact Chelsea Corbett: Corbettch@actnowillinois.org

Rescheduling:

- **One weeks** notice is required should you need to reschedule your in-person or virtual Site Visit. Outside of that one week notice, reschedules will be approved on a case-by-case basis.
- **Do not** operate under the assumption that your Site Visit can be rescheduled due to lack of preparation.
- If you are experiencing barriers to completing your Site Visit preparation on time, please reach out to Chelsea Corbett at Corbettch@actnowillinois.org

MATERIALS

FY24 Teen REACH Site Visit Portfolio

This editable PDF was created by ACT Now to track and monitor your Teen REACH compliance documentation, and administrative and programmatic practices. All grantees will receive the Site Visit Portfolio in their Site Visit confirmation email. This document informs much of the Site Visit conversation and must be completed in its entirety prior to your scheduled Site Visit.

FY24 Teen REACH Site Visit Summary

This fiscal year, grantees will be accessed on **three** compliance areas during your visit:

- Quality of Afterschool Staff and Practices
- Data Management Practices
- Core Services Areas

ACT Now staff will use the rubrics as outlined in the Site Visit Summary to assess compliance in these three areas and will provide grantees with a score in each area based on the rubric outcomes. The summary also includes a 'score overview' which will explain your scores in more detail and provide recommendations for improvement if needed.

All grantees will receive the FY24 Teen REACH Site Visit Summary template in their Site Visit confirmation email to review prior to your visit. Additionally, all grantees will receive their completed Site Visit Summary by the end of the quarter in which they received their Site Visit.

FY24 IL-QPSA Syllabus

This year ACT Now's Quality Initiatives team developed a FY24 IL-QPSA Syllabus which will walk grantees through the entire annually required process. There is space in your FY24 Teen REACH Site Visit Portfolio to name any questions or concerns you have about the process, and ACT Now staff will address these questions directly during your Site Visit.

Should you need additional assistance with the FY24 IL-QPSA process, please contact Jackie Tichler: tichlerj@actnowillinois.org.

PROCESS

Step One: Scheduling your visit

- Grantees can expect to receive their Site Visit confirmation email at least two months prior to your Site Visit.
- Grantees will receive this confirmation email from Chelsea Corbett at Corbettch@actnowillinois.org.
- Your confirmation email will include your agency's assigned Site Visit date, time and location, secure DropBox link, accompanying materials and any other necessary information pertaining to your Site Visit.
- Following your Site Visit confirmation email, you will receive a calendar invite with your visit date, time and location.
- Grantees are responsible for ensuring all necessary staff have been informed of the Site Visit.

Step Two: Confirm with ACT Now and review materials

- Please confirm with ACT Now that you have received your Site Visit confirmation email and double check that ACT Now has the correct address should your visit be in-person.
- Review all accompanying materials and reach out should you have questions.

Step Three: Prepare for your Site Visit

- ACT Now recommends beginning to prepare for your Site Visit as soon as you receive your Site Visit confirmation email.
- Consider preparing for your Site Visit in this order:
 - *Within one week of Site Visit confirmation:* Determine who needs to staff your Site Visit and ensure they have the calendar invite and accompanying materials.
 - *One month prior to your Site Visit:* Begin gathering all required compliance documentation and complete the Site Visit Portfolio.
 - *One week prior to your Visit:* Ensure the Portfolio has been completed in it's entirety and use the compliance checklist in the back of your Portfolio to confirm you have all required documentation gathered and ready for submission.
 - *Three days prior to your visit:* Submit all required documentation using the secure DropBox link you received in your scheduling email.

Step Four: Complete your in-person or virtual Site Visit

- ACT Now looks forward to meeting with you and your Teen REACH program staff!

ACT NOW

Afterschool for Children & Teens

PROCESS

Step Five: After your Site Visit

- Grantees can expect to receive a follow-up email from [ACT Now](#) one week after you've completed your Site Visit.
- Your follow-up email will include the following information:
 - A list of any outstanding compliance documentation that was not received prior to your Site Visit, as applicable.
 - Should additional documentation be needed, all grantees will have one week from the date they received their follow-up email to submit documentation to their DropBox folder.
 - Extensions will be considered on a case-by-case basis.
 - Please communicate with ACT Now as soon as possible should you experience any challenges meeting this deadline.
 - If documentation is not received by this deadline, your agency will be deferred to DHS for next steps.
 - Updates and answers to any questions you had during your visit that could not be answered day of.
 - Any resources you requested during your visit.
 - The FY24 Teen REACH Site Visit evaluation link.
 - Your Site Visit will not be considered complete until at least one member of your team has completed the evaluation.
 - All staff who attended the Site Visit are encouraged to complete the evaluation.

Step Six: Submit final documentation and complete the evaluation

- Carefully review your follow-up communication from [ACT Now](#).
If you have been informed that additional documentation is needed, work with your teams to gather the requested documents.
- Submit the requested documentation to your secure agency DropBox folder by the outlined deadline.
Complete the FY24 Teen REACH Site Visit evaluation.

Step Seven: [ACT Now](#) will share your Site Visit Summary

- [ACT Now](#) will carefully review the notes and documentation from your Site Visit and review your agency's status on the three compliance areas assessed before, during and after your visit.
- [ACT Now](#) staff will then draft your Site Visit Summary.
Once the summary is complete, [ACT Now](#) will share this documentation via email.

Step 8: The FY24 Teen REACH Site Visit is now complete

- Please reach out to [ACT Now](#) should you have questions or need support!

CONTACT US



Chelsea Corbett

Afterschool Resources
& Support Specialist,
Teen REACH

Corbettch@actnowillinois.org



Kasey Brown

Afterschool Resources
& Support Specialist,
Teen REACH/RPSA

Brownk@actnowillinois.org



Jackie Tichler

Afterschool Resources
& Support Specialist, Quality
Initiatives

Tichlerj@actnowillinois.org



Tyrone Taliaferro

Afterschool Resources
& Support Specialist,
RPSA

taliaferrot@actnowillinois.org



Andrew Hitzhusen

Afterschool Resources
& Support Specialist,
RPSA

hitzhusena@actnowillinois.org



Nikki Gillani

Afterschool Resources
& Support Specialist,
School Partnerships

gillanin@actnowillinois.org



Kim Turnbull

Afterschool STEM Specialist
turnbullk@actnowillinois.org