AmeriCorps Member Retention and Training
Recorded on February 18, 2016

Be sure to access the recording to accompany this material at www.nationalservice.gov/resources/americorps
✓ Please open the Chat Box feature to participate today; take a moment now to send a greeting to your colleagues via the Chat Box.

✓ Use the Chat Box to ask a question and share comments during the webinar; please select To Everyone on the distribution list.

✓ The audio recording and PowerPoint slides of this presentation will be posted on the National Service Knowledge Network.
Who’s on today?

- **Tribal Programs**
- **National/Multi-state Programs**
- **State Service Commissions**
- **CNCS Staff**
Today’s Speaker

Barbara Ellen Reynolds

✓ AmeriCorps State and National Training Specialist
✓ Former Director of state commission
✓ Former Director of AmeriCorps State program
✓ Loving the snow!
Today’s Agenda

✓ AmeriCorps Member Retention
✓ Member Orientation
✓ Member Training
✓ ASN Grantee Training Resources
✓ Take-aways
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 Chat 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 members?
Cycle of Program Development

- Vision
- Program Evaluation/Revision
- Implementation
- Foundation-building
Cycle of Program Development

- Vision
  - Ex: Member impact on community need/problem

- Program Evaluation/Revision
  - Ex: Member recruitment, training, supervision, recognition

- Foundation-building
  - Ex: Member service agreement and position description

- AmeriCorps Program
  - Ex: Member recruitment, training, supervision, recognition
What is the CNCS member training requirement?

The CNCS requirement is described in the 2015 AmeriCorps Grant Terms and Conditions, page 8:

- Member orientation
- Prohibited activities

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

- Cause Orientation
- System Orientation
- Social Orientation
Cause orientation tells the participant 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, its programs and services; and the history of the organization.
System orientation provides the structure of the program – and helps the participant 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
Social orientation helps the participant 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.
What Does Your Orientation Look Like?

1. **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

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

   *Please take a moment to answer the questions in the Chat Box.*
Member Training

Program Needs
- AmeriCorps Rules
- Program Clients

Member Needs
- Skills
- Knowledge
- Attitudes

Changes in Knowledge and Behavior
- Adult Learning
- Action-oriented
- On-going
Member Training

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

Member duties (what they must do to be successful)
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<td>Week 2</td>
<td>Skills Training</td>
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<td>Week 3 and beyond</td>
<td>On-site Orientation and Training</td>
<td>Park security procedures</td>
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<td>Weeks 8-16</td>
<td>Program In-service (1 day/month)</td>
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<td>Weeks 24-43</td>
<td>Program In-service (1 day/month)</td>
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<td>Week 44</td>
<td>Program Finale (1 day)</td>
<td>Program Results Symbol Gifts</td>
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# Tutoring Corps: HT Members, 9 Month Term

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<td>Week 2</td>
<td>Skills Training</td>
<td>STEM curriculum</td>
<td>University education specialist</td>
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<tr>
<td>Week 3 and beyond</td>
<td>On-site Orientation and Training</td>
<td>School security procedures</td>
<td>School administrative staff</td>
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<td>Weeks 12</td>
<td>Program In-service (1 day/quarter)</td>
<td>Classroom management</td>
<td>University education specialist</td>
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<td>Week 18</td>
<td>Mid-term Evaluation (1 day)</td>
<td>Member performance and program feedback</td>
<td>Program director</td>
</tr>
<tr>
<td>Weeks 24</td>
<td>Program In-service (1 day/quarter)</td>
<td>Life After AmeriCorps</td>
<td>Program alumni</td>
</tr>
<tr>
<td>Week 36</td>
<td>Program Graduation (1 day)</td>
<td>Student robotic competition and demonstration</td>
<td>Members and program staff</td>
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## Nutrition Corps: MT Members, 3 Month Term

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<td>History of National Service</td>
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<td>Week 2</td>
<td>Skills Training</td>
<td>Nutrition curriculum</td>
<td>Program training staff</td>
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<tr>
<td>Weeks 3-6</td>
<td>Program In-service (4 hours/week)</td>
<td>Presentation skills and cooking skills</td>
<td>External trainer</td>
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<tr>
<td>Week 6</td>
<td>Mid-term Evaluation (1 day)</td>
<td>Member reflection</td>
<td>Program director</td>
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<tr>
<td>Weeks 7-11</td>
<td>Program In-service (4 hours/week)</td>
<td>Life After AmeriCorps</td>
<td>Program alumni</td>
</tr>
<tr>
<td>Week 12</td>
<td>Program Celebration (1 day)</td>
<td>Client demonstrations (AmeriChef)</td>
<td>Members and program staff</td>
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1. **What activities** do you include in your training program?

Examples: Role-plays, scavenger hunts, games, music/poetry/dance performances

2. **Who** leads the training program and/or activities?

*Please take a moment to answer the questions in the Chat Box.*
Common Orientation/Training Topics

- **AmeriCorps Prohibited Activities**
- **Member Role and Responsibilities**
- **Site Role and Responsibilities**
- **National Service History**
- **Life After AmeriCorps**
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<td>AmeriCorps Prohibited Activities</td>
<td>Member Service Agreement</td>
<td>Can We, Can’t We? Case studies</td>
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<tr>
<td>Member Role and Responsibilities</td>
<td>Member Position Description</td>
<td>30 Second Spots AmeriCorps Idol</td>
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<tr>
<td>Site Role and Responsibilities</td>
<td>Site Memorandum of Understanding</td>
<td>Member Evaluation Process/Role-play</td>
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<td>National Service History</td>
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<td>Life After AmeriCorps</td>
<td>National Service Trust</td>
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High Quality Performance Measures

National Service Time Travel

What is it?

✓ Combination of full group and individual activity to teach key points in national service history; best led at the start of the service term
✓ AmeriCorps members and program staff participate
✓ Requires large enough meeting space for all participants to move around comfortably and to post up to 12 sheets of newsprint

How does it work?

✓ 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/pop culture; as you move through, present the key events in national service history, connect them to the broader world, and explain why members need to know them
✓ Ask participants to put themselves on it: using Post-it notes, identify 3 points in time that impacted your decision to serve with AmeriCorps
## National Service Time Travel

<table>
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<th>Time Period</th>
<th>History/Pop Culture</th>
<th>National Service</th>
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<td>1900 – 1925</td>
<td>World War I</td>
<td>‘Moral Equivalent of War’ – 1910</td>
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<tr>
<td></td>
<td>Air conditioning patented by Willis Carrier – 1906</td>
<td></td>
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<tr>
<td></td>
<td>First hybrid electric/internal combustible engine car created – 1916</td>
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<tr>
<td>1926 – 1950</td>
<td>Depression World War II Baby Boom</td>
<td>Civilian Conservation Corps (CCC) – 1933</td>
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<td>Twinkie created – 1932</td>
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<td></td>
<td>Cable TV introduced in PA to bring TV to rural areas – 1948</td>
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**Why is it cool?**

- Allows participants to see (in broad strokes) how national service has developed over the years and how it connects to past national and international events.
- Allows participants to put themselves in the history of national service – by contributing their own important life events that led them to AmeriCorps.
- Allows staff and members to learn more about each other’s backgrounds and motivations for serving.
- Allows program staff to adjust references in history/pop culture to connect directly with members, community.
# Tailoring National Service Time Travel

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<td><em>Consider, as appropriate for your program:</em></td>
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<td></td>
<td>Age, Ethnicity, Gender, Physical ability, Race, Religion, Sexual orientation</td>
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Today’s Take-aways

Sources of Requirements and Components:

✓ Member Retention
✓ Member Orientation
✓ Member Training
What questions do you have?
Grantee Resources and Training:

- **Written Materials/Guidance—ex:**
  - AmeriCorps Program Start-up Guide
  - How to Complete Member Service Listings in the Member Portal

- **Online Presentations—ex:**
  - Today’s webinar
  - 2015 AmeriCorps State and National Symposium (all presentations online now)

- **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

- **Communications with your CNCS Program Officer**
More Resources

✓ AmeriCorps Alums:
  
  www.americorpsalums.org

✓ America’s Service Commissions:
  
  http://statecommissions.org
Next AmeriCorps Program Development Webinar:

March 17, 3:00 – 4:30 pm Eastern

Topic: Monitoring Sites and AmeriCorps Members
Thank You!