

## **6d. Training and Technical Assistance**

Programs have access to this Nevada AmeriCorps Program Director Handbook, which is updated annually on the Nevada Volunteers website. As policy changes occur, Nevada Volunteers sends updates to all Program Directors via email and provides explanations during required Program Director update webinars that take place monthly. Subgrantees will have scheduled monthly conference calls with their Nevada Volunteers Program Contact. Nevada Volunteers develops an annual training calendar for AmeriCorps subgrantees based on challenges and needs that have been identified by Nevada Volunteers staff or input provided by subgrantees. Feedback from subgrantees is sought through formal and informal surveys and discussions. The training calendar is posted in OnCorps and on the Nevada Volunteers website. In addition to these regularly scheduled meetings, Nevada Volunteers staff is readily available by phone or email to answer questions, offer solutions, and support subgrantees as needed. Throughout the grant period, your Nevada Volunteers Program Contact will document calls, meetings and correspondence with programs including communications that require a response from programs. Important telephone conversations are followed-up with emails to document conversations and other substantive written communications. Issues raised in such correspondence may be considered in future funding decisions, and/or addressed in-depth during site visits. If such correspondence evidences areas of risk or non-compliance, Nevada Volunteers may send an official letter of non-compliance outlining deadlines for the program to complete appropriate corrective actions.