EFNEP Records Protocol

This Protocol defines the term "Record"; explains what a record is; the confidential nature of records; the importance of completeness and accuracy; and, the timeline of submitting records.

What is a Record?

A record is a form that is completed by a participant or an educator and mailed to the EFNEP State Office.

The Importance of Confidentiality

- Do not leave records sitting out on a desk. Keep them in a locked file drawer or your Educator Notebook until records are mailed to the State Office.
- Do not share personal participant information.
  - Talk to your supervisor about what is appropriate information to share with agency partners.

Completeness of Records

No questions on any of the records should be skipped. If a participant chooses not to answer a question, make a note by that question on the form to the State Office that the participant chose not to answer the question.

Accuracy of Records

Records should be completed as accurately as possible. Do not falsify records. Falsifying records can result in termination.

Timeliness of Records

Completing and submitting records weekly is important for several reasons:

- Procedures at CSU require that things like travel and pcard receipts be turned in during a specified timeframe. Turning these things in late can affect paychecks, travel reimbursement and the ability to have a pcard.
- Program records need to be turned in weekly to avoid losing the paperwork and so that performance can be accurately represented in monthly reports.
- Specific program deadlines must be met; the State Office needs you to meet these deadlines with your records. Additionally, we often receive requests from stakeholders for reports about our program. We want to provide the most accurate report of programming efforts as possible to our funders and stakeholders at any point in time.

Storage of Completed Records

- After participants complete records in class, safely store them in your Educator Notebook along with the Attendance Record. When back at the office, take them out of your Educator Notebook, prepare them to mail to the State Office. Keep original Attendance Records in your Educator Notebook until that group graduates and you mail the original Attendance Record to the State Office.
- Always make copies of records before mailing them to the State Office. Store copies of records in a locked filing cabinet until the State Office tells you that you can shred those copies for the fiscal year.

Important Timelines for EFNEP:

State – July 1st - June 30th (CSU, Extension, County Governments)

Federal – Oct 1st - Sept 30th (EFNEP)

Calendar/Extension reporting – Jan 1st - Dec 31st

Performance year – April 1st - March 30th

EFNEP Program Records

Entry Records
Includes: Entry Form, Entry Recall Form, Attendance Record, Research Cover Letter, Physical Activity Waiver, Photo Release Form, Volunteer Form

Entry Form:
- Step 1: Participants complete Entry Records (accept for the Entry Recall Form) during their first lesson.
- Step 2: Educator collects and checks for completeness before participants leave class. After participants complete entry paperwork, review to determine if they qualify for the program. Clarifying questions may need to be asked.
    - If participants don't mark that they participate in assistance programs, then it is important that they put their monthly household income. However, have participants include their income whenever possible. If they don't want to report their income or they don't know what their monthly income is, write "participant refused" on that line.
    - Check to be sure that participants included the age of their children.
    - If a participant doesn't qualify, still enroll them, but make a note to data entry staff that they don't qualify in the gray box.

Back at the office:
- Step 3: Complete the gray box.
- Step 4: Make copies for your records and store in a locked file cabinet to ensure confidentiality.
- Step 5: Original Entry Forms should be sent to the State Office, along with a copy of the group's current Attendance Record, within a week of completion.

Entry Recall Form:
- Step 1: Participants complete the Entry Recall during lesson 2.
- Step 2: Educator collects and checks for completeness before participants leave class.

Back at the office:
- Step 3: Complete the gray box.
- Step 4: Make copies for your records and store in a locked file cabinet to ensure confidentiality.

- Step 5: Original Entry Recall forms should be sent to the State Office, along with a copy of the group's current Attendance Record, within a week of completion.

Attendance Record at Lesson 1:
- Step 1: After lesson 1, back at the office, start the group's Attendance Record. Fill in the information at the top of the Attendance Record. Using the completed Entry Forms, list the names and phone numbers of all participants that came to lesson 1. Fill in the currently scheduled dates of each lesson across the form where indicated. Also write the group and names of the lessons on the appropriate dates in your calendar.
- Step 2: Mark that participants received and signed the consent forms and the date of the first lesson.
- Step 3: Make a copy.
- Step 4: Send the copy of the Attendance Record with the original Entry Records for the group to the State Office.
- Step 5: Put the original Attendance Record in your Educator Notebook and document attendance during class in lessons 2 through 9.

Attendance Record at Lesson 2:
- Step 1: Update the Attendance Record based on participant attendance in lesson 2. Attendance must be taken and recorded in class.
- Step 2: Make a copy of the updated Attendance Record and send to the State Office with the original Entry Recall forms.
- Step 3: Put the original Attendance Record in your Educator Notebook until that group graduates.

Participant Release Forms:
- All participants should receive a Research Cover Letter, a Physical Activity Waiver, and a Photo Release Form.
    - Research Cover Letter – give to participants with the other Entry Records; briefly explain the cover letter. Participants keep this cover letter.
    - Physical Activity Waiver – give to participants with the other Entry Records; explain that throughout the lessons there will be opportunities to be active. To participate in these activities, participants must sign and turn in the waiver with their Entry Records.
        - If a participant doesn't want to sign the waiver, write the participant's name on the form and "Participant opted not to sign." The form needs to be submitted to the State Office with the rest of the group's Entry Records.
    - Photo Release Form – give to participants with the other Entry Records; explain that we often take photos of our classes and use photos of participants for various purposes. To use these photos we need participants to sign the Photo Release Form.
        - If a participant doesn't want to sign the release form, write the participant's name on the form and write "No photos" on the top of the form. The form needs to be submitted to the State Office with the other Entry Records.

- Make copies of the completed release and waiver forms and store in a locked file cabinet for your records. Turn originals into the State Office with original Entry Forms and a copy of the Attendance Record.

Exit Records
Includes: Exit Forms, Attendance Records, Graduation Postcards

Exit Form:
- Step 1: Participants complete Exit Records during their last lesson.
- Step 2: Educator collects and checks for completeness before participants leave class.
Back at the office:
- Step 3: Complete the gray box.
- Step 4: Make copies for your records and store in a locked file cabinet to ensure confidentiality.
- Step 5: Original Exit Forms should be sent to the State Office, along with the group's completed, original Attendance Record, within a week of completion.

Graduation Postcards:
- Before handing out the graduation postcards, ask for a participant to volunteer to drop the class' graduation postcards in the mail. Tell them the postcards are prepaid.
- Have each participant complete a graduation postcard. Tell them the reason you asked for a volunteer to mail them is so that you don't see who writes what. Feedback on the program is very valuable to us and we want them to feel comfortable being honest about their experience.

Attendance Record at Lesson 9:
- Step 1: Complete the Attendance Record for all participants and all classes for the series each week during the class. Attendance must be taken and documented during each lesson.
- Step 2: Make a copy for your records and store in a locked file cabinet to ensure confidentiality.
- Step 3: Send the original Attendance Record to the State Office with original Exit Forms.

Monthly Summary Sheet

- Step 1: Update teaching visits of active participants directly on the List of Families the State Office sends each month.
- Step 2: Update volunteer hours of active volunteers directly on the Volunteer List that the State Office sends each month.
- Step 3: Update the List of Agencies by adding new agencies, drawing a line through the names of agencies you no longer work with, and updating contact information as necessary including agency partner contact names, phone numbers, and addresses.
- Step 4: Include at least one success story with the Monthly Summary Sheet.
- Step 5: Include the number of classes taught (in a group and one-on-one, adult and youth) during that previous month. Classes are not lessons. A class is each time you meet with a group or individual.

- Step 6: Give the completed Monthly Summary Sheet to your supervisor at the monthly training meeting.

Volunteer Forms
- Step 1: When you have a new volunteer, complete a Volunteer Form for that person.
- Step 2: Make a copy for your records and file with other paperwork for this group in a locked file cabinet. Send the original Volunteer Form to the State Office within a week of completion.
- Step 3: Track volunteer hours each day on your calendar.
- Step 4: Update volunteer hours on Volunteer List that the State Office sends each month.
- Step 5: Submit updated volunteer hours with the monthly summary sheet at monthly training meeting.

Colorado EFNEP website:
- You can find all these forms at this website: www.efnep.colostate.edu
- Go to the "Educators" tab on the bottom left hand side, login, and click on "Forms."