



NARRATIVE: AFTER SCHOOL PROGRAM HUMAN RESOURCES (ASP-HR)

The After School Program Human Resources Narrative should provide an overview of key practices related to human resources and professional development. It is intended to support, but not duplicate, evidence provided elsewhere in your self-study (i.e., documentation requested in the Table of Evidence).

Purpose Standard: After School Program Human Resources (ASP-HR)

A stable, qualified, trained, and supported workforce contributes effectively and efficiently to the delivery of quality after school programming that promotes positive child and youth development.

Please provide responses to the following questions. Highlight applicable obstacles and innovations, if any, in each of your responses. Please provide your responses in the boxes located in the ASP-HR Narrative Template, which can be found with the Related Files.

1. Describe how your program manages its human resources: Are human resources managed within the program itself? If not, is there a separate HR department that is part of a larger organization or agency?
2. Describe any challenges that your program may have faced with regard to recruiting qualified staff. Has your program implemented any solutions that have proven effective?
3. Describe the structure of your program's training and professional development program. Include or discuss:
 - a. your program's philosophy on professional development and how it supports professional advancement; and
 - b. your program's process for regularly assessing the training needs of staff and revising the training program as appropriate.
4. Cite 2-3 examples of training and professional development activities or decisions that contributed to the staff's ability to provide quality programming and services.
5. Identify a part of your training and professional development program that has been:
 - a. the most difficult to advance, and indicate the reasons why; and
 - b. the least difficult to advance, and indicate the reasons why.
6. Describe your program's system of supervision.
7. Describe any challenges that your program may have faced and any solutions that have proven effective with regard to staff retention.
8. Provide any additional information that would increase the Endorsers' understanding of how your program operates relative to these standards.

Attachments:

- a. All COA-approved NA Requests.
- b. A list of all NAs applicable to your program provided within the standards.

Note: Please provide information for the last year.



TABLE OF EVIDENCE: AFTER SCHOOL HUMAN RESOURCES (ASP-HR)

Note: When programs operate as part of a larger organization, it may be appropriate to obtain some documentation from another office or department.

	Self-Study Documents	On-Site Documents	On-Site Activities
ASP-HR 1 Recruitment and Selection	<ul style="list-style-type: none"> ▪ Recruitment and selection policies and/or procedures ▪ Table of contents of employee manual 	<ul style="list-style-type: none"> ▪ Job descriptions ▪ Employee manual ▪ Legal permissibility regarding the consideration of protected characteristics in recruitment and selection 	<ul style="list-style-type: none"> ▪ Interview: <ol style="list-style-type: none"> a. Program Administrator b. Site Director c. Program Personnel ▪ Review Personnel Records
ASP-HR 2 Background Checks	<ul style="list-style-type: none"> ▪ Policies and procedures regarding background checks 		<ul style="list-style-type: none"> ▪ Interview: <ol style="list-style-type: none"> a. Program Administrator b. Site Director ▪ Review Personnel Records
ASP-HR 3 Training and Professional Development	<ul style="list-style-type: none"> ▪ Table of contents for orientation curriculum ▪ Table of contents for training curriculum 	<ul style="list-style-type: none"> ▪ Annual budget with line for training and professional development ▪ Orientation curriculum ▪ Training curriculum ▪ Training requirements for different positions or job categories ▪ Annual training calendar or schedule ▪ Documentation that personnel have attended required trainings (e.g., documentation from training files or personnel records) 	<ul style="list-style-type: none"> ▪ Interview: <ol style="list-style-type: none"> a. Program Administrator b. Site Director c. Program Personnel ▪ Review Personnel Records
ASP-HR 4 Personnel Qualifications	<ul style="list-style-type: none"> ▪ A list of program personnel that includes: a) name; b) job title; c) degree held and/or other credentials; d) professional preparation; e) 	<ul style="list-style-type: none"> ▪ Job descriptions ▪ Resumes 	<ul style="list-style-type: none"> ▪ Interview: <ol style="list-style-type: none"> a. Program Administrator b. Site Director c. Program Personnel ▪ Review Personnel Records



	Self-Study Documents	On-Site Documents	On-Site Activities
	FTE; f) length of employment at the program; and g) time in current position.		
ASP-HR 5 Positive Work Environment	<ul style="list-style-type: none"> ▪ Discrimination policy ▪ Harassment policy ▪ Nepotism policy ▪ Employee grievance policies and procedures ▪ Copies of attorney, administrative agency or court opinions indicating the program's personnel policies comply with applicable laws and regulations ▪ Aggregated personnel satisfaction and retention information ▪ Include description of how program provides a positive work environment and promotes high levels of satisfaction and retention, in Narrative 	<ul style="list-style-type: none"> ▪ Meeting schedules, agendas, and/or minutes ▪ Employee manual ▪ Methods used to obtain personnel input and provide feedback about their suggestions ▪ Grievance reports ▪ Reports or meeting minutes related to retention/satisfaction issues and improvement action, if necessary ▪ Documentation demonstrating that personnel are provided with paid time to plan, set up, etc. ▪ Documentation of benefits provided 	<ul style="list-style-type: none"> ▪ Observe program ▪ Interview: <ol style="list-style-type: none"> a. Program Administrator b. Site Director c. Program Personnel ▪ Review Personnel Records
ASP-HR 6 Supervision and Evaluation	<ul style="list-style-type: none"> ▪ Program staffing chart that includes lines of supervision ▪ Criteria for assigning supervisory responsibilities ▪ Performance evaluation forms/templates 	<ul style="list-style-type: none"> ▪ Job descriptions of supervisors ▪ Performance review process ▪ Performance evaluations (in personnel records) 	<ul style="list-style-type: none"> ▪ Interview: <ol style="list-style-type: none"> a. Program Administrator b. Site Director c. Program Personnel ▪ Review Personnel Records
ASP-HR 7 Personnel Records	<ul style="list-style-type: none"> ▪ Procedures for maintaining 		<ul style="list-style-type: none"> ▪ Interview: <ol style="list-style-type: none"> a. Program Administrator



	Self-Study Documents	On-Site Documents	On-Site Activities
	<ul style="list-style-type: none"> ▪ personnel records ▪ Procedures regarding access to personnel records 		<ul style="list-style-type: none"> b. Site Director c. Program Personnel ▪ Review Personnel Records
ASP-HR 8 Volunteers	<ul style="list-style-type: none"> ▪ Policies and/or procedures regarding the use of volunteers ▪ Program staffing chart that includes lines of supervision of volunteers 	<ul style="list-style-type: none"> ▪ Orientation and training materials for volunteers 	<ul style="list-style-type: none"> ▪ Interview: <ul style="list-style-type: none"> a. Program Administrator b. Site Director c. Program Personnel d. Volunteers ▪ Review volunteer files or records

FUNDAMENTAL PRACTICE STANDARDS:

Essential Life and Safety	Health and Welfare	Client Rights
	ASP-HR 3.04, ASP-HR 3.05, ASP-HR 5.01 ASP-HR 8.02	