



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***

Technology Check

- ✓ **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

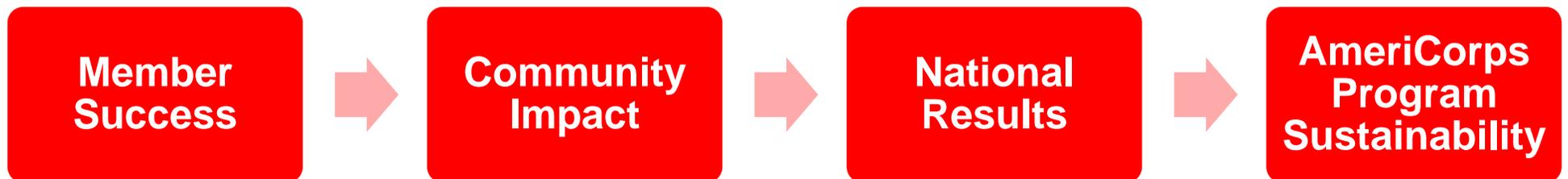
- ✓ **AmeriCorps Member Retention**
- ✓ **Member Orientation**
- ✓ **Member Training**
- ✓ **ASN Grantee Training Resources**
- ✓ **Take-aways**

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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AmeriCorps Member Retention

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?

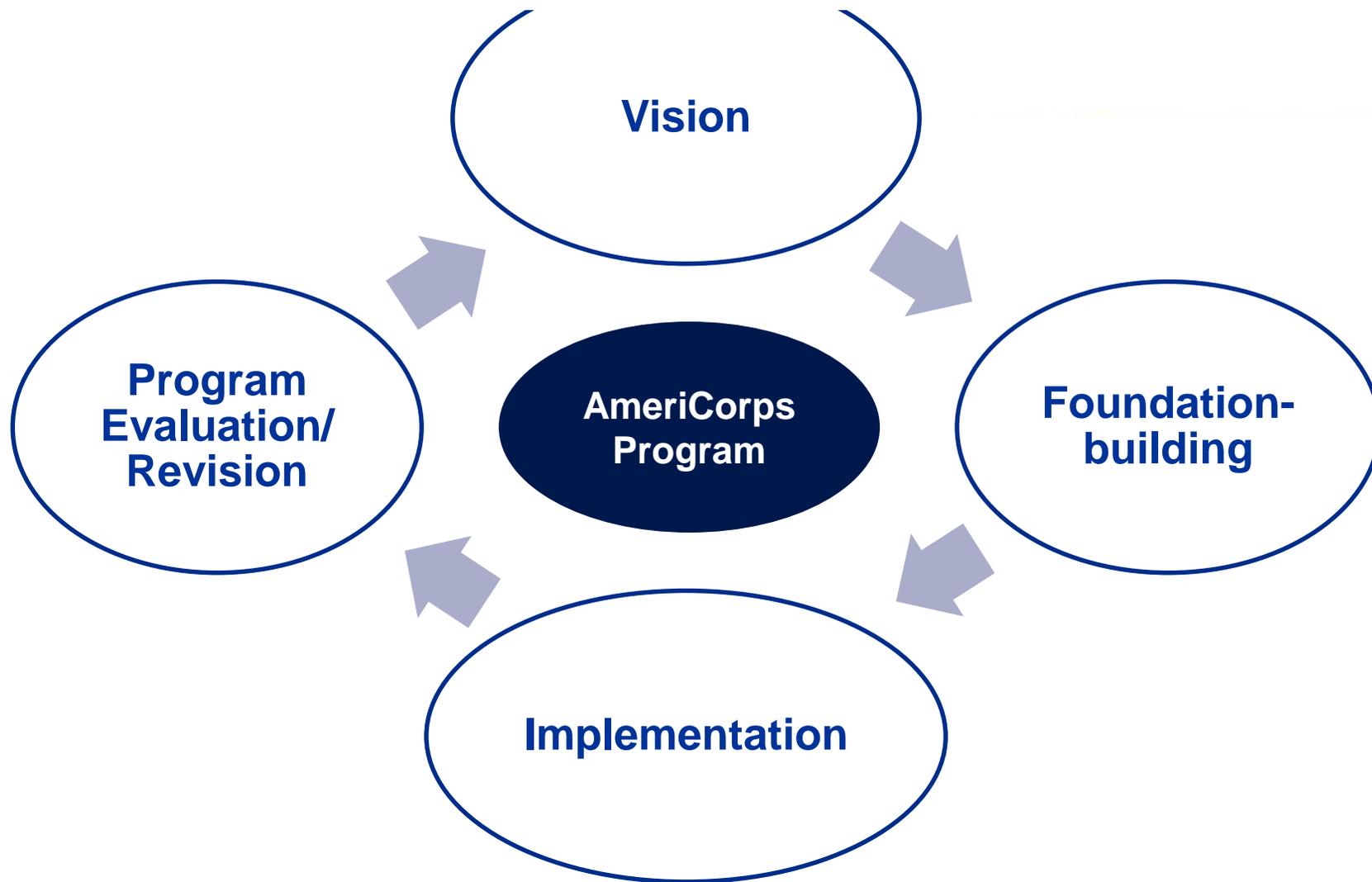
- ✓ **Please take a moment to answer the question in the Chat Box.**
- ✓ **For example, in your experience, health challenges may have prevented members from successfully completing their terms of service.**
- ✓ **Common challenges reported by AmeriCorps programs have included: health, job/school attendance,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

AmeriCorps Member Retention

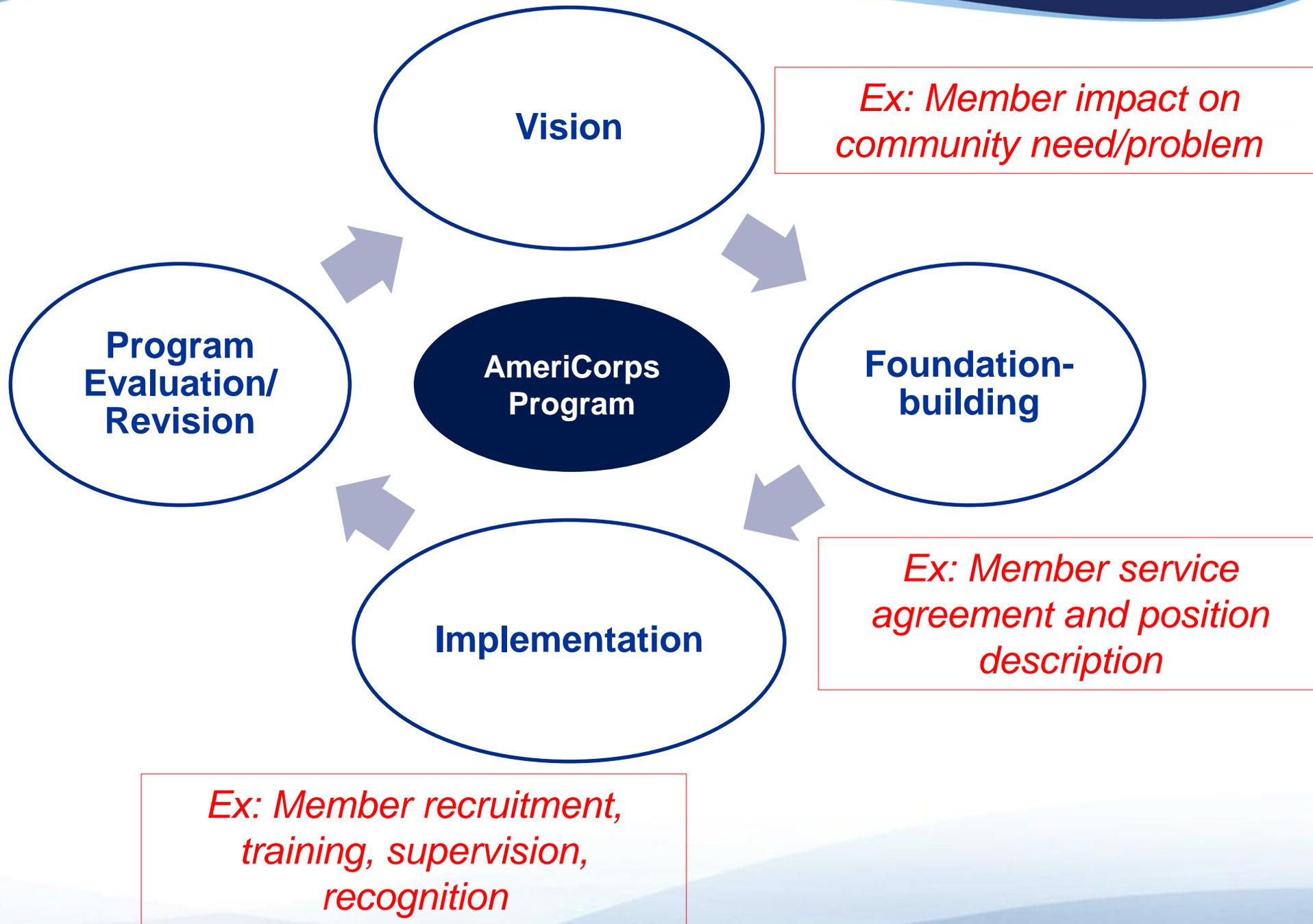
How can we avoid hearing this from our members?



Cycle of Program Development



Cycle of Program Development



Member Orientation and Training

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

Member Orientation

Cause 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

Member Orientation

System Orientation

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

Member Orientation

Social Orientation

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?

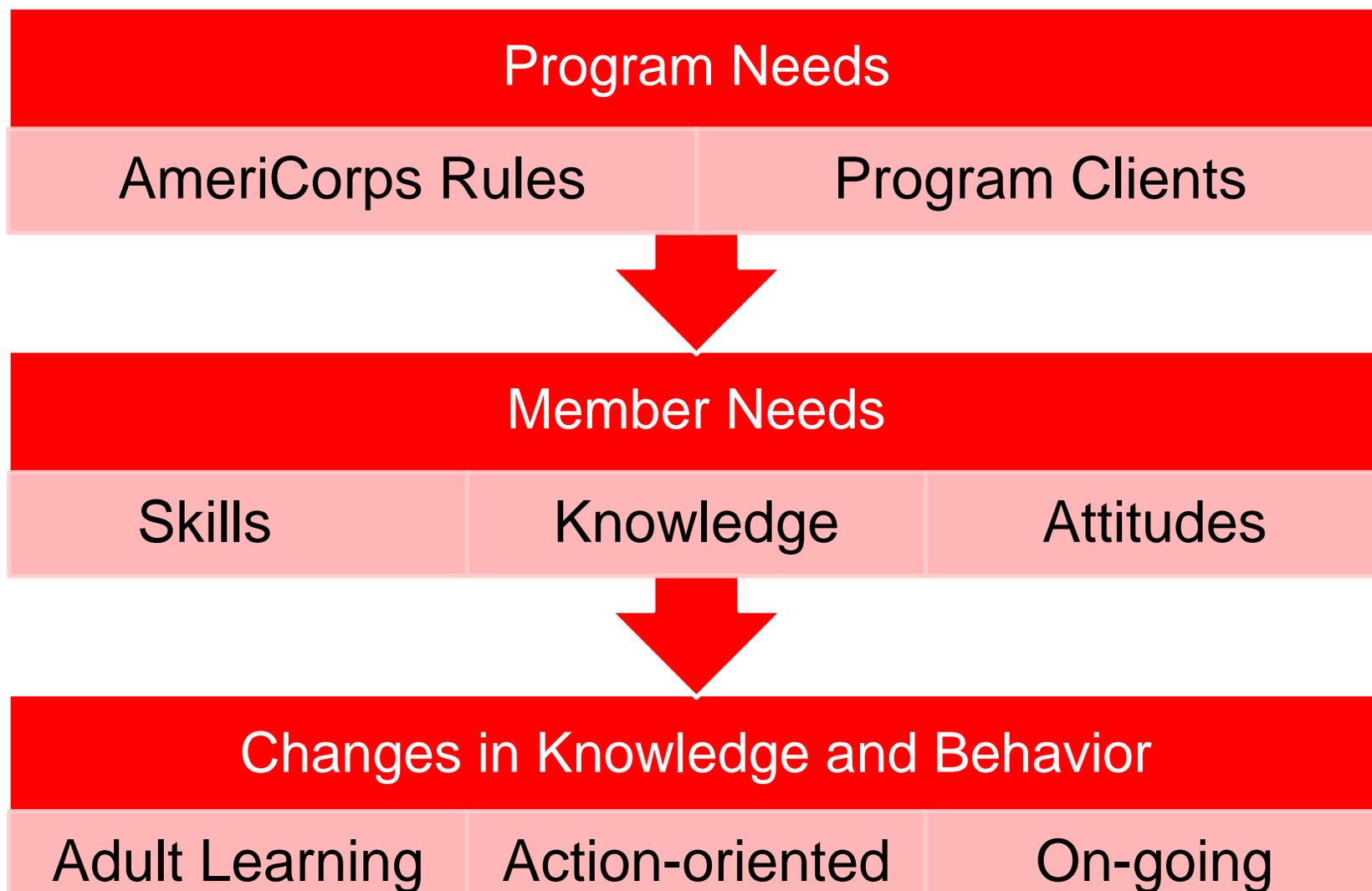
1. **How do you orient your AmeriCorps members, site supervisors, or subgrantees to the AmeriWorld?**

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

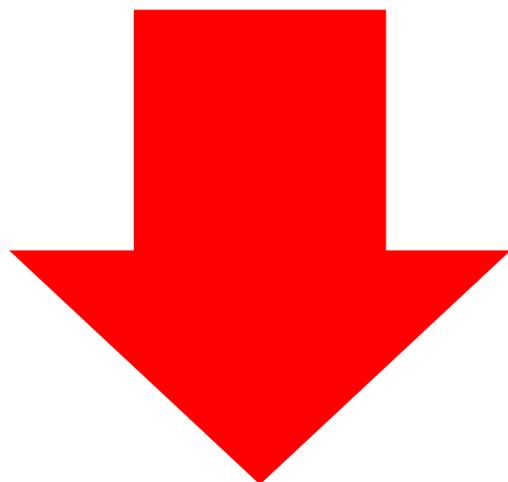
2. **Who provides the orientation in your agency?**

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

Member Training



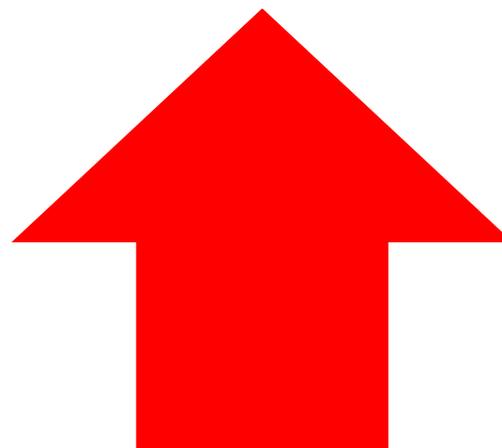
Member Training



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



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



Conservation Corps: FT Members, 11 Month Term

Timing	Title	Topic Examples	Trainer Examples
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 24-43	Program In-service (1 day/month)	Wildfire prevention	Member-led sessions
Week 44	Program Finale (1 day)	Program Results Symbol Gifts	Crew Chiefs

Tutoring Corps: HT Members, 9 Month Term

Timing	Title	Topic Examples	Trainer Examples
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	Program In-service (1 day/quarter)	Classroom management	University education specialist
Week 18	Mid-term Evaluation (1 day)	Member performance and program feedback	Program director
Weeks 24	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	Topic Examples	Trainer Examples
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 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***

Orientation Training

Topic	Orientation Topic	Training Activity
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 Evaluation Process/Role-play
National Service History	CNCS Overview	National Service Time Travel
Life After AmeriCorps	National Service Trust AmeriCorps Alums	Interviewing Skills

Orientation Training

Topic	Orientation Topic	Training Activity
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 Evaluation Process/Role-play
<i>National Service History</i>	<i>CNCS Overview</i>	<i>National Service Time Travel</i>
Life After AmeriCorps	National Service Trust AmeriCorps Alums	Interviewing Skills

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

Time Period	History/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 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

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

Today's Take-aways

Sources of Requirements and Components:

- ✓ **Member Retention**
- ✓ **Member Orientation**
- ✓ **Member Training**

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

AmeriCorps State and National

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>

Upcoming Training

Next AmeriCorps Program Development Webinar:

March 17, 3:00 – 4:30 pm Eastern

Topic: Monitoring Sites and AmeriCorps Members

Thank You!

