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| Guide to Partnering with Michigan Education Corps: |
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MEC Math Corps Overview……………………………………………………………….2

Considerations for Partnership with MEC Math Corps? …......................................5

Site Expectations in Implementing MEC Math Corps ………………………………..7

Description of MEC Math Corps Interventionists ……………………………………...9

Description of Internal Coach …………………………………………………………..10

Costs of MEC Math Corps ……………………………………………………………..…12

MEC Participation Fee…………………………………………………………………..…13

Next Steps to Partnering with MEC Math Corps ………………………………………14

This Guide contains important information about being a host site with MEC Math Corps.  
Questions about MEC Math Corps or site selection should be directed to Renee Borg at [rborg@hopenetwork.org](mailto:rborg@hopenetwork.org).

**MEC Math Corps Overview**

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| **MEC Math Corps** is an evidence-based, high-dosage *supplemental* math intervention program delivered by AmeriCorps members that provides 90 minutes of math practice every week. Intervention is delivered to students in groups of two to three to improve foundational math skills required for long-term academic success and algebra readiness. MEC Math Corps serves students in grades 4 through 8. **MEC Math Corps does not replace core curricula.**  **What are MEC Math Corps services?** |
| * MEC Math Corps is an evidence-based, standard protocol, math intervention program developed to align with State of Michigan Math Standards to deliver interventions to students in grades 4 through 8. The program includes scripted interventions to guide service delivery. * MEC Math Corps uses instructional strategies aligned with research and expert recommendation for supporting students who need more support in math. MEC Math Corps strategies are aligned with State Math Standards focusing on whole and rational number understanding, math fact fluency, and algebra. * AmeriCorps members (also referred to as “Interventionists”) provide MEC Math Corps service. Interventionists are trained to deliver 90 minutes of intervention per week in small groups of 2 or 3 students in grades 4-8 and is a Tier 2 intervention package. Interventionists are supported by a program coach (Coaching Specialist) and a staff member at the partnering site (Internal Coach). * Interventionists and the MEC Math Corps program are fully integrated into the school community and MTSS math framework. Internal Coaches help with that integration. Interventionists who feel like they are part of the school community tend to have greater satisfaction and are better positioned to help the students in the school. |
| **Which students are eligible for MEC Math Corps services?**   * Interventionists, coaches, and teachers work together to identify students for support using state and/or school test scores and an eligibility assessment delivered by the MEC Math Corps Interventionist. * Students served by MEC Math Corps are typically in need of Tier 2 support within a tiered model of service delivery. They are likely students yet to reach grade-level targets and in need of additional opportunities to practice key skills so that they can better access core instruction. * Students receiving Title 1, special education or English Language services are eligible on a case‐by‐case basis, as determined by the Internal Coach in collaboration with the MEC Math Corps Coaching Specialist.       **When are MEC Math Corps services delivered?**   * Interventionists support students during the school day outside of teacher-led core instruction. Scheduling requires support from teachers, administrators, and the Internal Coach. * Students participating in MEC Math Corps receive 90 minutes of intervention weekly usually 3 days per week for 30 minutes in groups of two to three. * Interventionist caseloads of students vary depending on the number of hours the Interventionist is serving in a day. Interventionists serving **6 or more** hours per day serve a minimum of **24 students**. Interventionists serving **less than 6 hours** per day serve a minimum of **14 students**. |
| How does an interventionist know what to teach?  * Each grade level has a unique scope and sequence that aligns with the Michigan Math Standards. Math Corps Interventionists administer formative assessments of skill mastery, weekly fact fluency probes, and a benchmark assessment three times per year to determine whether intervention services are still needed. * Interventionists only deliver the MEC Math Corps Intervention program. They *DO NOT* provide homework help. |
| **Who are the Interventionists?**   * Interventionists commit to a term of national service through AmeriCorps. They receive a competitive living allowance and earn hours of service toward an education award to pay for college tuition or pay educational expenses at qualified institutions of higher education, for educational training, or to repay qualified student loans. For member’s age 55 years+, this award may be gifted to a child, grandchild, foster child, or stepchild. Retired educators may serve as MEC Interventionists without forfeiting their pension. * Interventionists come to the program from all walks of life. They may be recently retired, taking a gap year or mid-career break, or seeking experience before pursuing an education degree. * Although Interventionists are part of the school community, they are **not** employees of the school and/or district and they **may not** be used to replace services provided by the school or site employees. Likewise, MEC Math Corps Interventionists are not allowed to be assigned to lunchroom duty, playground supervision, etc. at the school.   **How often do MEC Math Corps Interventionists meet with their Coaches?**   * It is recommended that Interventionists and their Internal Coaches allocate 10-15 minutes per day for communication or schedule weekly meetings. As Interventionists become familiar with their tasks, the amount of meeting time may be reduced. * Once per month, the Internal Coach, Math Corps Interventionist(s), and MEC Math Corps Coaching Specialist meet to review every student’s progress, determine which interventions will be observed for fidelity and provide additional data-based decision making to support student growth. * Once per month, Coaches observe Interventionists with students and check intervention integrity using observation checklists. MEC Math Corps Coaching Specialists observe and conduct integrity checks with Internal Coaches regularly to support the Internal Coach in learning the interventions and coaching the Interventionist(s).   **What are the assessments used?**   * The assessment tools used by MEC Math Corps were chosen because of their statistical reliability and validity. The measures fit under the umbrella of “Curriculum-Based Measurement” (CBM). Benchmark assessments are conducted in the fall, winter and spring. Students must demonstrate mastery of individual skills practiced in tutoring to progress through MEC Math Corps content. Benchmarking assessments measure grade-level foundational math skills.   **What evidence exists to support Math Corps?**   * MEC Math Corps is identified as having the highest level of evidence by [Evidence for ESSA](https://www.evidenceforessa.org/program/reading-corps/) at John Hopkins University because multiple randomized controlled trials have demonstrated the impact of MEC Math Corps. * MEC Math Corps is a member of [Proven Tutoring](https://proventutoring.org/success-stories/mathcorps/), a coalition of tutoring programs proven in rigorous research recognized by the Center for Research and Reform in Education. * A full summary of the evidence supporting MEC Math Corps can be found online through the National Science and Service Collaborative at [nssc.serveminnesota.org/americorps-impact/math-corps](https://nssc.serveminnesota.org/americorps-impact/math-corps). |

**Considerations for Partnership with MEC Math Corps**

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| MEC Math Corps thrives in a wide variety of contexts. Please consider the following before applying: |
| * Does your school serve students in fourth, fifth, sixth, seventh and/or eighth grade? * Does the school schedule allow for sufficient time for an Interventionists schedule? Full-time Interventionists serve a minimum caseload of 24 students and are in the school for up to 7.5 hours per day, and part-time Interventionists serve a caseload of 14 students and are in the school for up to 5.5 hours per day. * Is there someone on your staff with the interest, capacity, and time to serve as the Internal Coach? **Please go to page 10 for the “Description of Internal Coach” in this document and review it. Review this with the identified staff person *in advance* of applying to host MEC Interventionists. Ensure they understand the role and time commitment.** * How will the Internal Coach’s schedule reflect time for MEC Math Corps duties (approx. 6-9 hours per Interventionist per month, which is 2-3 hours per week)? How will the Internal Coach’s schedule include up to 5 hours of required training through the Learning Management System, plus 1 day of in-person training?   + Do you need to compensate the Internal Coach for the time completing required training?   + How will you compensate the Internal Coach for time spent on MEC Math Corps duties throughout the year?   + Are there tasks/duties/responsibilities that need to be removed from this individual’s workload to accommodate MEC Math Corps duties?  Here are some other factors that are helpful to consider:  * What core math curriculum are you currently using? What math assessments do you use and for what purpose? What other intervention resources are available at your school? Which students will be prioritized for MEC Math Corps services compared to students who will be prioritized for other intervention? * How many students in your building demonstrate a need for intervention services because they are scoring below proficiency on state achievement tests or other school screening tools? * To which computer(s) or other device(s) and internet would Interventionist(s) have regular, reliable access? Regular access to an electronic device ***is required*** and must include a camera and microphone, along with login credentials. * What secure (locked) storage could the Interventionist utilize (for student files, for personal effects, etc.)? * How Is the Response to Intervention/Multi-Tiered Systems of Support model of service delivery utilized at your site? In what areas (e.g., academic, behavior)? * Estimate the number of students who performed below proficiency in math on their previous year’s state accountability test. Is there enough for an MEC Interventionist(s) caseload of a minimum of 24 students (full-time) or 14 (part-time)? * What local district or agency policies for partnerships will MEC need to follow? For example:   + **Background checks**. MEC is required to run a federal mandated background check for any MEC Interventionist prior to placement in a school. National Service Criminal History Checks (NSCHC) is a baseline screening requirement established by law to protect the beneficiaries of national service. MEC cannot and will not place an Interventionist without these checks being 100% complete and all checks being clear. MEC, nor Interventionists, will pay for additional background checks beyond what MEC is required to conduct. **If additional background checks are required by your district, it will be the responsibility of the school to cover that cost. Service Site assumes all responsibility for costs associated with additional district background checks. If additional district background checks are required, MEC expects to partner with your district to ensure these are completed *before* the AmeriCorps member start date in your schools/building to ensure no delay in service occurs.**   + **Interventionist Recruitment.** How can we partner to identify high quality Interventionists in your community? For example, can open Interventionist positions be posted on a district or site employment page or can the opportunity be shared on social media or the school newsletter. MEC will provide you with digital resources to help support recruitment including social media posts, newsletter template, flyers and more.   + **MEC Partner Sign.** Our grant requires posting a sign (provided by MEC) with the AmeriCorps logo, MEC Math Corps logo, and potentially the logo of any funder who is sponsoring the program at your site. Where could this sign be posted? (Most sites post this sign at the main office or tutoring location). |

**Site Expectations in Implementing MEC Math Corps**

1. **Identify a staff person to fill the role of Internal Coach** and allocate 2-3 hours/week or 6-9 hour/month per Interventionist for the person to complete training and fulfill the responsibilities of MEC Math Corps. Responsibilities include providing on-site supervision, approving bi-weekly timesheets, regular weekly check-ins, completing member performance evaluations, coaching and general support of the MEC Math Corps Interventionist. Classroom teachers and administrators are typically not good candidates for the Internal Coach role because it is difficult to find time to conduct observations during the school day.
2. Collaborate with MEC staff to **find high-quality MEC Math Corps Interventionists** for your site. The majority of our candidates are connected to the program by our site partners. Your participation in recruitment is very welcome (and essential!), as you are the experts in who is best for serving your kids at your school.
3. **Educate teachers and school staff** prior to the program start about the MEC Math Corps model to capture buy-in, support and shared understanding for implementation. MEC Program Staff can assist schools with presentations to staff
4. **On day 1, provide a site orientation for the Interventionist. This includes welcoming the Interventionist to the site**, introducing them to staff, giving a tour (where do they put their lunch? Where are the restrooms? Where will interventions occur, and reviewing safety protocols to include fire drill, tornado drill, lockdown drill).
5. Provide a space for the Interventionist to use, including a **locked storage cabinet** (for files and personal items), a device, e.g., computer with working camera and microphone, and access to the site’s internet with login credentials.
6. Have a mechanism in place to **identify 4th-8th grade students** who need additional support to meet state math standards.
7. Follow **MEC Math Corps’ guidance** and student assessment scores to determine which students are **eligible** for MEC Math Corps services.
8. **Schedule 10-15 minutes per day** for communications or schedule weekly meetings with MEC Interventionist(s).
9. Support the Interventionists **implementation of MEC Math Corps’** research-based math interventions.
10. Support **curriculum-based assessments** to guide instruction and interventions.
11. Support benchmarking during the fall, winter, and spring benchmark periods for participating students and record these data into the online data management system.
12. **Ensure that MEC Math Corps Interventionists *consistently* serve a full caseload** of students at any given time – at minimum 24 students for full-time Interventionist(s) or minimum 14 students for part-time Interventionist(s) for approximately 90 minutes per week. **Assist in creating a tutoring schedule**.
13. **Adhere to the exit criteria** guidelines set by MEC Math Corps, which establish when a student is ready for exit from MEC Math Corps services.
14. **Provide demographic data & state-assigned student ID number** for students receiving MEC Math Corps services. Support the MEC Math Corps program in following federal (i.e., FERPA) and state regulations for data security and sharing. A detailed description of data required from the site for participating students is provided in the MEC Math Corps Site Agreement.
15. Ensure **service site is accessible** to people with disabilities.
16. Pay the **MEC Participation Fee**. See page 13 for more information.
17. Our program has a **performance management process** that applies to all MEC Interventionists. If an issue of concern arises that could be performance based or disciplinary, Internal Coaches should and are expected and encouraged to address those immediately and directly with the Interventionist and document the conversation. Internal coaches will then notify MEC staff, specifically a Program Director of Program Coordinator. MEC staff are always available to provide additional guidance. Details are provided in the AmeriCorps Program Orientation, documents, and training provided by MEC to Internal Coaches prior to the start of programming. If there are any questions, please contact Tom Bobo at [tbobo@hopenetwork.org](mailto:tbobo@hopenetwork.org).

**Description of MEC Math Corps Interventionists**

**Role Description:** Math Interventionists work with students in groups of two or three, who need help building their math skills. They use prescribed, research-based math interventions and conduct progress monitoring to ensure the student is on track.

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| **MEC Math Corps Interventionist** | |
| **Who is this person?** | Someone recruited from the community – a recent college graduate, a parent, a retiree, etc. |
| **What does the Interventionist do at the site?** | The Interventionist provides 90 minutes of targeted MEC Math Corps interventions to groups of 3 students (typically in three 30-minute or two 45-minute intervention sessions each week). |
| **Are there other things the Interventionist is expected to do?** | The Interventionist is required to complete ongoing MEC Math Corps training and participate in professional development with their Coach (es) and/or MEC Staff. Interventionists are required to complete data entry to track student progress and data must be entered weekly. Interventionists may also participate in supplemental activities at their site or in their community with the approval of MEC Program staff. The Interventionist may **not supplant** an employee of the school or district. |
| **What is the time commitment?** | * Full-Time (FT) Interventionist serves 37.5 hours/week (7.5 hours per day, Monday – Friday) * Part-Time (PT) Interventionist serves 27.5 hours/week (5.5 hours per day, 5 days per week). For Middle Schools, Interventionists serve part-time only; 21 hours/week, 3 days/week.   Cohorts of Interventionists start at designated times and commit to serving through the end of the school year. MEC will host three separate start dates: August 26, 2024, October 21, 2024, and January 13, 2025. |
| **What are the financial benefits?** | * Bi-weekly, competitive living stipend * Segal AmeriCorps Education award up to $5,176.50 to pay for college tuition or student loans * Student loan forbearance on federal loans * Health insurance (MEC pays monthly premium) and child care assistance (if eligible) (FT members only) |
| **What are the non-financial benefits?** | * Earn the Michigan Youth Development Associate Credential (MI-YDA). MEC provides a scholarship to cover all costs * Develop 21st century skills such as data-driven decision making, communication skills and problem solving * Make an impact on the community * Serve students every day through one-on-one, research-based interventions * Gain resume-building professional experience * Earn college credit while studying at participating institutions * Learn math intervention strategies * Play a vital role for children to help close math achievement gaps and position them for long-term success in school and life |
| **How do they get involved?** | Complete a MEC Math Corps application online at mieducationcorps.org. Applications will open to the general public on April 1st. |

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| **Description of Internal Coach** | |
| **Role** | The Internal Coach is designated by an administrator and will be trained by MEC Math Corps to provide math support and oversight to the MEC Math Corps Interventionists. Internal Coaches will uphold the MEC Math Corps model and act as a liaison between school staff, the Interventionists, and the program. |
| **Person** | An Internal Coach is an employee of the service site. An Internal Coach should have interest in and time available to dedicate to the program, including supporting members, completing required training, and participating in coaching sessions. It may be beneficial for an Internal Coach to be knowledgeable about interventions or math instruction.  Challenges occur when this responsibility is assigned to staff without creating dedicated time during school hours for MEC Math Corps coaching. Administrators should review the requirements of the Internal Coach position with assigned staff prior to completing a site application. |
| **Time Commitment** | * Average of 6-9 hours of coaching and Interventionist support (including adequate supervision) per Interventionist per month * Up to 5 hours of required training through the online Learning Management System (LMS), plus 1 full day of in-person training.   Required training + coaching for **1 Interventionist** = approx. 0.1 FTE  Required training + coaching for **2 Interventionists** = approx. 0.15 FTE  Required training + coaching for **3 Interventionists** = approx. 0.2 FTE |
| **Training** | Internal Coaches are required to complete up to 5 hours of training, plus 1 full day of in-person training, and will have access to additional information and professional development through our learning management system, if needed. Training information will be sent to Internal Coaches before the start of the program year, and **must be completed within 14 calendar days or 10 business days** of an Interventionist starting service at the school/site. |
| **Responsibilities** | * Provide an **on-site orientation** for the Interventionist(s) to introduce them to your site * Provide support to allow the Interventionist to develop professionally throughout the year, including inviting the Interventionist to participate in **professional development opportunities** at the service site and in the community. * **Develop a consistent weekly schedule** with the Interventionist that accounts for the daily and weekly hour’s commitment of their position: Full-Time (FT) Interventionist serves 37.5 hours/week; and a Part-Time (PT) Interventionist serves 27.5 hours/week or 21 hours/wk. and 3 days/week (Middle School only). Interventionists should work with a full caseload of students at any given time. * Work collaboratively with the Interventionist to **select and exit students** according to MEC Math Corps guidelines. * Ensure the Interventionist is **accurately reporting student data**, including assessment scores and demographic information. * **Complete intervention integrity checklists monthly**, provide feedback to the Interventionist, and enter fidelity scores in the online data management system. * **Consult with the MEC Math Corps Coaching Specialist,** who meets with the Internal Coach and Interventionists to do observations, conduct fidelity checks for interventions, and review student progress. The frequency of MEC Math Corps Coaching Specialist visits depending on the site’s needs & Internal Coach’s experience with MEC Math Corps. “Visits” can be defined as in-person or virtual. * **Attend Data Review Meetings 3x/year**; includes review of data management system and fidelity checks. Attend additional meetings with Coaching Specialist as needed or requested by the site. * Work closely with MEC program staff and site administration to **proactively** manage Interventionist performance and address issues as they arise. Interventionists are expected to adhere to site policies and procedures regarding confidentiality, safety, dress code, attendance, etc. * As needed, participate in **special site visits** to highlight and demonstrate the effectiveness of the MEC Math Corps program, as applicable. These site visits may include media, legislators, corporations, funders, MEC Advisory Board, etc. * **Approve Interventionist timesheets** once every two weeks and complete an **Interventionist performance evaluation** two times per year. * Complete a **semi-annual online program survey** and participate in **semi-annual site visits** with MEC program staff. Advance notice will be provided. |

**The Cost of MEC Math Corps**

The chart below breaks down the cost associated with MEC Math Corps.

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| Description of cost | MEC pays | Site pays\* |
| **MEC Participation Fee\*\*** |  |  |
| **Interventionist recruitment efforts** |  |  |
| **Background checks on Interventionists** |  | \*\*\* |
| **Interventionist living allowance & benefits** |  |  |
| **Worker’s Compensation / AD&D policy for Interventionists** |  |  |
| **Interventionist transportation costs to attend MEC Math Corps-required training** |  |  |
| **Interventionist transportation costs to attend site-required training (if applicable)** |  |  |
| **Cost of including Interventionists in site-sponsored training** |  |  |
| **Cost of photocopies of intervention lessons** |  |  |
| **Misc. supplies used by Interventionist (e.g. markers, paper, stickers)** |  |  |
| **Computer with video camera, and Internet access for Interventionist and Internet access for Interventionist (whether in-person or virtual)** |  |  |
| **Workspace for the Interventionist, including locked storage cabinet (in-person)** |  |  |
| **Salary of Internal Coach to fulfill MEC Math Corps responsibilities, including required training** |  |  |
| **Salary of Math Corp Coaching Specialists and Program Staff to fulfill MEC Math Corps responsibilities** |  |  |
| **MEC Math Corps manual, including assessment needs and intervention materials (math manipulatives)** |  |  |
| **Expenses related to Internal Coach attendance at MEC Math Corps training:**   * **Training content fees for regularly schedule MEC Math Corps trainings** * **Training content fees for make-up MEC Math Corps trainings (approx. $75/hr.)** * **Travel expenses, if applicable (e.g. mileage, pay, etc.)**   **Salary of Internal Coach to attend training days, if applicable** |  |  |

\* The expenses incurred by a site for participating in MEC Math Corps are considered in-kind contribution by the site. If this is a barrier to partnership, please contact the MEC Executive Director, Dr. Holly Windram, at [hwindram@hopenetwork.org](mailto:hwindram@hopenetwork.org).

\*\* MEC charges a $5,000 per Interventionist fee for each Interventionist awarded to each school. Example funding options include Title 1, 31a, Additional Time Grant, ARP PATHS funds, and MI Kids Back on Track.

\*\*\*If site or district policy requires a background check above and beyond what is conducted by MEC, that fee is not paid by the program, nor may it be passed on to the Interventionist. It is expected the site or district will cover any additional background checks.

**Michigan Education Corps Participation Fee**

MEC is non-profit. MEC charges a $5,000 fee per Interventionist as part of the agreement with sites to receive the MEC Math Corps program. The fee is $5,000 per interventionist whether Part-Time or Full-Time. This fee helps cover expenses to recruit, onboard, train and coach a new Interventionist prior to them starting to tutor students at a school. Example funding options for the participation fee include Title 1, 31a, Additional Time Grant, General School Fund, MI Kids Back on Track, etc. MEC will also work with schools to approach community partners to cover this and/or additional costs as needed.

MEC does not reimburse the $5,000 participation fee once an Interventionist has tutoring minutes (regardless of how many minutes) with one or more students. If an Interventionist starts at a school and then leaves of their own accord or is dismissed by MEC staff (i.e. after a few weeks or even a few months), MEC will work diligently to replace that Interventionist. MEC will not charge an additional participation fee for the replacement Interventionist. *It is prohibited for schools to hire the Interventionist while they are serving their AmeriCorps term of service. MEC will not reimburse a school or district if the AmeriCorps member is hired by the school or district, nor will MEC replace the Interventionist, unless school or district is willing to pay an additional $5,000 participation fee.*

In *some* cases, a part-time Interventionist can only replace a full-time Interventionist. There is no participation fee reduction if a school has a full-time Interventionist and that Interventionist must be replaced with a part-time Interventionist. MEC will work with sites on a case-by-case basis and strive for minimal disruption to the amount MEC Math Corps service provided with Interventionist transitions if they occur. Further, if MEC can replace a full-time Interventionist with two part-time Interventionists, MEC will not charge an additional participation fee for the additional, second Interventionist. Finally, if MEC is unable to place Interventionists with the fully awarded request, MEC will only charge for the number of Interventionists actually placed at the school.

In summary, MEC will charge the participation fee one time for each unique Interventionist awarded to a service site and only when the individual has tutoring minutes with one or more students (regardless of how many minutes) at their site.

When a school site is awarded with the requested number of Interventionists and the site agreement is signed, and then the *school later requests fewer* number of Interventionists or terminates the site agreement during the program year, MEC *WILL CHARGE* the participation fee for the number of Interventionists agreed upon in the site agreement. If a site terminates the site agreement during the current school year, MEC holds the right to decide future partnerships with the school.

# Next Steps to Partnering with MEC Math Corps

**Prepare to Submit Your Application**

* Identify a staff member to serve as an Internal Coach, and review the expected responsibilities as described on page 10.
* Identify a staff member to serve as a Recruitment Contact and Interview Contact (if different).
* Determine the number of MEC Math Corps Interventionists and type for which to apply. Typically, one to two Interventionists are placed at a site.
* Watch the brief [Site Onboarding training course](https://rise.articulate.com/share/N98iA7CiekJmni6U34ddJSCo5JFFFNHV#/). Share this with the identified Internal Coach, teachers, and other relevant staff.
* [Complete and submit your site application](https://fs16.formsite.com/servetogrow/r6a2lx1c09/login). Site applications are reviewed on a rolling basis.

**After You Apply**

* Receive email communication with site award decisions and details.
* Communicate with MEC program staff to further discuss the partnership.
* Begin recruiting using the recruitment launch kit (provided to sites ***after*** the site agreement is signed and received).

***Returning Sites* - Items to Consider for your Internal Coach Selection**

* Was the selected Internal Coach able to fulfill the time commitment, roles and responsibilities for the award Interventionist(s) in the 2023-24 program year?
* Was the selected Internal Coach able to attend data review meetings?
* Was the selected Internal Coach able to complete the required number of fidelity checks?
* Was the selected Internal Coach timely in the approval of timesheets and Interventionist(s) evaluations?

**Before the Program Year Begins**

* Sign the Site Agreement and return to Renee Borg at [rborg@hopenetwork.org](mailto:rborg@hopenetwork.org). Return signed Site Agreement by **due date of April 26, 2024**.
* Ensure the Internal Coach is ready to complete program-required tasks and training and has the capacity to dedicate 6-9 hours per Interventionist, per month.
* Educate school staff about MEC Math Corps.
* Prepare to welcome MEC Math Corps Interventionist(s) to your site by determining a designated workspace and communicating with the MEC Math Corps Interventionist(s) once they are selected and prior to the start of training. Interventionist contact information will be emailed within 5-7 business days prior to the start of training.