Internal Compliance Review Best Practices for Program Year 2010

University of Maryland Extension (UME) Internal Compliance Review (ICR) was conducted in the month of May 2011. Internal Compliance Reviews are structured procedural methods used to monitor UME organizations’ performances based on its Affirmative Action (AA) plan. The following counties best practices should be utilized as benchmarks to improve parity, minority participation and disability access in all UME counties and regional offices. The counties reviewed for program year 2010 are:

- Anne Arundel County
- Baltimore City
- Calvert County
- Caroline County
- Dorchester County and
- Talbot County Allegany County

Best Practices—Overall Themes

1. Broadening Agricultural and Natural Resources program content generally results in greater program participation by minorities and women.
2. Extension Advisory Committees (EAC), that include minorities and both genders result in better program participation by a representative cross-section of the community than when there is no committee or when that body is homogenous.
3. Having a diverse volunteer group tends to result in greater participation by minorities.
4. Faculty and staff that collaborate with other agencies or entities are likely to expand their audience reach and increase participation in all UME programs.

Best Practices by County

Anne Arundel County

Best Practices:

- All 4-H flyers contain Affirmative Action statements; flyers are attractive/visually appealing and show diverse youth in photographs and clip art. Club flyer includes a statement of the mission of 4-H. Flyers are distributed at county fair, school events, and club promotional events. AA and ADA statements are included on county website. All clubs have access to flyers for distribution.
- Collaboration between multiple program areas (4-H, FCS, Master Gardeners) to create youth programs that serve a diverse range of interests.
4-H employees trained teen camp staff about the needs of youth with disabilities and techniques for working with them.

Flyers for major 4-H events are distributed to students in every elementary school around the county in an effort to reach geographically/ethnically diverse audiences.

Scholarships are available to anyone who requests them.

4-H Program taught all students in a school for youth with disabilities, thereby reaching a large number of disabled youth of varied ethnicities; also taught all students in St. Andrews day school. Teaching the entire student body is an excellent technique for reaching diverse youth.

Accommodations: Meetings and events held on a variety of week days and evenings to accommodate youth and volunteer schedules; meeting space provided at 4-H office; provide teaching materials and equipment to community members for use in programs; 4-H programs offered in schools and to community groups; teaching in school for youth with disabilities.

Baltimore City

Best Practices:

Affirmative Action and ADA statements are on all flyers and press releases. Flyers are colorful and have icons/photographs designed to attract attention.

All clubs are invited to send representatives (adult and youth) to participate in the 4-H planning committee, demonstrating that the program is open to everyone.

Clubs that have not reached parity are making reasonable efforts through flyers, telephone calls, school announcements, membership drives, etc.

4-H is establishing programs in predominantly white neighborhoods to reach the white minority population. For example, the Brooklyn O. Mallory Community is a neighborhood with a diverse racial population, including whites, and 4-H FEA intentionally sought participation in this community.

4-H employees adapt curriculum to meet the needs of individuals with learning disabilities and cultural differences. In addition, the Baltimore City Extension brochure is available in English and Spanish.

4-H offers programs in geographic areas with access to public transportation. This practice makes programs more readily available for youth and volunteers without transportation.

4-H employees use a planning map that shows areas of Baltimore City where 4-H programs are offered. Enrollment data are used to target new geographic areas within the city for outreach to male and minority audiences. As an example, the program works with the Office of Juvenile Justice and teaches a variety programs that reach at-risk male populations. Outreach to males also occurs through urban agriculture green jobs training.

A variety of club projects and programs are offered to attract youth and adults with varied interests, including STEM, gardening, robotics/technology, fun and fitness, entrepreneurship/leadership and communications.
Calvert County

Best Practices:

- 4-H offers flexible programs during evenings and weekends to meet the needs of youth and volunteers.
- 4-H adapts curriculum and lessons to meet the needs of various age groups and developmental levels.
- The 4-H program has recruited and trained African American and male volunteers.
- 4-H employees have made personal contacts with school principals regarding school enrichment programs; to date, two schools each year host 4-H Farm to School Week programs that reach the entire student body. This practice helps to increase program outreach and diversity of youth served.
- 4-H is making efforts to offer clubs that interest/include males. According to 4-H faculty and staff, boys tend to show interest in programs such as shooting sports and camp. 4-H is also working with the Department of Juvenile Justice and reaching low income, at-risk, and foster children, mostly males, in a group home setting.
- The day camp on wheels serves youth from multiple communities around the county.
- 4-H offers programs in areas that are high minority and/or have limited access to transportation. (Ex: Yeardley Hills – HUD community and East John Community Center.)

Caroline County

Best Practices:

- Everyone in the office is involved in ensuring programs and open and accessible for all.
- The office works to ensure that parity is met with all ethnicities. Several program areas show excellent outreach to Asian American or Pacific Islanders, and African Americans.
- The faculty met parity with gender also.
- Joint programming efforts include the Agriculture Safety and Child Care Training programs
- Member of the 21st Century Afterschool Coalition for Youth.
- Partnered with Juvenile Drug Court to reach new audiences.
- The Inter-County Adventures in Health Science Program has proven to be beneficial for Caroline County. Educator plans to add a new site in Caroline County so that it is more accessible to all.
- Promotes 4-H in local newspapers and includes AA statement in text.
- Recently began including both husband and wife’s names on mailing labels to help females feel more included.
- Educator has conducted more programs to reach female clientele.
- Educator assists with Annie’s Project, a farm management program targeting female clientele.
• Creating more fatherhood initiatives, including Project Playground.
• FCS working to create more programming to incorporate male role models.
• All classes taught in facilities that are ADA accessible.
• Weekend programs offered for busy working individuals.
• Classes are offered free to accommodate limited income individuals.
• Evening trainings are provided for child care providers who working during day.
• Reviewed class materials and flyers with non-discrimination statement.
• Project Playground uses a site that promotes participation by disabled individuals.
• Utilizes Social Media websites.
• FCS and AGNR collaborate to increase access to fruits and vegetables to underserved communities. Created two new Farmer's Markets.
• Classes are offered in churches and social service agencies where participants feel comfortable. (UME office is in the courthouse).

**Dorchester County**

**Best Practices:**

• All faculty are involved in ensuring programs are open and accessible for all.
• Several program areas show excellent outreach to Asian American or Pacific Islanders, and Hispanics.
• The faculty met parity with gender.
• Joint programming efforts include the Cluster Group meetings, Dorchester County Fair.
• Use of minority volunteers helps increase office ethnic diversity.
• Equal Access and Affirmative Action Statements are included in the body of press releases in an attempt to prevent editing out.
• USDA posters “And Justice for All” are appropriately placed.
• Meeting space is available in the County Council meeting area, the County 4H Center and the Eastern Shore Hospital Center.
• *Moneysmart* programs do achieve ethnic diversity in the area of African Americans.
• 4-H School programs achieved ethnic diversity for Asian American or Pacific Islander and Hispanic populations.
• Educator has conducted programs which reach minority and female populations but this effort has not been captured in MCERS.
• Educator conducts pesticide safety programs which serve Hispanic population.
• Educator assists with scholarship program for minority Master Gardener clients.
• Educator participates in cross programming with other areas such as (Fair, School Programs).
• Relocated program meetings to accommodate diverse clientele including disabled clienteles at (Eastern Shore Hospital Center).
**Talbot County**

**Best Practices:**

- Everyone in the office is involved in ensuring programs are open and accessible for all.
- The office works to ensure that parity is met with all ethnicities. Several program areas show excellent outreach to Asian American or Pacific Islanders, African Americans and Hispanics. Programs that promote this include the Bay-Wise Plant clinics, and 4 H Afterschool Programs.
- The faculty met parity with gender.
- Joint programming efforts include the Harvest Hoedown, Talbot County Fair, and County wide all programs newsletter.
- Use of minority volunteers helps increase office ethnic diversity.
- 2009 Annual Report states “The Talbot County Office strives to be accessible, reliable and relevant to all residents of Talbot Count and the Mid-Shore Region.
- Equal Access and Affirmative Action Statements are included in the body of press releases in an attempt to prevent editing out.
- USDA posters “And Justice for All” are appropriately placed.
- Use of Community Gardens where excess food is provided to the food bank.
- Chesapeake Bay Maritime Museum- African American Garden, used as a display and food harvested is used by volunteers for demonstration and educational purposes.
- An All- Program Office wide newsletter is used to provide information on all programs, thereby reaching a more diverse audience, and increasing knowledge about programs to increase opportunities of the residents.
- Great regional Health Science collaboration with Caroline County 4-H; reaches large and diverse audiences.
- Promotes inclusion; worked with senior citizens at a nursing home to prepare materials for a project.
- Partnered with mentoring programs by inviting mentors and mentees to reach new audiences.
- Worked across program lines with the Master Gardeners to reach new audiences.
- The AGNR Educator is conducting farm management, and Annie’s Project to encourage more female participation in (AG) programs.
- The Urban Horticulture Educator is reaching males and minorities by conducting Master Gardener trainings on Fridays instead of the traditional two days mid-week.
- The Urban Horticulture Educator/Master Gardeners have begun holding plant clinics in three new farmers markets that are held in more diverse communities.
- The Urban Horticulture Educator is working with the Critchlow Adkins Children Center to reach a more diverse audience.
- The agriculture newsletter was discontinued and the (AG) information is included in a combined county newsletter, thereby reaching a more diverse audience.