



AmeriCorps Member Retention and Training

Recorded on June 15, 2017



Welcome!



***We'll get started in just
a couple of minutes.***

***Be sure to call in:
888-906-7802,
Passcode 2761268***

Technology Check

ON THE PHONE:

The phone lines will be opened for Q&A during the presentation.

ON SKYPE:

We will use the Conversation box on the left side of your screen throughout the presentation. Also, feel free to provide input or ask a question at any time during the presentation. ***Please test the Conversation Box now with a short greeting to your colleagues.***

REPLAY:

Today's presentation will be posted on the National Service Knowledge Network: www.nationalservice.gov/resources

Today's Speaker

Barbara Ellen Reynolds



- ✓ **AmeriCorps State and National Training Specialist**
- ✓ **Former Director of state commission**
- ✓ **Former Director of AmeriCorps State program**

AmeriCorps Program Development Series

The AmeriCorps Program Development Series is designed to build knowledge in core AmeriCorps program areas. The 2016-2017 series includes:

- CNCS Orientation, Financial Management, Criminal History Checks
- Member/Site Management, Financial Management Systems
- Program Start-up Grantee Panel: What I Wish I Knew in Year 1
 - Reasonable Accommodations Technical Assistance
 - AmeriCorps Branding: Working Together to Tell Our Story
 - AmeriCorps Prohibited Activities
 - Program Continuity Planning
 - Member Training and Retention

Introductions

- ✓ ***Name***
- ✓ ***Agency***
- ✓ ***Location***

- ✓ ***Relationship with AmeriCorps***

- ✓ ***Favorite summer sport?***

Example

✓ *Barbara*

✓ *CNCS*

✓ *Washington, DC*

✓ *Long-term committed relationship
as AmeriCorps staff member*

✓ *Reading at the beach*

Today's Topics

1. Sources of Requirements and Recommendations

- ✓ AmeriCorps Member Retention
- ✓ Member Orientation
- ✓ Member Training

2. ASN Grantee Training Resources

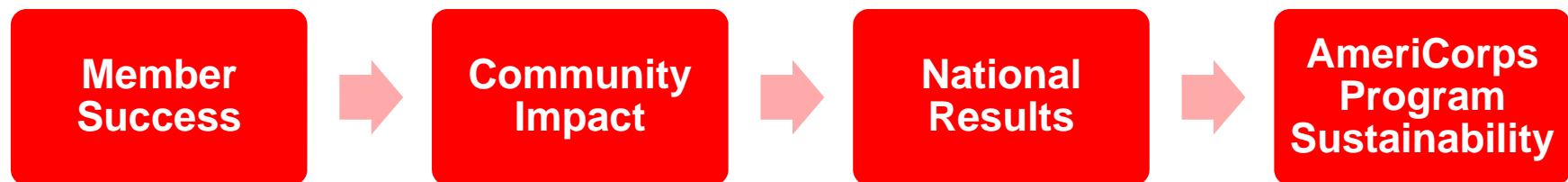
3. Q&A

Where to begin?



BEGIN WITH THE END IN MIND

Member Retention = Successful Completion of Service Term



AmeriCorps Pledge

*I will get things done for America -
to make our people safer,
smarter, and healthier.*

*I will bring Americans together
to strengthen our communities.*

*Faced with apathy,
I will take action.*

*Faced with conflict,
I will seek common ground.*

*Faced with adversity,
I will persevere.*

*I will carry this commitment
with me this year and beyond.*

*I am an AmeriCorps member,
and I will get things done.*

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What is the CNCS member retention requirement?

The CNCS requirement is stated explicitly in the End-of-year Grantee Progress Report Instructions:

- ✓ For retention, any rate below 100% is assessed as not meeting CNCS expectations.
- ✓ Grantees are required to provide an explanation for not meeting CNCS expectations and a plan to achieve 100% retention in the future.

What factors impact member retention?

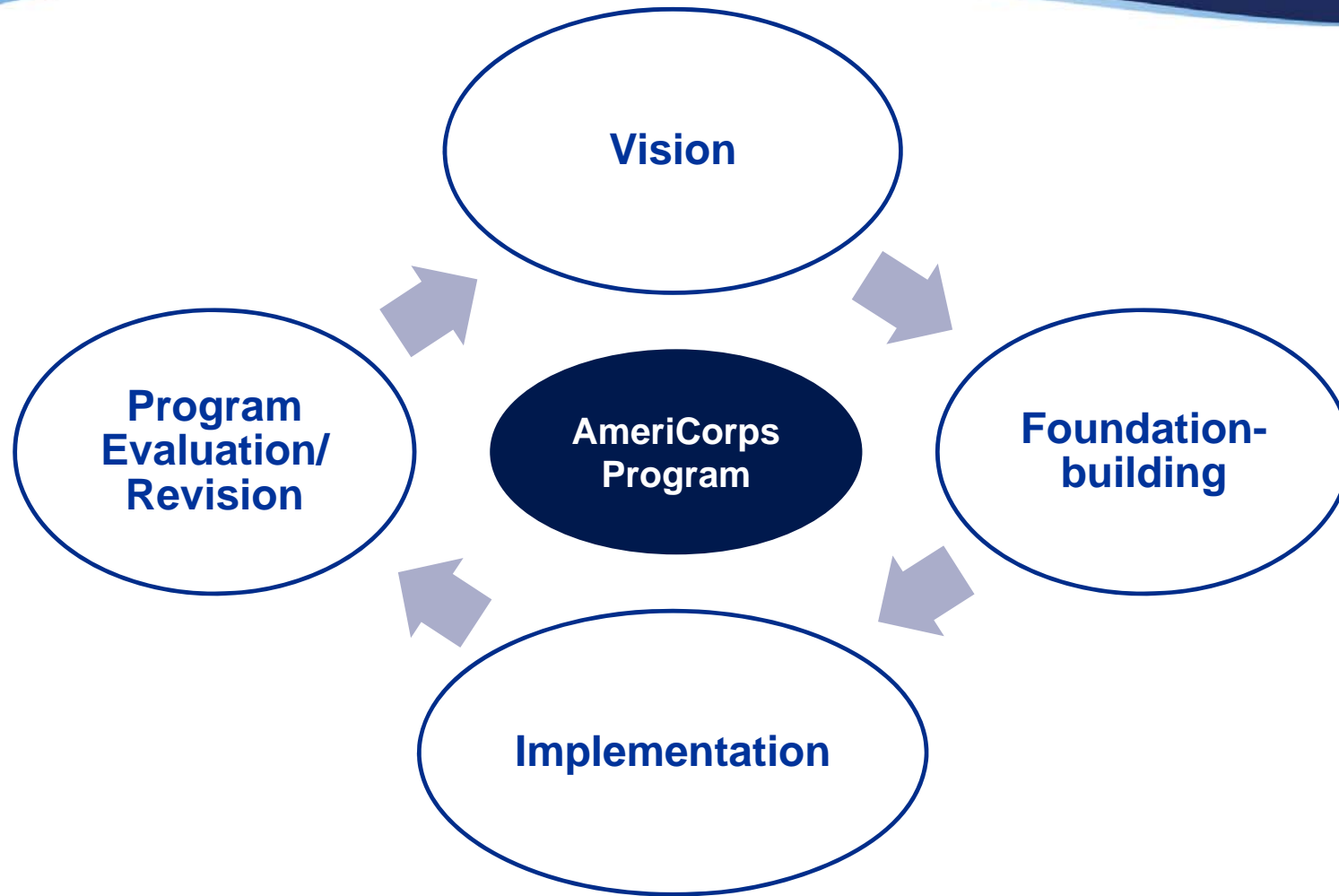
- ✓ **Please take a moment to answer the question in the Conversation Box.**
- ✓ **For example, in your experience, health challenges may have prevented members from successfully completing their terms of service.**
- ✓ **Common challenges reported by AmeriCorps programs have included: health, job/school attendance, change in financial status, need to relocate, bad fit with program**

AmeriCorps Member Retention

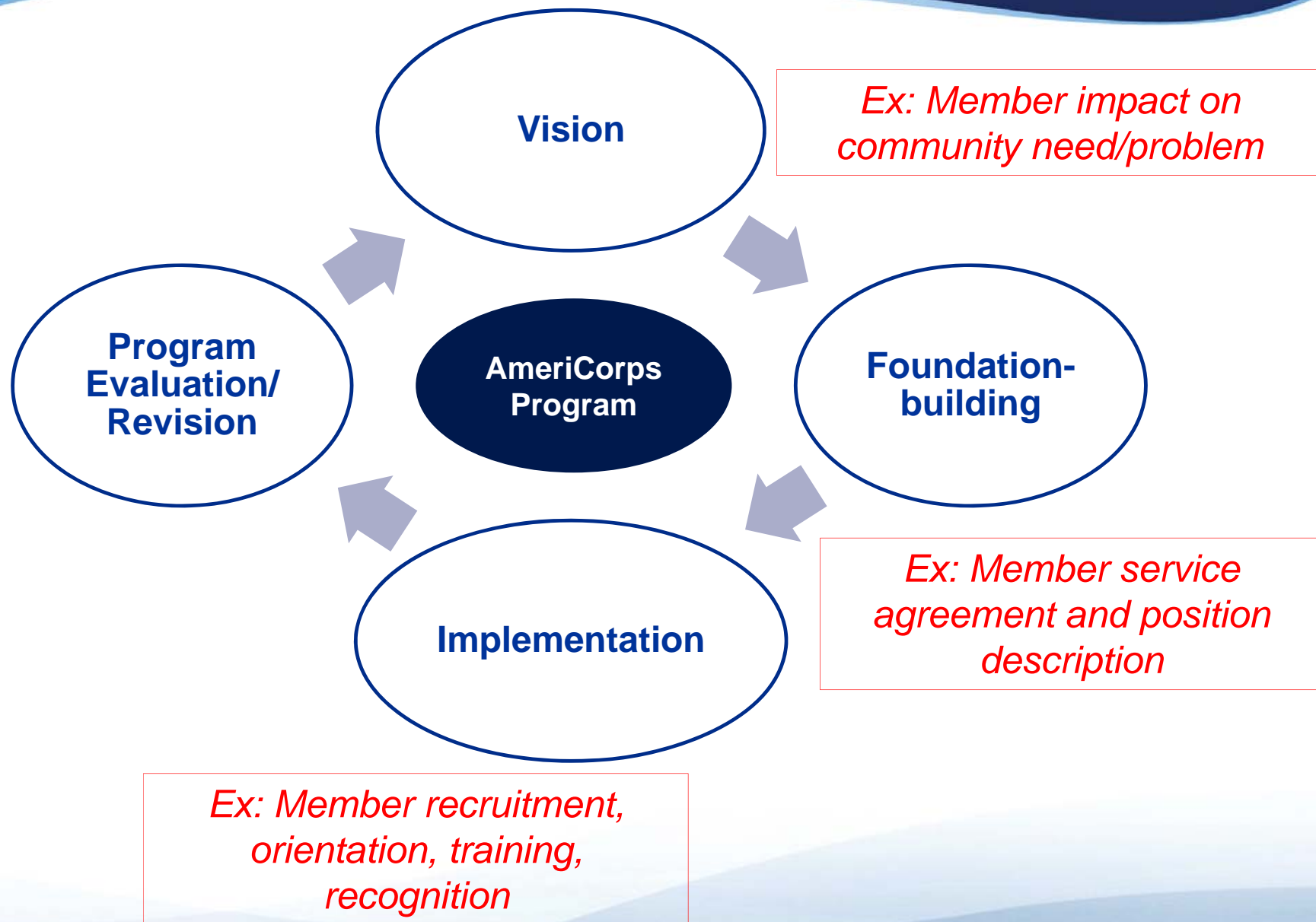
*How can we avoid hearing this from our
AmeriCorps members?*



Spotlight on Cycle of Program Development



Cycle of Program Development



Member Orientation and Training

What are the CNCS member orientation and training requirements?

Per the 2017 National AmeriCorps Grant Terms and Conditions, pages 7-8:

- ✓ Member orientation
- ✓ Prohibited activities
- ✓ Limit on number of allowable hours: 45 CFR § 2520.50

Overall goal: equip AmeriCorps members with necessary skills and knowledge to successfully complete their terms of service

Member Orientation Components



Cause Orientation



System Orientation



Social Orientation

Member Orientation

Cause Orientation

Cause orientation tells the member why she should be serving in this program and in AmeriCorps.

Topics to include: community need/problem addressed by the AmeriCorps program; information about clients/community served; mission and values of the organization, programs, and services; and the history of the organization

Member Orientation

System Orientation

System orientation provides the structure of the program – and helps the member see how she will be serving.

Topics to include: staff structure and hierarchy; tour of facilities and equipment; program timeline/year-at-a-glance; policies and procedures, requirements, benefits, and record-keeping

Member Orientation

Social Orientation

Social orientation helps the member see how she will fit into the program – and to the AmeriWorld.

Topics to include: office/site culture and etiquette; full team introductions, including board, executive leadership, managers, volunteers, and other AmeriCorps members; and, if applicable, introductions to the program clients

Spotlight on Prohibited Activities

Within this orientation framework, where would you provide information on the AmeriCorps prohibited activities?

--Cause orientation?

--System orientation?

--Social orientation?

***Please take a moment to answer
in the Conversation Box.***

Spotlight on Prohibited Activities

Within this orientation framework, where would you provide information on the AmeriCorps prohibited activities?

--Cause orientation?

--System orientation?

--Social orientation?

Answer: All 3 and beyond

What Does Your Orientation Look Like?

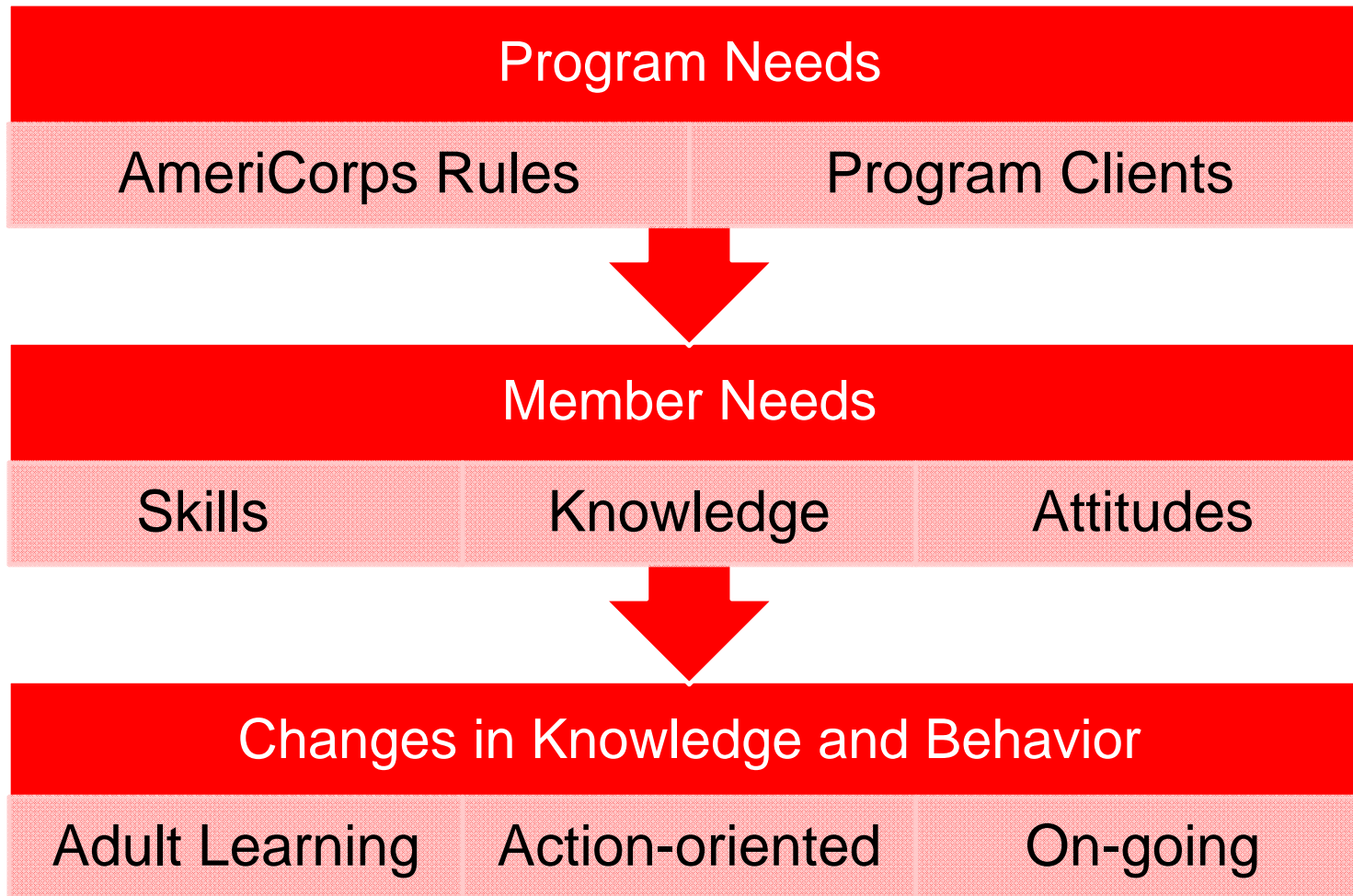
1. **What topics** do you cover in your orientation?
2. **How** do you orient your AmeriCorps members, site supervisors, or subgrantees to the AmeriWorld?

Examples: In-person meetings, calls or webinars, site visits/field trips, written materials, podcasts, videos

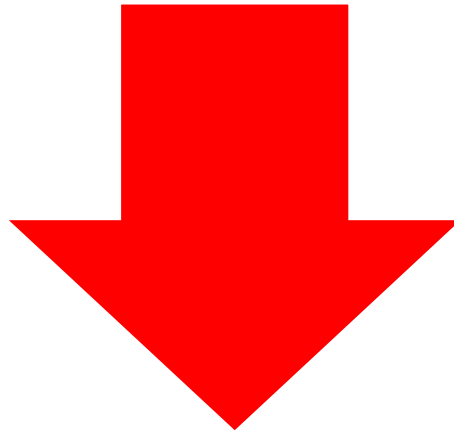
3. **Who** provides the orientation in your agency?

Please take a moment to answer the questions in the Conversation Box.

Transition to Member Training



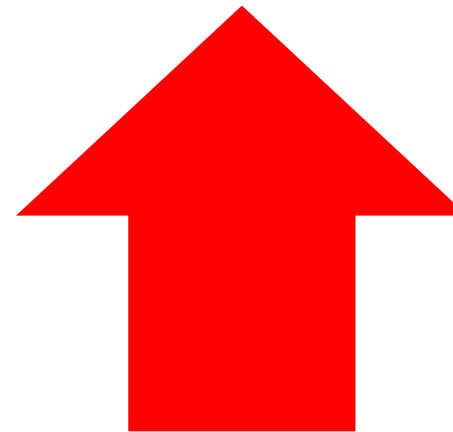
Member Training Balance



***Member
qualifications
(what they
must have in
order to enroll)***



***Member duties
(what they
must do to be
successful)***



Spotlight on Training on Program Intervention

Critical for preparing members to succeed:

- ✓ Members must receive high quality training on technical skills needed to provide the program's intervention.
- ✓ The methods for delivering this component will vary widely between programs, depending on the program design and member position description.

Conservation Corps: FT Members, 11 Month Term

Timing	Title	Topics	Trainers
Pre-service	Site Orientation	Member recruitment and prohibited activities; supervision	Program director
Week 1	Member Orientation	History of National Service	Commission director, CNCS director
Week 2	Skills Training	Chainsaw skills	Crew chiefs
Week 3 and beyond	On-site Orientation and Training	Park security procedures	Site supervisor
Weeks 8-16	Program In-service (1 day/month)	Volunteer recruitment and management	Program director
Week 20	Mid-year Retreat (2 days)	Life After AmeriCorps	Program alumni
Weeks 24-40	Program In-service (1 day/month)	Wildfire prevention	Member-led sessions
Week 44	Program Finale (1 day)	Program Results Symbol Gifts	Crew Chiefs

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Tutoring Corps: HT Members, 9 Month Term

Timing	Title	Topics	Trainers
Pre-service	Site Orientation	AmeriCorps prohibited activities	Program director
Week 1	Member Orientation	History of National Service	Commission director, CNCS director
Week 2	Skills Training	STEM curriculum	University education specialist
Week 3 and beyond	On-site Orientation and Training	School security procedures	School administrative staff
Weeks 12 and beyond	Program In-service (1 day/quarter)	Classroom management skills	University education specialist
Week 18	Mid-term Evaluation (1 day)	Member performance and program feedback	Program director
Weeks 18 and beyond	Program In-service (1 day/quarter)	Life After AmeriCorps	Program alumni
Week 36	Program Graduation (1 day)	Student robotic competition and demonstration	Members and program staff

Tutoring Corps: HT Members, 9 Month Term

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Pre-service	Site Orientation	AmeriCorps prohibited activities	Program director
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Week 2	<i>Skills Training</i>	<i>STEM curriculum</i>	<i>University education specialist</i>
Week 3 and beyond	On-site Orientation and Training	School security procedures	School administrative staff
Weeks 12 and beyond	<i>Program In-service (1 day/quarter)</i>	<i>Classroom management skills</i>	<i>University education specialist</i>
Week 18	Mid-term Evaluation (1 day)	Member performance and program feedback	Program director
Weeks 18 and beyond	Program In-service (1 day/quarter)	Life After AmeriCorps	Program alumni
Week 36	Program Graduation (1 day)	Student robotic competition and demonstration	Members and program staff

Nutrition Corps: MT Members, 3 Month Term

Timing	Title	Topics	Trainers
Pre-service	Site Orientation	AmeriCorps prohibited activities	Program director
Week 1	Member Orientation	History of National Service	Commission director, CNCS director
Week 2	Skills Training	Nutrition curriculum	Program training staff
Weeks 3-6	Program In-service (4 hours/week)	Presentation skills and cooking skills	External trainer
Week 6	Mid-term Evaluation (1 day)	Member reflection	Program director
Weeks 7-11	Program In-service (4 hours/week)	Life After AmeriCorps	Program alumni
Week 12	Program Celebration (1 day)	Client demonstrations (AmeriChef)	Members and program staff

Nutrition Corps: MT Members, 3 Month Term

Timing	Title	Topics	Trainers
Pre-service	Site Orientation	AmeriCorps prohibited activities	Program director
Week 1	Member Orientation	History of National Service	Commission director, CNCS director
Week 2	Skills Training	Nutrition curriculum	Program training staff
Weeks 3-6	Program In-service (4 hours/week)	Presentation skills and cooking skills	External trainer
Week 6	Mid-term Evaluation (1 day)	Member reflection	Program director
Weeks 7-11	Program In-service (4 hours/week)	Life After AmeriCorps	Program alumni
Week 12	Program Celebration (1 day)	Client demonstrations (AmeriChef)	Members and program staff

What Does Your Training Look Like?

1. ***What training topics do you provide?***
2. ***What activities do you include in your training program?***

Examples: Lectures, role-plays, scavenger hunts, music/poetry/dance performances

3. ***Who leads the training program and provides training?***

Please take a few minutes to answer the questions in the Conversation Box.

Common Orientation/Training Topics

- ✓ ***AmeriCorps Prohibited Activities***
- ✓ ***Member Role and Responsibilities***
- ✓ ***Site Role and Responsibilities***
- ✓ ***National Service History***
- ✓ ***Life After AmeriCorps***

Orientation Training

Topic	Orientation Topic	Training Activity Example
AmeriCorps Prohibited Activities	Member Service Agreement	Can We, Can't We? Case studies
Member Role and Responsibilities	Member Position Description	30 Second Spots AmeriCorps Idol
Site Role and Responsibilities	Site Memorandum of Understanding	Member Recruitment Process/Role-play
National Service History	CNCS Overview	National Service Time Travel
Life After AmeriCorps	National Service Trust AmeriCorps Alums	Interviewing Simulation

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<i>National Service History</i>	<i>CNCS Overview</i>	<i>National Service Time Travel</i>
Life After AmeriCorps	National Service Trust AmeriCorps Alums	Interviewing Simulation

National Service Time Travel

What is it?

- ✓ Combination of full group and individual activity to teach key points in national service history
- ✓ AmeriCorps members and program staff participate
- ✓ Highly interactive and customizable
- ✓ Best led at start of service term

How does it work?

- ✓ Requires large enough meeting space for everyone to move around comfortably and to post up to 12 sheets of newsprint on walls
- ✓ On the newsprint, post a few key events in history and pop culture
- ✓ Walk through the years and ask participants to contribute items to history as well as pop culture
- ✓ Present the key events in national service history, connect them to the broader world, and explain why members need to know them
- ✓ Finally, ask participants to put themselves on the timeline: using Post-it notes, identify 3 points in time that impacted their decision to serve with AmeriCorps

Example: National Service Time Travel

Time Period	History and Pop Culture	National Service
1900 – 1925	World War I Air conditioning patented by Willis Carrier – 1906 First hybrid electric/internal combustible engine car created – 1916	'Moral Equivalent of War' – 1910
1926 – 1950	Depression World War II Baby Boom Twinkie created – 1932 Cable TV introduced in PA to bring TV to rural areas – 1948	Civilian Conservation Corps (CCC) – 1933

National Service Time Travel

Why is it cool?

- ✓ Allows AmeriCorps members to see (in broad strokes) how national service has developed over the years
- ✓ Allows members to put themselves in the history of national service – by contributing their own important life events that led them to AmeriCorps
- ✓ Allows members to decide how much they share about their personal lives
- ✓ Allows staff and members to learn more about each other's backgrounds and motivations for serving
- ✓ Allows program staff to adjust references in history and pop culture to connect directly with members, community (customizable)

Customizing National Service Time Travel

Time Period	History and Pop Culture	National Service
1900 – 1925	World War I <i>Consider, as appropriate for your program: Age Ethnicity Gender Physical ability Race Religion Sexual orientation</i>	'Moral Equivalent of War' – 1910
1926 – 1950	Depression World War II Baby Boom	Civilian Conservation Corps (CCC) – 1933

Let's try it!

Time Period	History/Pop Culture	National Service
1951 – 1975	President Johnson's War on Poverty Civil Rights demonstrations and legislation The Beatles Disco <i>What else?</i>	VISTA – 1964 <i>What else?</i>
1976 – 2000	Deadpool appeared <i>What else?</i>	<i>What happened?</i>

**Please take a moment to answer the questions
in the Conversation Box.**

What About You?

Putting yourself in the history of national service:

What happened in your life/your family/your community from 1951-2000 that impacted your service or work with AmeriCorps?

Ex: My mother's connection to President Kennedy and support for the Peace Corps

Please take a moment to answer the question in the Conversation Box.

Wrap Up

Topic	Orientation Topic	Training Activity Example
AmeriCorps Prohibited Activities	Member Service Agreement	Can We, Can't We? Case studies
Member Role and Responsibilities	Member Position Description	30 Second Spots AmeriCorps Idol
Site Role and Responsibilities	Site Memorandum of Understanding	Member Recruitment Process/Role-play
National Service History	CNCS Overview	National Service Time Travel
Life After AmeriCorps	National Service Trust AmeriCorps Alums	Interviewing Simulation

Today's Topics

1. Sources of Requirements and Recommendations

- ✓ AmeriCorps Member Retention
 - Spotlight on Cycle of Program Development
- ✓ Member Orientation
 - Spotlight on Prohibited Activities
- ✓ Member Training
 - Spotlight on Program Intervention Training
 - Spotlight on History of National Service

2. Grantee Training Resources

3. Q&A

Grantee Resources and Training

- ✓ **Written Materials/Guidance—ex:**
 - Program Development Outlines
 - How to Complete Member Service Listings in the Member Portal

- ✓ **Online Presentations—ex:**
 - Today's webinar
 - 2016 AmeriCorps State and National Symposium presentations

- ✓ **In-person Meetings and Events—ex:**
 - Symposium
 - Regional National Service Training Conferences

More Resources

- ✓ ***National Service Knowledge Network –
AmeriCorps State and National Resources Page:***
www.nationalservice.gov/resources/americorps

- ✓ ***America's Service Commissions:***
<http://statecommissions.org>

- ✓ ***2017 Regional Conference Presenter Materials:***
www.nationalservicetraining.org

- ✓ ***AmeriCorps Alums:***
www.americorpsalums.org

Upcoming Training

Next AmeriCorps Program Development Webinar:

June 29, 3:00 – 4:30 pm Eastern

***Topic: Monitoring Service Sites and
AmeriCorps Members***

***What questions
do you have?***

Thank You!

