



AmeriCorps Member Management
Recorded on November 12, 2015



Technology Check

- ✓ **There is an audio file to support this presentation on the National Service Knowledge Network:
[http://www.nationalservice.gov/resources/amicorps/new-amicorps-program-start-institute](http://www.nationalservice.gov/resources/americorps/new-amicorps-program-start-institute)**
- ✓ **Use the Chat Box to ask a question 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.**

Today's Agenda

- ✓ **ASN Grantee Training Resources**
- ✓ **Member Service Agreements**
- ✓ **Orientation and Training**
- ✓ **Performance Assessments**
- ✓ **Take-aways**

Today's Speaker

Barbara Ellen Reynolds

- ✓ **AmeriCorps State and National Training Specialist**
- ✓ **Former Director of state commission**
- ✓ **Former Director of AmeriCorps State program**
- ✓ **Still recovering from Halloween candy binge**



Who's on today?

- ✓ ***Tribal Programs***

- ✓ ***National/Multi-State Programs***

- ✓ ***State Service Commissions***

- ✓ ***CNCS Staff***

AmeriCorps State and National

Grantee Resources and Training:

✓ **Written Materials/Guidance**

- State Commission Road Map
- How to Complete Member Service Listings in the Member Portal (new!)

✓ **Online Presentations**

- Today's webinar
- 2015 AmeriCorps State and National Symposium (all presentations online now)

✓ **In-person Meetings and Events**

- Symposium
- Regional National Service Training Conferences

Keep Updated on Grantee Resources and Training:

- ✓ National Service Knowledge Network – AmeriCorps State and National Resources Page:
www.nationalservice.gov/resources/ameriCorps
- ✓ Communications with your CNCS Program Officer and monthly TTA Updates from the ASN Training Specialist

AmeriCorps Terms and Conditions

Code of Federal Regulations (CFR)

Notice of Grant Award (NGA)

Operating Site

Portal

Prime Grantee

State Service Commission

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.*

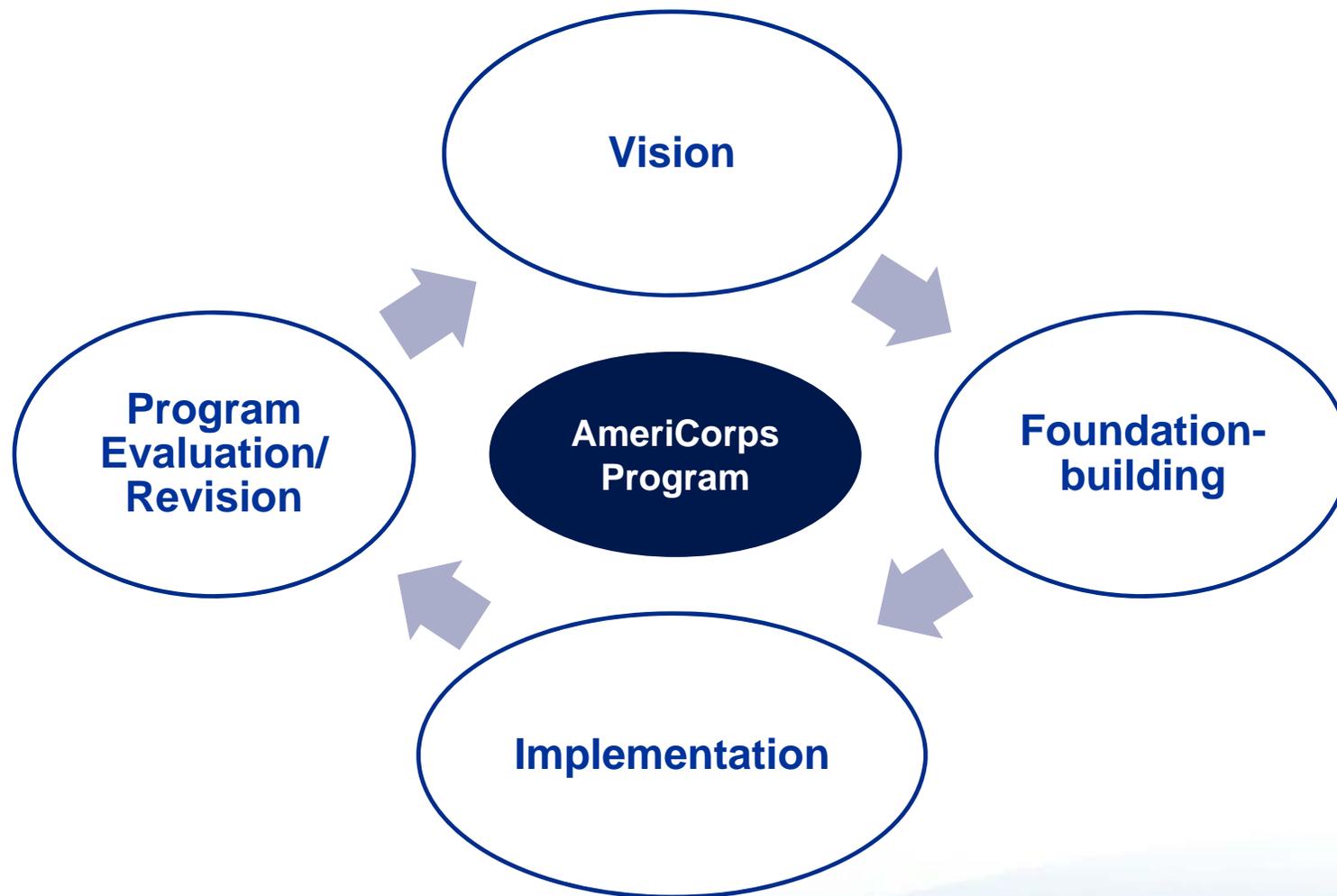
*Faced with conflict,
I will seek common ground.*

*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.*

Cycle of Program Development

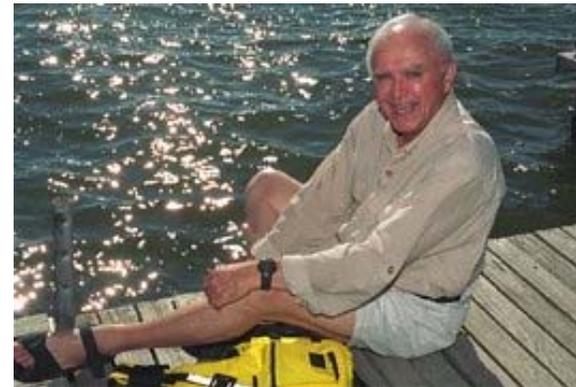


Members and Grantee Responsibilities

Grantee responsibilities can be broadly divided into two categories:



**Member
Management**



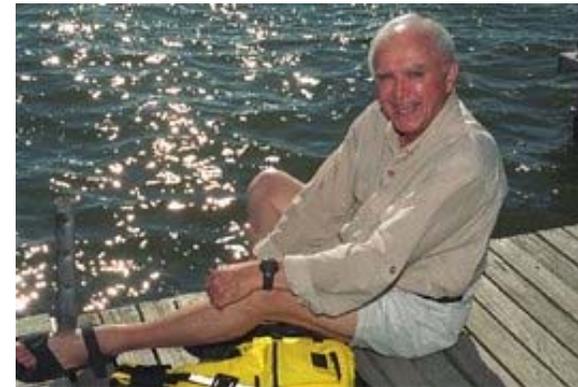
**Member
Experience**

Members and Grantee Responsibilities

In plain language:



**Making the trains run on
time...**



**And making the trip
worthwhile**

Member Management Plan



- **Service Agreement Development**



- **Recruitment and Selection**



- **Enrollment**



- **Orientation and Training**



- **Supervision**



- **Performance Assessment**



- **Exit**

Member Management Plan

• **Service Agreement Development**

• Recruitment and Selection

• Enrollment

• **Orientation and Training**

• Supervision

• **Performance Assessment**

• Exit

Source of Requirements

Where can you find the AmeriCorps program requirements for member management?

AmeriCorps Grant Terms and Conditions



Programs receive instructions for member management in the annual grant terms and conditions

AmeriCorps Regulations (45 CFR)



Federal regulations that govern member management are outlined in the Code of Federal Regulations

Additional CNCS Guidance



- Annual Notice of Funding Opportunity (NOFO)
- Frequently Asked Questions (FAQs)
- Others: www.nationalservice.gov

Service Agreement Components

2015 AmeriCorps Grant Terms and Conditions, pages 6-7:

- Member position description**
- Minimum number of service hours required by your program**
- Amount of the education award**
- Program standards of conduct**
- List of prohibited activities from 2015 Grant Terms and Conditions (pages 7-8)**
 - 45 CFR §§ 2540.100(e)-(f)**
 - 45 CFR §§ 2520.40-.45**
- Drug-free workplace requirements**
- Civil rights requirements**
- Suspension and termination rules**
- Program policy on releasing a member for cause**
- Grievance procedures**
- Any other program requirements determined by program staff**

Service Agreement Components

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Member position description

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**List of prohibited activities from 2015 Grant Terms and
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45 CFR §§ 2520.40-.45

Drug-free workplace requirements

Civil rights requirements

Suspension and termination rules

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Position Description Components

- **AmeriCorps Member Name**
- **AmeriCorps Position Title**
- **Program Name and Location**
- **Site Location, if different**
- **Purpose**
- **Description of Duties**
- **Qualifications**
- **Term of Service**
- **Time Requirements**
- **Orientation and Training**
- **Benefits**
- **Evaluation and Reporting**
- **Supervisor**

Example: Conservation Corps Crew Member

Component	Description
AmeriCorps Member Name	Jeff A. Member
AmeriCorps Position Title	Conservation Corps Crew Member
Program	State Conservation Corps, 222 Leafy Drive, Waverly, PA 45678
Site Location	Based at Waverly Valley State Park, 333 Valley Lane, Waverly, PA 45678; members also travel to multiple projects around the state during the term of service
Purpose	Protect and preserve the state's natural resources
Duties	Clear debris from trails; plant trees; test water quality on public lands; deliver established curriculum to groups of adults and students
Qualifications	Excellent communication skills; able to work outdoors for most of the year; successful completion of all criminal history and medical checks
Term of Service	October 1 – July 31
Time Requirements	40 hours/week; 1,700 hours required by the end of the term of service; exact service hours will depend on the service location and assigned projects
Orientation and Training	80 hours pre-service; 160 hours in-service; training includes AmeriCorps policies and procedures, working with chainsaws, completing timesheets, and more
Benefits	Living allowance, post-service education award, health care; subsidized housing and transportation; great team work and AmeriCorps colleagues (state-wide and national)
Evaluation and Reporting	Mid-term and final performance reviews ; weekly reports to supervisor; weekly timesheets; quarterly interviews with program staff to assess progress
Supervisor	Jane S. Super, Manager, State Conservation Corps

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Lessons Learned

Do:

- ✓ **Use PDs for all aspects of member management**
- ✓ **Keep regular schedule of PD review, updates, and improvement**



Do Not:

- ✓ **Do not use vague language in PDs**
- ✓ **Do not include prohibited activities in PDs (also...do not engage in prohibited activities!)**

What's Next?

How can you adapt the CNCS requirements and guidance on member service agreements and position descriptions to your program?

- ✓ Check out e-Courses on position descriptions and examples from a variety of programs on the National Service Knowledge Network:

<http://www.nationalservice.gov/resources/americorps>

- ✓ Connect with your national service colleagues: State Service Commissions, tribal programs, and national/multi-state programs

Orientation and Training Components

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 O&T Outline

Introduction to AmeriCorps

Who's Who?

History



Program Overview and Requirements

Member Benefits

AmeriCorps Rules

Agency, Community,
and Partners



Skills Training

Service Activities

Reporting

Communication

Example: Member O&T Outline

Timing	Title	Topic Examples	Trainer Examples
Pre-Service	Site Orientation	Member recruitment and screening; supervision	Program director
Week 1	Member Orientation	History of National Service	Commission director, CNCS director
Week 2	Skills Training		Crew chiefs
Week 3 and beyond	On-site Orientation and Training		
Weeks 8-16	Program In-service		
Week 20	Mid-year Retreat	Life After AmeriCorps	Program alumni
Weeks 24-36	Program In-service		Member-led sessions
Week 40	Program Finale	Enroll in AmeriCorps Alums	Program alumni

Lessons Learned

Do:

- ✓ **Use skilled trainers and facilitators**
- ✓ **Engage members and site staff in training early and often**
- ✓ **Use O&T to strengthen the member experience**

Do Not:

- ✓ **Do not rely on a single method of content delivery**
- ✓ **Do not reuse training content year after year**



The Member Experience



AmeriCorps Identity

**Transformational
Service**

**Life After
AmeriCorps**

Programs and the Member Experience



- ✓ Programs help members make a positive and lasting connection to their service colleagues and the service field.
- ✓ Programs provide opportunities for members to deepen their understanding of their communities.
- ✓ Programs help members connect service to their life plans after the AmeriCorps service is over.

AmeriCorps Identity



1994-2014



Here are several ways to connect to the AmeriWorld:

- ✓ Teach the history of national service in pre-service training.
- ✓ Incorporate structured team-building opportunities throughout the term of service.
- ✓ Schedule events to allow members to socialize and serve with members in different programs, regions, or states.
- ✓ Make sure members know which national service programs are also serving in their communities.

Transformational Service

Recommendations for program staff:

- ✓ Tailor program training and support to fit individual member's needs – as well as the team as a whole.
- ✓ Incorporate a variety of reflection opportunities to help members identify unseen results of their service – especially during times of low morale.
- ✓ Help members tell their own service stories.



Transformational Service

Recommendations for program staff:

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Life After AmeriCorps

Programs may take these steps:

- ✓ Sign members up with AmeriCorps Alums.
- ✓ Bring in alumni to talk about their lives and careers after AmeriCorps.
- ✓ Provide professional development to help members connect AmeriCorps to their future plans.
- ✓ Help build a talent pipeline for the service field; connect members to jobs in the field after their service terms.



What's Next?

How can you adapt the CNCS requirements and guidance on member orientation and training to your program?

- ✓ Check out e-Courses on member training and examples from a variety of programs on the National Service Knowledge Network:

www.nationalservice.gov/resources/amicorps

- ✓ Connect with your national service colleagues: State Service Commissions, tribal programs, and national/multi-state programs

Member Performance Assessment

2015 AmeriCorps Grant Terms and Conditions, page 8:

- ✓ **Mid/end-of-term member performance evaluation**

Member Evaluations

- **Why are AmeriCorps member evaluations required?**
 - Evaluations allow programs to monitor individual performance and ensure accomplishment of program goals.
 - Members must successfully complete their terms of service in order to receive the Segal education award.
- **Who is evaluated?**
 - Programs must complete final evaluations for all members.
 - Programs must complete mid-term evaluations for all half-time and full-time members.

Member Evaluations

- **What are programs required to evaluate?**
 - Details on evaluation requirements are found in the regulations (45 CFR §2522.220c and 45 CFR §2526.15) and the grant terms and conditions (section IV).
 - At a minimum, evaluations must include hours served and an assessment of the member's performance of duties; final evaluations must confirm "successful completion of the service term."
- **How are member evaluations structured and recorded?**
 - The overall structure will vary depending on program design and member service.
 - Documentation of evaluations will be maintained in the member files.

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**AmeriLingo
Alert!**



CNCS Monitoring Tool

- ***Used by AmeriCorps State and National Program Officers***
- ***Captures grantee progress and technical assistance needs***
- ***Completed during site visits or desk reviews***
- ***Contains:***
 - criminal history*
 - data quality*
 - financial management*
 - grievance checklist*
 - member documents*
 - member eligibility*
 - member management*
 - organizational management*
 - partnerships and collaborations*
 - prohibited activities*
 - results and accountability*
 - separation of duties*

Member Management Tab



Member Management												
		Type					Initial Assessment					
		Prevent	Detect	Enforce	good strategies	needs improvement						
Compliant (y/n)	N/A	The Member Management section includes elements required for compliant systems, policies and processes related to member support, enrollment, recruitment and retention.					comments required if either "good strategies" or "needs improvement" is checked					
Commissions and Directs:												
1		Verify member eligibility [45 CFR § 2522.200]					see the "Member Eligibility" tab for the regulation and the "Member Documents" Tab for a complete check list of required documents.					
2		Ensures that member eligibility documentation is reviewed and found satisfactory prior to enrollment. [AC IV]										
3		Ensures that records documenting satisfactory completion of program requirements are maintained as required. [AC IV]										
4		Ensures that criminal history checks conducted on members and staff listed in the budget (CNCS or match share). [45 CFR § 2522.205-207 and 45 CFR §2540.200-207]					see "Criminal History" tab in spreadsheet					
5		If the commission/direct uses an alternate search protocol to conduct criminal history checks, has it been approved by CNCS. [45 CFR § 2540.206]										
6		Ensures that AmeriCorps members are selected in a fair and non-discriminatory manner [45 CFR §2522.210 (a), 2522.100(g) & 2540.210, AC.V]										
7		Ensure member position descriptions provide for meaningful service activities and performance criteria that are appropriate to the skill level of members. [AC IV]										
		Ensures that members are aware of prohibited activities and that prohibited activities are not										

Member Documents Tab

AmeriCorps State and National									
A	B	C	D	H	I	J	K		
1	AmeriCorps State and National								
2	Member File Checklist								
3	PO Notes:								
4	Please select (if possible) a member that has been exited with partial award and thus had personal compelling circumstances and a member that earned his or her total hours needed for an education award. POs should review a reasonable number of member files.								
5									
6	1. When citizenship is not verified through AmeriCorps member portal: Copies of member eligibility documentation do not need to be maintained, but there must be proof that the documentation was reviewed and used in the member selection process.								
7	2. Professional Corps grantees may have a CNCS-approved alternative timekeeping system.								
8	3. AC Policy #ASN 06-006 allows the use of electronic timekeeping systems as the system of record, provided it meets certain minimum standards. Electronic timekeeping systems must be reviewed against the policy.								
9	4. AC Policy #ASN 06-005 allows the storage of member eligibility documentation, timesheets, and other relevant documents in electronic formats, provided the formats meet certain minimum standards. Electronic member documentation storage systems must be reviewed against the policy.								
10									
11	Member Name:			Member status: (Active, full award, suspended, etc.) _____					
12	Service Start/End:			Total member hours in Portal (for exited members): _____					
13									
14	Noncompliant Requires Follow	Documentation				Comments			
15		Member Eligibility							

Lessons Learned

Do:

- ✓ **Train sites on member evaluation process and format**
- ✓ **Provide members with all performance criteria**



Do Not:

- ✓ **Do not wait until the formal performance review to provide critical feedback**
- ✓ **Do not forget to document the completion of all member assessments**

What's Next?

How can you adapt the CNCS requirements and guidance on member performance assessment to your program?

- ✓ Check out e-Courses on member supervision and examples from a variety of programs on the National Service Knowledge Network:

www.nationalservice.gov/resources/amicorps

- ✓ Connect with your national service colleagues: State Service Commissions, tribal programs, and national/multi-state programs

More Resources

✓ *AmeriCorps Alums:*

www.americorpsalums.org

✓ *America's Service Commissions:*

<http://statecommissions.org>

Today's Take-aways

Sources of Requirements, Components, Resources, and Next Steps:

- ✓ **Member Service Agreements**
- ✓ **Orientation and Training**
- ✓ **Spotlight on the Member Experience**
- ✓ **Performance Assessments**

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

Upcoming Training

Next AmeriCorps Program Development Webinar:

December 10, 3:00 – 4:30 pm Eastern

Topic: AmeriCorps Identity and Branding

Thank You!

