

Team Assessment Tool Process & Follow-Up Actions

Timeline for Assessment:

- Team assessment periods are based on the academic program cycle which in AFS-USA would be July 1 – June 30.
- Compliance audit would be conducted annually by the Volunteer Development Department starting in mid-September and concluding by October 31.
- A full assessment of the team's health will be conducted every 3 years to help teams identify needs and resources for improvement.
- For those teams that did not meet expectations on their assessment, a mid-year review will be conducted in February/March.

Assessment Levels:

- **Healthy Teams** - These are teams that meet 90% or higher in each criteria of the assessment tool. Healthy teams have the following benefits:
 1. Management of co-support funds
 2. Territorial monopoly
 3. Possibility of representation at the NVA (dependent upon the 2010 NVA decision regarding the selection of delegates)
 4. Access to additional grant funds for events or training
 5. Scholarships to international conferences/trainings
 6. Ability to apply for chaperone flights
- **Provisional Teams** – These are teams that fell below a score of 90% in overall criteria of the assessment tool. All provisional teams will have access to both staff and volunteer assistance to work towards improving deficient areas. Resources will be dedicated to helping provisional teams improve their assessment.

Provisional teams will fall into one of three stages.

(Each stage is one year in length to allow for improvement):

1. Stage One

- Volunteer leaders in the team prepare together an improvement plan addressing the areas that the team fell short in the assessment
*failure of volunteers to create an improvement plan would automatically move the team to stage two

2. Stage Two

- Staff and/or volunteers from other areas will assist the team as mentors in developing an improvement plan.
 - Example: If a team needs to improve their monthly contact performance, a volunteer from a neighboring team that has achieved a high percentage of monthly contacts may visit the team to assist in preparation of an improvement plan, as a mentor would help.
- Stage Two Provisional Teams will lose the ability to manage co-support funds, apply for scholarships for international training/conferences and chaperone flights and could lose the ability to have representation at the NVA.

3. Stage Three

- Teams that move to stage three, will be assessed by the National Council for next steps.
- Stage three options could include – replacing leadership, loss of territorial monopoly, or dissolution/merging of the team.