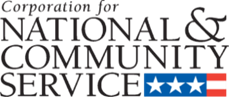
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**Governor’s Office of Volunteer Services Program Directors Manual**



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The AmeriCorps State Program Director Manual has been specifically designed by the Governor’s Office of Volunteer Services (GOVS) as a guide for those who administer AmeriCorps programs in the state of Alabama. This manual will assist in detailing the process for monitoring, supporting, and evaluating programs and, above all, for working collaboratively to make AmeriCorps programs in Alabama successful.

This manual does not supersede any of the requirements established by the Corporation for National and Community Service (CNCS) in respect to terms, requirements, and provisions for AmeriCorps grants. The information in this manual does not include all of the legal requirements of the AmeriCorps grant; it is intended as a resource to support AmeriCorps State programs, in the state of Alabama, with the development of compliant program and fiscal operations. Please review CNCS guidance for managing AmeriCorps grants online http://nationalservice.gov/buildyour-capacity/grants/managing-americorps-grants

The AmeriCorps Program Director Manual has been developed to help those who are newcomers to their positions to gain a general understanding of the management functions for overseeing the AmeriCorps programs/sites and their portfolio. It is intended to:

* Provide a roadmap for AmeriCorps grantee/site management
* Lay out a typical administrator’s general workload
  + Illustrate legal requirements
  + Show where there is both control and flexibility to shape each AmeriCorps program

It is important that subgrantees become familiar with all the information contained in this manual. The AmeriCorps Program Director Manual will be reviewed annually. Notice of revisions posted on the GOVS website.

***Chapter\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_­­­\_\_\_\_\_ 1***

***Introduction and Overview***

1. **Introduction and Overview**

***1.1 Purpose of This Manual***

The AmeriCorps Program Director Manual has been specifically designed by the Governor’s Office of Volunteer Services (GOV’) as a guide for those who administer AmeriCorps programs in the state of Alabama. This manual will assist in detailing the process for monitoring, supporting, and evaluating programs and, above all, for working collaboratively to make AmeriCorps programs in Alabama successful.

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* Provide a roadmap for AmeriCorps grantee/site management
* Lay out a typical administrator’s general workload
* Illustrate legal requirements
* Show where there is both control and flexibility to shape each AmeriCorps program

It is important that subgrantees become familiar with all the information contained in this manual. The AmeriCorps Program Director Manual will be revised as needed. Notice of revisions will be sent to each Alabama AmeriCorps Program Director and posted on the GOVS website.

***1.2 Corporation for National and Community Service***

The Corporation for National and Community Service (CNCS) is a federal agency that was established in 1993 and engages more than 5 million Americans in service each year through its AmeriCorps, Senior Corps, and Volunteer Generation Fund programs. The Edward M. Kennedy Serve America Act of 2009 reauthorized and expanded national service programs administered by CNCS by amending the National and Community Service Act of 1990 and the Domestic Volunteer Service Act of 1973.

CNCS invested more than $18.6 Million to support cost-effective community solutions, working hand in hand with local partners to empower citizens to solve problems. AmeriCorps members and Senior Corps volunteers are preparing today’s students for tomorrow’s jobs, reducing crime, and reviving cities, connecting veterans to services, fighting the opioid epidemic, helping seniors live independently, and rebuilding communities after disasters. Service members served at more than 45,000 locations across the United States, including schools, food banks, homeless shelters, health clinics, youth centers, veteran’s facilities, and other nonprofit and faith-based organizations. Through a unique public-private partnership, CNCS, its grantees, and project sponsors generated outside resources from businesses, foundations, public agencies, and other sources in the last year. This local support strengthened community impact and increased the return on taxpayer dollars.

The mission of CNCS is to improve lives, strengthen communities, and foster civic engagement through service and volunteering. CNCS guiding principles include putting the needs of local communities first; strengthening the public/private partnerships; using programs to build stronger, more efficient, and more sustainable community networks; and supporting diverse organizations.

CNCS funds programs in six priority areas: Disaster Services, Economic Opportunity, Education, Environmental Stewardship, Healthy Futures, and Veterans and Military Families. Through this support CNCS:

* Helps communities recover and rebuild from natural disasters
* Leads efforts to preserve our nation’s natural resources in parks and public lands
* Stands behind veterans and military families during deployment

Provides

* Assistance to help soldiers’ transition into the workforce or get an education after they come home from deployment
* Improves health by supporting independent living for seniors, reducing childhood obesity, and preventing disease
* Reduces and/or prevents prescription drug and opioid abuse
* Creates economic opportunity for individuals and communities by helping people graduate, pursue higher education, gain career skills, and find employment

CNCS plays a critical role in strengthening America’s nonprofit sector and addressing our nation’s challenges through service. CNCS harnesses America’s most powerful resource – the energy and talents of its citizens – to solve problems and support communities.

***1.3 AmeriCorps***

AmeriCorps engages more than 75,000 Americans in intensive service each year at nonprofits, schools, public agencies, and community and faith-based groups across the country. AmeriCorps consists of multiple branches: AmeriCorps State and National, AmeriCorps VISTA, and AmeriCorps NCCC.

AmeriCorps programs move communities forward by providing opportunity for young people entering the workforce where they learn valuable work skills, earn money for education, and develop an appreciation for citizenship.

***1.3A AmeriCorps State and National Direct***

AmeriCorps State and National program’s goals are getting things done, strengthening community, and encouraging responsibility. Members receive educational awards in return for service. The AmeriCorps network consists of a wide variety of diverse programs in every state of the nation and U.S. territories. For a complete listing of AmeriCorps programs in Alabama, go to <https://www.servealabama.gov.>

AmeriCorps State and National Direct members are hosted by national, state, and local public and nonprofit organizations. To meet the specific needs of the communities they serve, these local AmeriCorps host sites recruit and train AmeriCorps members. Funding for National Direct AmeriCorps programs comes directly through CNCS while funding for AmeriCorps State comes through the State Service Commission as a pass-through entity. To learn more about the state-by-state national service programs, please follow the link; <http://www.nationalservice.gov/about/contact-us/state-service-commissions/.>

For AmeriCorps State funds, there are two primary pools of funds available: Competitive and Formula:

* *Competitive funds* are competed and reviewed at both the state and national levels with funding awards determined by CNCS. Fund availability is determined by Congress and priorities are set by CNCS.
* *Formula funds* are competed solely at the state level with awards determined by the State Commission (GOVS). Fund availability is determined by Congress and allocated to State Commissions on a formula basis. State Commissions formally approve programs for formula funding and inform CNCS of decisions.

***1.3B AmeriCorps VISTA (Volunteers in Service to America)***

VISTA was founded as Volunteers in Service to America in 1965 as a national service program designed specifically to fight poverty in America. In 1993, VISTA was incorporated into the AmeriCorps network of programs. AmeriCorps VISTA members work full time in the communities they serve, creating programs that continue after they complete their service term. AmeriCorps VISTA members must be over the age of 18 and will serve full time (~40 hours/week) for 1 full year at a community organization (nonprofit, college/university, local government office, etc.) on anti-poverty projects.

***1.3C AmeriCorps NCCC (National Civilian Community Corps)***

AmeriCorps NCCC is a ten-month, full-time team-based residential service program for men and women ages 18-24. AmeriCorps NCCC campuses are in Colorado, Iowa, Mississippi, and California. Members complete projects in different regions of the country. AmeriCorps NCCC combines the best practices of civilian service with the best aspects of military service, including leadership and team building.

GOVS is the state of Alabama’s agency dedicated to promoting service as an innovative, sustainable solution to pressing social challenges. GOVS engages communities by building partnerships and organizational capacity, leading local and national volunteer, and service initiatives, providing and promoting meaningful service opportunities, and preparing individuals to help during a disaster. GOVS supports communities across the state through federal grant funds from the Corporation for National and Community Service (CNCS) and the US Department of Homeland Security (DHS).

###### ***1.4 The Governor's Office of Volunteer Services***

###### The Governor's Office of Volunteer Services functions as the Alabama State Service Commission, making the office responsible for the administrative, fiscal and programmatic oversight, technical assistance, and program development as well as the provision of cross stream training opportunities to national service providers in Alabama. The office also facilitates the development and implementation of the State Service Plan.

The Governor’s Office of Volunteer Services works to increase an ethic of service and volunteerism in the State of Alabama, strengthen the capacity of Alabama’s faith and community-based organizations, and promote collaboration among individuals and organizations striving to meet some of the greatest needs in our state.

GOVS manages the AmeriCorps State national service program, which provides ongoing service opportunities and addresses critical community needs, including funding, monitoring, and supporting AmeriCorps State programs in Alabama.

We serve in the following ways: ​

* We serve as the Alabama State Service Commission, granting over $2 million dollars in AmeriCorps state formula funding to multiple State AmeriCorps Programs across Alabama. We provide grants management, oversight and training and technical assistance for these programs.
* We are the state’s lead agency for Volunteer and Donations Management after disasters. Our work in this role includes response to Hurricanes Ivan and Katrina, Deepwater Horizon Spill, and the April 2011 tornadoes.
* We serve as the state of Alabama's "Voluntary Agency Liaison" or State VAL. In this role we partner with local, state, and national Voluntary Agencies Active in Disasters (VOAD) responders to help these entities better serve in our state in disaster response and recovery.
* We serve as a liaison to the state for faith-based and community-based non-profit groups.
* We have served as the state's lead in FEMA’s Disaster Case Management Program for survivors of the April 2011 storms and the April 2014 severe weather and flooding event.
* We partner with The United Ways of Alabama and other state agencies on the Governor’s Emergency Relief Fund. This is a disaster recovery fund of last resort for Alabama residents. The United Ways of Alabama serves as the fiscal and administrative agent for the fund.
* We administer [ReadyAlabama.gov](http://www.readyalabama.gov/), a statewide disaster preparedness initiative promoting disaster preparedness events and messaging across Alabama.

***1.5 GOVS Staff Roles***

***Coordinator***- is responsible for overseeing the Governor’s Office of Volunteer Services, as outlined in Executive Order #709, including managing federal funding, leading Alabama’s AmeriCorps State program, advancing strategic initiatives for national and community service, overseeing innovate responsive programming, developing partnerships and community outreach efforts throughout Alabama to increase volunteerism and community service. Ensuring management best practices in administrative and financial operations and fulfilling State and Federal requirements.

***AmeriCorps Senior Program Officer*** is responsible for oversight of federal funds to promote community and national service and volunteerism throughout Alabama. This entails developing policies and procedures, managing and conducting program compliance monitoring, providing training and technical assistance, functioning as a technical resource on federal regulations for AmeriCorps, and administering the annual AmeriCorps grant competition.

***AmeriCorps Outreach, Engagement & Training Coordinator*** is responsible for the planning and implementing and spearheading volunteer opportunities updating GOVS various social media platforms and developing the newsletter and planning and days of service.

***AmeriCorps Grants Compliance Officer*-** Reviews Progress Expense Reports (PERs) of subgrantees, review grant applications and provides feedback, reviews member time records and assists with monitoring policies and procedures (i.e. checking to see if subgrantees meet the CNCS requirements set for background checks) and facilitating the administration of AmeriCorps grants.

***Senior Staff Accountant*** is responsible for managing all aspects of department finances, including budgeting, payables/receivables, procurement, grants management & financial reporting.

***1.6 Program Director Role***

The Program Director has a very important role in the administration of an AmeriCorps grant. Program Directors are expected to spend the majority of their staff time on AmeriCorps program operations. Program Director’s responsibilities include, but are not limited to:

* Overall administrative operations of the program
* Grant application review and management
* Member recruitment and onboarding
* Ensuring strong processes of communication with Site Supervisors and service site locations/partners
* Supervising and training Site Supervisors and other staff
* Ensuring members are involved in meaningful direct service activities and have a positive member experience
* Coordinating, facilitating, and training members and non-AmeriCorps volunteers.
* Offering an open-door process for handling issues and mediating if necessary
* Observing programmatic and fiscal responsibilities, including submitting monthly and quarterly reports
* Acknowledging members as part of the team and creating an inclusive environment or space to perform their activities/tasks
* Program evaluation and tracking of performance measurements
* Compiling progress report data
* Managing the program’s social media presence
* Organizing days of service
* Performing member evaluations
* Facilitating life skills, career or service training for life beyond AmeriCorps

***Chapter\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 2***

***AmeriCorps Grants***

***2.* AmeriCorps Grants**

***2.1 AmeriCorps Rules and Regulations***

The following laws and regulations govern and guide the Governor’s Office of Volunteer Services in the state of Alabama

* + - National and Community Service Act of 1990 (as amended (42 U.S.C. § 12501 et seq.)
    - National Civilian Community Corps- AmeriCorps NCCC of 1992
    - National and Community Service Trust Act of 1993
    - Edward M. Kennedy Serve America Act of 2009
    - Code of Federal Regulations - 45 CFR Parts 2520 – 2550 Corporation for National and

Community Service Chapter XXV

* + - AmeriCorps Terms and Conditions

For more information on laws: www.nationalservice.gov/about/legislation For more information on Managing AmeriCorps State and National (rules, regulations, and terms and conditions): <https://www.nationalservice.gov/build-your-capacity/grants/manage-americorps-state-and-national-grants>For more information on laws: www.nationalservice.gov/about/legislation

***2.2 Understanding Your Grant Agreement***

The grant agreement is a legally binding subgrant agreement that establishes a program’s relationship with the Governor’s Office of Volunteer Services. A new grant agreement is signed each year, after a program has been approved for new or continued CNCS funding. It is the most essential document for an AmeriCorps state program. Program Directors and key staff persons should become familiar with the full grant agreement. The deliverables listed in the grant agreement are not intended to be an exhaustive list of all Governor’s Office of Volunteer Services and CNCS requirements. As stated in the grant agreement, there are referenced laws, regulations, provisions, and documents that govern the program. There may be additional requirements set forth by the Governor’s Office of Volunteer Services or CNCS at any time during the program year. Program Directors are responsible for meeting all requirements.

***2.3 Terms and Conditions***

CNCS publishes both General and Specific Terms and Conditions for each program year. These Terms and Conditions are updated annually with changes from the prior version listed at the beginning of the document. These documents outline the program, financial, and administrative compliance requirements for recipients and subrecipients.

They include binding requirements on your award established by CNCS which, when not met, can result in corrective actions, including disallowances.

***Key Areas to Review***

**General Terms and Conditions**

Program Directors should be familiar with the following information contained in the CNCS terms and conditions

* Financial Management Standards (III.B.) o See also 2 CFR Part 200 Role of the Office of Inspector General (III.G.) o Independent audit
* Reporting of Fraud, Waste and Abuse (III.H.) o Complaints, investigations and Hotline information
* National Service Criminal History Check Requirements (III.F)
* Conflict of Interest (III.T.) o Written standards of conduct
* Identification of Funding (III.M) o Explanation of federal funding in

documents describing your program

**Specific Terms and Conditions** (takes precedence over General Terms and Conditions if there is a conflict between the two)

* Member Recruitment, Selection, and Exit (IV.)
* Prohibited Activities (V.C.)
* Recordkeeping (IX.A.)
* Breaches of PII (XVII.)

The Terms and Conditions can be found here: <https://www.nationalservice.gov/resources/financial-management/grant-terms-conditions>

***2.4 AmeriCorps Prohibited Activities*** ***45CFR § 2520.65***

While charging time to the AmeriCorps program, accumulating service or training hours, or otherwise performing activities supported by the AmeriCorps program or CNCS, staff and members may not engage in the following activities:

1. Attempting to influence legislation.
2. Organizing or engaging in protests, petitions, boycotts, or strikes.
3. Assisting, promoting, or deterring union organizing.
4. Impairing existing contracts for services or collective bargaining agreements.
5. Engaging in partisan political activities, or other activities designed to influence the outcome of an election to any public office.
6. Participating in, or endorsing, events or activities that are likely to include advocacy for or against political parties, political platforms, political candidates, proposed legislation, or elected officials.
7. Engaging in religious instruction, conducting worship services, providing instruction as part of a program that includes mandatory religious instruction or worship, constructing or operating facilities devoted to religious instruction or worship, maintaining facilities primarily or inherently devoted to religious instruction or worship, or engaging in any form of religious proselytization;
8. Providing a direct benefit to—
   1. A business organized for profit; 2**.** A labor union; 3. A partisan political organization; 4. A nonprofit organization that fails to comply with the restrictions contained in

section 501(c)(3) of the Internal Revenue Code of 1986 related to engaging in

political activities or substantial amount of lobbying except that nothing in

these provisions shall be construed to prevent participants from engaging in

advocacy activities undertaken at their own initiative; and

5. An organization engaged in the religious activities described in paragraph

2.g. above, unless CNCS assistance is not used to support those religious

activities;

1. Conducting a voter registration drive or using CNCS funds to conduct a voter

registration drive.

1. Providing abortion services or referrals for receipt of such services; and K. Such other activities as CNCS may prohibit. AmeriCorps members may not engage in

the above activities directly or indirectly by recruiting, training, or managing others

for the primary purpose of engaging in one of the activities listed above. Individuals may exercise their rights as private citizens and may participate in the activities listed above on their initiative, on non-AmeriCorps time, and using non- CNCS funds. Individuals should not wear the AmeriCorps logo while doing so.

***2.5 Use of the AmeriCorps Name and Logo***

The Corporation for National and Community Service logo and other national service insignia (AmeriCorps, Senior Corps, Social Innovation Fund, Get Involved, and the Martin Luther King, Jr. Day of Service) are the property of CNCS and may be used only in accordance with authorization provided by CNCS.

The CNCS logo (and other national service insignia) may be used on informational materials describing CNCS and other CNCS-supported programs and in connection with approved programmatic activities.

The CNCS logo (and other national service insignia) may not be used in any of the following ways:

* Attempting to influence legislation;
* Organizing or engaging in protest, petitions, boycotts or strikes;
* Assisting, promoting, or deterring union organizing;
* Impairing existing contracts for services or collective bargaining agreements;
* Engaging in partisan political activities, or other activities designed to influence the outcome of an election to any public office;
* Participating in, or endorsing, events or activities that are likely to include advocacy for or against political parties, political platforms, political candidates, proposed legislation or elected officials;
* Engaging in religious instruction, conducting worship services, engaging in religious proselytization; or
* Supporting for-profit, commercial activities.

For the GOVS logo, please contact the AmeriCorps Program Officer, <https://www.nationalservice.gov/resources/logos-guidelines-use/americorps-senior-corps-and-cncs-logos>.

***Chapter\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 3***

***AmeriCorps Recruitment and Selection***

***3.*** **AmeriCorps Recruitment and Selection**

***3.1 AmeriCorps Eligibility***

AmeriCorps Programs must document the eligibility of all prospective members. An eligible member is an individual who:

* Is at least 17 years of age at the commencement of service UNLESS the member is out of school and enrolled in a full-time, year-round youth corps or full-time summer program, in which case he or she must be between the ages of 16 and 25.
* The National and Community Service Act require that an AmeriCorps member be 17 years old when the term of service begins. The statute provides an exception for 16-year-olds if the 16year old is an out-of-school youth and serving in an AmeriCorps youth corps program. An out-of-school youth is a youth who has dropped out of high-school.
* Has a high school diploma or equivalency certificate (or agrees to obtain a high school diploma or its equivalency before using the education award) and who has not dropped out of an elementary or secondary school in order to enroll as an AmeriCorps member; or who has been determined by an independent assessment to be incapable of obtaining a high school diploma or its equivalent.
* Is a U.S. citizen, U.S. national or lawful permanent resident alien of the United States. The following are acceptable forms of certifying status as a U.S. citizen or national:
* A birth certificate showing that the individual was born in one of the 50 states, the District of Columbia, Puerto Rico, Guam, the U.S. Virgin Islands, American Samoa or the Northern Mariana Islands
* A U.S. Passport
* A report of birth abroad of a U.S. citizen (FS-240) issued by the State Department
* A certificate of birth-foreign service (FS 545) issued by the State Department
* A certificate of report of birth (DS-1350) issued by the State Department
* A certificate of naturalization (Form N-550 or N-570) issued by the Immigration and Naturalization Service (INS)
* A certificate of citizenship (Form N-560 or N-561) issued by the INS. Note: An I-9 is not an acceptable form for certifying status of a US citizen or national. The following are acceptable forms of certifying status as a lawful permanent resident alien of the United States:
* Permanent Resident Card, INS Form I-551
* Alien Registration Card, INS Form I-551
* Passport indicating that the INS has approved temporary evidence of lawful admission for permanent residence
* A Departure Record (INS Form I-94) indicating that INS has approved it as temporary evidence of lawful admission for permanent residence Secondary documentation – If primary documentation is not available, the program must obtain written permission from CNCS and VSC to approve other documentation as sufficient to demonstrate the individual’s status as a U.S. citizen, U.S. national or lawful permanent resident alien

***3.2 Citizenship or Allowable Legal Status Requirement***

To be eligible to serve as an AmeriCorps Member, an individual must satisfy the Citizenship Requirement at time of enrollment. The Corporation does not require programs to make and retain copies of the actual documents used to confirm eligibility as long as the program has a consistent practice of identifying the documents that were reviewed and maintains a record of the review.

A consistent practice for documenting eligibility should:

* Identify the specific original document reviewed.
* Identify the eligibility criterion or criteria that the document confirms.
* Include any identification number for the document reviewed.
* Include the signature of the reviewer confirming the review and the date of the review.

The National and Community Service Act and our regulations establish eligibility requirements for AmeriCorps members. See 42 U.S.C. § 12591; 45 CFR § 2522.200. To confirm citizenship status, applicants must produce the original of one of the forms of primary documentation listed in the regulations. Please note that the Form I-9, used to document eligibility for employment, is not sufficient to document citizenship.

Additional information can be found online at: <https://nationalservice.gov/programs/americorps/americorps-faqs>

***3.3 Educational Attainment***

To be eligible to serve as an AmeriCorps Member, an individual must high school diploma or equivalency certificate at time of enrollment. Applicants do not have to produce a high school diploma or an equivalency certificate nor are programs required to retain a copy of the high school diploma or other documents confirming education level, such as an official transcript. However, a self-certification must include the person’s signature, under penalty of law, specifically certifying that he or she has completed high school or its equivalent or will obtain a high school diploma. Additionally, the individual may not have dropped out of elementary or secondary school to enroll in the program. For individuals who are incapable of obtaining a high school diploma or its equivalent based on an individual education assessment, see FAQ B.14 and see also 42 U.S.C. §12591(a)(4).

**3.3A High School Diploma/GED:**

In cases such as the Tutoring Program Requirement, where members must meet education requirements, each site must obtain a written declaration from the member that they have received their high school diploma or GED.

If the tutor is (a) Is considered to be an employee of the Local Education Agency or school, as determined by State law, then the tutor must meet the Paraprofessional qualifications under No Child Left Behind Act, as required in 34 CFR 200.58

b) Is not considered to be an employee of the Local Education Agency or school, as determined by State law (1) High School diploma or its equivalent, or a higher degree; and (2) Successful completion of pre- and in-service specialized training, as required in § 2522.940 of this subpart.

It is strongly encouraged that programs obtain a copy of the member’s diploma, GED, or official transcript and place it in their member file; a program can place a memo-to-file if they have attempted to obtain the required document and have been unsuccessful.

A program may accept a self-certification from the potential member as proof of high school graduation. Applicants do not have to produce a high school diploma or an equivalency certificate nor are programs required to retain a copy of the high school diploma or other documents confirming education level, such as an official transcript.

However, a self-certification must include the person’s signature, under penalty of law, specifically certifying that he or she has completed high school or its equivalent or will obtain a high school diploma prior to using the education award.

***3.4 AmeriCorps Member Position Description***

The key to successful recruitment and engagement of AmeriCorps members is creating a comprehensive AmeriCorps Member Position Description. The Position Description is how you “sell” your program to prospective members. It must also align with the goals and objectives in your program’s approved grant proposal and adhere to AmeriCorps rules and regulations for allowable member activities (**See Appendix 7**).

All AmeriCorps Member Position Descriptions should include at least the following:

* + - * Overview of your agency and member expectations
      * A paragraph describing your organization’s mission and work
      * A list of the duties and responsibilities of the member position
      * A list of required and preferred qualifications which include
* Citizenship or proof of legal residency
* High School or GED education
* 17 years of age or older
  + - * Education Award amount
      * A description of benefits, if applicable: stipend amount, health insurance, loan

deferment, and other benefits, tangible and otherwise

* + - * A list of all the necessary criminal history background checks Members must agree to conduct – National Sex Offender Public Registry, State criminal check, and FBI check
      * A short sentence or two about any unique opportunities offered—advanced

training in a skill, for example, or anything that is unique about your community

* + - * Contact or resource for requesting additional information.
      * Equal Employment Opportunity Council and American with Disabilities Act

language (“will not discriminate against a member on the basis of race, color, religious creed, ancestry, union membership, age, sex, sexual orientation, national origin, disability, nor political affiliation”)

* + - * Term of service and hours requirement

GOVS will request member position descriptions for review by September 1 of the new program year.

***3.5 AmeriCorps Member Recruitment***

Successful recruitment strategy is the foundation for a thriving AmeriCorps program. AmeriCorps programs live and die by how well they network. The individuals you select and place within the community represent your program every day; their interactions either enhance or detract from your organization’s reputation. CNCS provides a number of resources to support programs in this effort. For more information please visit ; <https://www.nationalservice.gov/resources/recruitment-resource-hub> <https://www.nationalservice.gov/resources/recruitment-resource-hub/americorps-be-greater-good-toolbox> <https://www.nationalservice.gov/resources/disability-inclusion/inclusion-creating-inclusive-environment>

**3.5A Community Recruitment**

As an AmeriCorps program, you must actively seek to recruit program Members from the community in which the project is conducted. Members of diverse races and ethnicities, socioeconomic backgrounds, education levels, both men and women, and individuals with disabilities, unless and to the extent that the approved program design requires emphasizing the recruitment of staff and Members who share a specific characteristic or background. However, in no case may you violate the nondiscrimination and non-displacement rules governing participant selection.

**3.5B National Recruitment**

The CNCS-hosted website https://my.americorps.gov/mp/login.do allows AmeriCorps programs, once approved for funding, to post available AmeriCorps positions free of charge and provides a searchable database for prospective members. Organizations can post service opportunities to the My AmeriCorps Portal through the Member Management Portal in eGrants.

Here are step-by-step instructions to create a service opportunity through eGrants to be posted on the My AmeriCorps Portal:

1. On the main screen of eGrants, select ‘Recruitment’ under “View My AmeriCorps Portal”

2. Select “Service Opportunities” on the Recruitment Workbasket screen.

3. Select “Create Opportunity Listing”

4. Fill in the appropriate information specific to your Service Opportunity on the proceeding screens

For more information on using the My AmeriCorps Portal, please visit the CNCS National Service Knowledge Network online at: https://www.nationalservice.gov/resources/americorps/myamericorps-portal-training-egrants

In addition, My AmeriCorps includes comprehensive online help, frequently asked questions, and an enhanced customer service feature, “Contact My AmeriCorps,” to get answers needed about the programs or the system. For more information on

***3.6 Program Enrollment***

Once your organization has recruited qualified individuals to serve in your AmeriCorps Program, it will be time to enroll the members into your organization and into the required AmeriCorps systems. Enrollment in the My AmeriCorps Portal must be done within 8 days of the member start date. Additionally, a 14-day period applies to exiting members from the program. This is a requirement of the grant and enrollment/exit reports are reviewed by GOVS and Corporation staff. Additionally, GOVS requires all subgrantees to enroll members into the OnCorps system. This is required for member timekeeping, progress reports, and approval of Periodic Expense Reports (PERs).

**3.6A Service Location Designation** In the My AmeriCorps Portal, programs are required to create accurate operating sites and service locations for their members. This requirement will allow for better tracking of resources, increase transparency, align with federal-wide open government initiatives, enhance communication among national and state stakeholders, and build capacity to accurately tell the story of national service. Service locations must be assigned to within seven (7) calendar days of members’ starting a term of service.

**3.6B Member Forms** My AmeriCorps makes frequently used and requested forms available online at any time. This will allow Members to:

* Modify contact information (address, email address)
* View and print 1099 forms
* Complete Loan Forbearance forms
* Complete Interest Accrual Benefit requests
* Access to Service Certification forms
* Use all the features and forms that were available in the AmeriCorps Online Payment System
* Complete Member Surveys (to include the End of Term Exit Survey)
* Connect to Alumni Services

**3.6C Enrollment Policy** Member enrollment refers to the number of slots filled divided by the number of slots awarded. Programs that are not able to reach 100% enrollment may be required to develop a corrective action plan and low enrollment rates adversely affect the program’s risk level and may reduce the amount of grant allocation in future years. GOVS reserves the right to recommend a smaller amount of AmeriCorps members in a subgrantees’ second or third year of funding based on enrollment and retention rates.

**3.6D Retention Policy** Subgrantees with at least 85% member retention will be assessed as having met CNCS programmatic expectations.

**3.6E Refill Policy** Eligible programs that have fully enrolled their awarded member slots can replace any member who terminates service before completing 30% of his/her term. Programs may not refill the same slot more than once. If a member leaves with compelling personal circumstances, the slot cannot be re-filled if the exited member accepts a partial Education Award.

As a fail-safe mechanism to ensure that CNCS resources are available in the National Service Trust to finance any Member’s Education Award, GOVS will suspend refilling if either the total AmeriCorps program enrollment reaches 97% of awarded slots or the number of refills reaches 5% of awarded slots.

**3.6F Member Service Agreements**  The Member Service Agreement is a critical part of administering AmeriCorps programs. Member Service Agreement provides the legal basis or contract by which the terms, conditions and rules regarding participation are delineated. This contract between the program and Member is the legal document which would be used to resolve any issues between the program and a Member. Because of its importance, The Commission has developed a template for the programs to use. The template includes all the required provisions required by the Corporation. Its use by the programs is mandatory. All blanks must be completed by program before Member reviews and signs. Programs will need to complete various parts of the Agreement to make it specific to the Program. A signed and completed Member Service Agreement is required to be a part of every Member file.

Member Service Agreement includes:

* + 1. Member position title and position description.
    2. Introduction and purpose of agreement
    3. Eligibility requirements
    4. The minimum number of service hours (as required by statute) and

other requirements (as developed by the recipient) necessary to

successfully complete the term of service and to be eligible for the

education award.

* + 1. The amount of the education award being offered for successful

completion of the terms of service in which the individual is

enrolling.

* + 1. Standards of conduct, as developed by the recipient or sub recipient.
    2. The list of prohibited activities, including those specified in the

regulations at 45 CFR § 2520.65 (see paragraph C, below).

* + 1. The text of 45 CFR §§ 2540.100(e)-(f), which relates to Nonduplication and Non-displacement.
    2. The text of 45 CFR §§ 2520.40-.45, which relates to fundraising by

members.

* + 1. Requirements under the Drug-Free Workplace Act (41 U.S.C. § 701

et seq.)

* + 1. Benefits of Service
    2. Civil rights requirements, complaint procedures, and rights of

beneficiaries.

* + 1. Suspension and termination rules.
    2. The specific circumstances under which a member may be released

for cause.

* + 1. Grievance procedures; and
    2. Other requirements established by the recipient.
    3. Signature and dates

The recipient should ensure that the service agreement is signed before commencement of service so that members are fully aware of their rights and responsibilities. The member start date should match the start date in the AmeriCorps portal.

***3.7 Member Enrollment***

Member enrollment refers to the number of positions filled divided by the number of positions awarded. The Corporation has a standard of 100% enrollment for all programs.

Effective April 2019, the Corporation for National and Community Service modified its AmeriCorps member pre-enrollment procedural requirements to better ensure AmeriCorps candidates were properly vetted for eligibility requirements regarding citizenship, social security verification, and criminal history checks.

The step by step process for enrollment is available via power point at <https://www.nationalservice.gov/sites/default/files/documents/Member_Enrollment_April_2019.pdf>

Fourth year members cannot receive an education award. Fourth years members are enrolled like any other member in eGrants. Once a member is enrolled the member will receive and email from eGrants asking them to log into the AmeriCorps portal site and they will need to click a link stating that they agree that they will be serving this term of service without receiving any education award. It is recommended that the program checks eGrants periodically to make sure that the member has confirmed. The member will not be fully enrolled until they click the link and confirm.

A summary of impact on program recruitment/enrollment practices of the new member pre-enrollment procedural requirements are as follows:

**Phase 1 – Pre-Enrollment Process:** Member Recruitment

* Set up operating sites/service locations in eGrants to be completed after award notification (GOVS will notify the program via email, phone, or other means of the notice of funding)
* Submit Service Opportunity Listing in MyAmeriCorps to be completed after award notification
  + Programs can set up their Service Opportunity Listings to allow members to apply inside and/or outside of MyAmeriCorps
  + Programs that do not accept applications via MyAmeriCorps must develop their own process to receive applications and select members
* Direct potential applicants to My AmeriCorps Portal to learn about and apply for your program’s AmeriCorps service opportunity.

**Phase 2 – Pre-Enrollment Process:** Member Applies/NSCHC Screening Begins/Member Selection & Invitation

* Begin receiving applications from applicants
* Select applicants to interview
  + If possible, conduct, adjudicate, and complete the NSOPW prior to the interview applicants for service positions
  + Collect criminal history check consent forms from applicants and inform the applicant (the pre-enrollment process/steps)
* Conduct screening of prospective members as part of the selection process
  + Conduct, adjudicate, and complete the NSOPW, if not done above
  + Initiate the State of Service and Residence Checks and FBI Checks
* Select and invite applicants to enroll in your service opportunity via eGrants
  + Complete the certification to select the applicant in eGrants and submit. This will send the applicant an invitation.
  + Complete the form to select the applicant in eGrants and save. The applicant will now be notified via email with an invitation to enroll.
* The applicant receives the invite via email (program informs applicant to monitor email for invite). Clicks on the link in the email to complete their enrollment.

Link goes to the MyAmeriCorps Portal where they will verify their identity.

* + - Completing the form and submitting it will trigger an automated SSN and citizenship verification process via CNCS.

**Phase 3 – Pre-Enrollment Process:** SS#/CITZ Verification

* The Portal (eGrants) submits the record to the Social Security Administration (SSA) as soon as the member completes and saves their section of the enrollment form
* SSA checks the member’s citizenship status and social security number (SSN) validity
* Within 3 business days (usually by the next day), the record indicates “Verified”

or, if not verified, “Returned” in the Portal

* + If not automatically verified by SSA, the program (grantee administrator)

receives an email notification to submit additional documentation

* Citizenship verification: see 45 CFR 2522.200(c)
* SSN verification: social security card, name change documentation (e.g.

marriage certificate, court order, etc.)

* + The program requests a Secure File Link from the CNCS National Service Hotline and submits the necessary documents
  + If submitted documentation is sufficient to verify eligibility, CNCS staff updates the record to “Manually Verified” within 3 business days. (No email notification is sent.)
    - * If additional documentation is not sufficient or is not legible, the program will be notified via email. This will delay the manual verification process.

**Phase 4 - eGrants Final Step – Pre-Enroll to Enroll Process:** Confirm SS#/CITZ/Certify NSOPW, State, FBI Checks/Enter Placement Information/Acknowledgement of Partial or No Education Award

* Confirm that SSN/Citizenship are in “Verified” or “Manually Verified” status
* Check NSCHC boxes certifying the completion of NSOPW check and initiation of

State and FBI checks

* The member’s start date CANNOT be earlier than these dates
* Enter member placement info on Enrollment Form including: Start Date, Program

Year, Program Title (operating site name), Service Location, Slot Type

**NOTE: IMPORTANT:** The start date entered by the program cannot be earlier than the four dates listed above. It must be the **same** or **later**.

**Date 1:** Confirmation date of SSN

**Date 2:** Confirmation date of Citizenship

**Date 3:** Date you certified that you conducted, reviewed, and adjudicated the results of NSOPW

**Date 4:** Date you certified that you initiated the State of Residence, State of Service, and FBI Checks

* Once all information has been entered correctly, the “enroll member” button will become active. All information on the form can be entered and saved ahead of time EXCEPT the start date and slot type, which cannot be saved prior to the date of enrollment.
* Partial Education Award Acknowledgement
  + Members who previously received the equivalent of 2 full-time education

awards or will exceed 2 full time awards with the new term, will need to

acknowledge partial or no education award prior to enrollment.

* + - Program View: After clicking “enroll” program staff will see this note for

members who need to perform this acknowledgment

* + - Program View: Additionally, Member Enrollment Status will indicate

pending partial award acknowledgement.

**THE MEMBER ENROLLMENT IS NOT COMPLETE**

* + - Member View: When the program attempts to enroll the member, an

email will be sent to the member

* + - Member View: At the end of the member’s enrollment form, the member

will be asked to check if they accept or decline a partial education award. Once this information is saved, the member enrollment status in eGrants will be updated to “Partial Award Acknowledged.” The program can then return to the member enrollment form and take the “enroll” action. **ONLY THEN IS THE MEMBER ENROLLMENT COMPLETE**

* What to do if the enrollment button is not Active
  + Check the member’s SSN and citizenship verification status
    - Both statuses must be “Verified” or “Manually Verified”
    - **Verification dates must be on or before the entered start date**
  + Check the NSCHC certifications
    - Both boxes must be checked
    - **Certification dates must be on or before the entered start date**
  + Check the entered start date
    - Must be no later than today’s date
    - Must be no earlier than 8 calendar days prior to today’s date
    - Must be no earlier than the SSN/citizenship verification dates
    - Must be no earlier than the NSCHC certification dates
  + If all the steps above are complete and you still cannot enroll the member,
    - The program needs to contact the GOVS and Contact the National

Service Hotline

***3.8 Criminal History Background Check Requirements***

**3.8A National Service Criminal History Checks (NSCHC)**

Under the National and Community Service Act of 1990, as amended by the Serve America Act (SAA), all grantees must conduct National Service Criminal History checks on participants and program employees in AmeriCorps, Foster Grandparent, Senior Companion, MLK, 9/11, Volunteer Generation Fund, Social Innovation Fund and any other programs funded by the Corporation under National Service laws. All employees, participants, and others who receive a salary, national service education award, living allowance, or stipend under Corporation grants, even if the activities do not involve service with vulnerable populations, must conduct the checks prior to beginning employment or service. RSVP and VISTA grantees are required to conduct criminal history checks on all employees who receive part or all their salary from the respective program grant.

The statutory requirement at [42 U.S.C. § 12645g](http://www.gpo.gov/fdsys/pkg/USCODE-2009-title42/html/USCODE-2009-title42-chap129-subchapI-divsnF-sec12645g.htm) is supplemented by regulatory requirements at [45 CFR §2540.200 through §2540.207](http://www.gpo.gov/fdsys/pkg/CFR-2014-title45-vol4/xml/CFR-2014-title45-vol4-part2540-subpartB.xml) (updated in 2012) as well as the terms and conditions of our grants. A grantee or subgrantee’s inability to demonstrate that you conducted any aspect of the required criminal history checks will likely result in cost disallowance. ([www.nationalservice.gov](http://www.nationalservice.gov/))

A conviction for murder or a sex offense automatically disqualifies an individual from serving as an AmeriCorps member. Additionally, a program must always deny an individual work or service under a CNCS national service program to anyone who refuses to undergo the check or anyone who makes a false statement in connection with a program’s inquiry concerning the individual’s criminal history. Programs may add additional disqualifying convictions as a part of their program design. For example, a program that serves individuals who have experienced domestic violence may make that a disqualifying conviction to serve in that program.

* Three (3) separate components of the criminal history check must be

conducted:

* A nationwide name-based check of the National Sex Offender Public Website (NSOPW), completed before the individual begins work or service, which consists of a web-based check of a centralized system which identifies individuals who are registered as sex offenders in States, territories, or with many federally recognized Tribes; and
* Either a name – or fingerprint-based search, initiated before the

individual begins work or service, of the statewide criminal history

registry in the candidate’s State of residence and in the State where

the individual will serve or work.

* AND a fingerprint-based FBI check.

**3.8B National Sex-Offender Public Website (NSOPW)**

The NSOPW is an Internet-based system operated by the U.S. Department of Justice. The system gathers data from all participating State-level sex offender registries plus those operated by Guam, Puerto Rico, the District of Columbia, and Tribal Governments. The NSOPW is also known as the National Sex Offender Public Registry, NSOPR. (http://www.nsopr.gov). This check can be obtained free of charge from the NSOPW.gov website.

The nationwide search **must** be conducted and documented before covered individuals are enrolled in eGrants. The required nationwide NSOPW check must be performed on a national level. Subgrantees should not use the "advanced" search feature because it limits the search to less than nationwide.

If any state is not reporting when the check is conducted, the search must be repeated until all state registries are cleared. The result will indicate whether any individual state systems were inoperable during that search. The first NSOPW check may be supplemented by checking the state sex offender registr(ies) that are down. Individuals **cannot** be enrolled to serve or begin working until the nationwide NSOPW is completed.

If the results indicate name-based hits, print the list of hits (offenders), and demonstrate that you have reviewed all the hits and determined that they do not match your applicant. Documentation showing the reviewer has reviewed all of the hits is as follows: 1) Print the entire list of hits/offenders, 2) Note how you are able to tell the hit is not the member (gender, hair color, incarcerated, etc.) next to each hit/offender, and 3) Initial next to each hit/offender after verifying it is not the applicant. Optional 4) On the last page: sign, date, and include brief statement the hits/offenders are not the applicant.

Retain your date-stamped result to demonstrate that results were considered. A ‘no record found’ result must also be kept and too must have a date-stamp. Keep confidential as a part of grant record.

As of January 1, 2013, **all staff and all participants**receiving a salary, stipend, living allowance, education award under the grant either on the federal share or grantee share of the budget are required to have a national sex offender check, **regardless of whether or not they have access to vulnerable populations**.

Subgrantees are highly encouraged to conduct this check upon receipt of an application.

**3.8C State Check for State of Service and State of Residence:**

A check must be done for where the member resides at the time of application and where the member will serve.CNCS has designated specific registries in each state and most territories. While many states have more than one source of criminal history information, using any source other than those designated by CNCS is not compliant with the requirements.

Alabama’s official repository is the Alabama Law Enforcement Agency (ALEA). The results of a state repository criminal history check will vary by state. Some states will release a “rap sheet” or criminal history record information “CHRI” listing all arrests and offenses, while others may provide a summary record reflecting cleared/not cleared based on screening criteria specific to that state. Subgrantees must become familiar with the type of information provided in the result issued by the state you are checking and retain that document as the result of the state level check.

Like the FBI check, CNCS requires that state checks be performed before an individual is enrolled or working. While results are pending, the individual **must be accompanied**when in contact with vulnerable populations, and that accompaniment must be documented in the OnCorps online platform. Documentation for accompaniment consists of 1) who accompanied the member, 2) dates of accompaniment, and 3) times of accompaniment for each instance of accompaniment during service with vulnerable populations Accompaniment may cease upon review of both the FBI check and **both** state checks (if two state checks are required to check both state of service/work and state of residence). No applicant may have unsupervised access to vulnerable individuals if results of his or her State criminal registry checks have not been reviewed and verified by the program staff.

**3.8D Federal Bureau of Investigation (FBI) Check**

CNCS regulations require programs to conduct an FBI fingerprint check on all covered individuals with recurring access to vulnerable populations in addition to the required state check (residence and state). Like the State checks, CNCS requires that FBI checks be initiated before a member is enrolled or an individual begins working.

Most local law enforcement agencies offer fingerprinting services for a fee. In some States, the statewide repository offers an electronic fingerprinting network. Anyone who is appropriately trained can take the required fingerprints. Programs recommend taking several sets of prints when using ink-based fingerprints to reduce the risk that one or more prints will be rejected by the FBI.

While results are pending, the individual must be accompanied in service to vulnerable populations and that accompaniment must be documented (in the timesheets in OnCorps). Accompaniment may cease upon review of both the FBI check and **both** state checks (if two state checks are required to check both state of service/work and state of residence).

**3.8E Alabama Specific Procedures for NSCHC**

The Governor’s Office of Volunteer Services works directly with Alabama Law Enforcement Agency (ALEA) to provide a process for subgrantees to submit AmeriCorps members for full FBI background checks. Programs maintain policies which comply with the statutory requirements for the NSCHC. The process is as follows:

1. Fingerprint cards are provided to the AmeriCorps programs.
2. AmeriCorps Program staff will contact their local law enforcement agency

to complete the finger printing process. Sheriff Offices and Police

Departments must print out the fingerprint cards and give them to the

applicant.

1. Once the process is complete, applicants will return the fingerprint cards

to the AmeriCorps Program staff, and the staff will submit to ALEA:

Fingerprint cards, ALEA Release Form/Application, and method of payment

directly to ALEA for processing.

Place “**ATTN: Brenda Hall-Thomas”**on the envelope with the following

address:

Criminal Justice Services Division

Alabama State Bureau of Investigation

P.O. Box 1511

Montgomery, Alabama 36102

Beginning in 2016, non-profit subgrantees (nongovernmental) can continue to initiate the State and FBI check with the applicant. The application and fingerprint cards can continue to be submitted to the ALEA. However, results will be sent directly to the Governor’s Office of Volunteer Services. Results will be reviewed within 5 business days and a letter indicating either CLEAR or NOT CLEAR to serve will be issued to the program. Programs may submit additional disqualifying convictions for the Governor’s Office of Volunteer Services to consider during the review. The Governor’s Office of Volunteer Services cannot disclose any additional information concerning the applicant’s criminal history check results.

Public agencies are highly encouraged to work directly with ALEA for the State

and FBI background check.

Non-profit agencies can also use Fieldprint (FBI checks) and Truescreen (State

and NSOPW checks), CNCS’s approved 3rd party vendor, for NSOPW, State

(Residence and Service), and FBI background checks. An ASP is not required for

these checks. The Corporation recommends use of these vendors to

ensure NSCHC compliance.

For a consecutive term, you do not need to conduct a new search if the break in

service/employment is 120 days or less and the initial search(es) are compliant

for the new position.

**3.8F Procedures for Alabama State AmeriCorps Programs**

All programs must perform the NSOPW check as described above. This is an annual requirement regardless of the 120 days break in service. There are no exceptions. Failure to conduct this check properly will result in disallowed cost.

Programs must initiate state required checks prior to enrolling a member. Initiation is one step further than requesting authorization to conduct the checks and must be documented. For example, fingerprinting meets the requirement of initiation. If an individual is coming to serve from another state, it is easier to get fingerprinting for state of residence checks in their home state. Some programs may not meet statutory restrictions to access state records on behalf of an individual. Document the rejections or denials.

The Subrecipient is required to keep the actual results of the criminal history checks in the participants’ files, unless prohibited from doing so by State law, and document in writing the consideration of the participant.

**3.9G NSCHC eCourse**

The program must have at least one person complete the Corporation’s National Service Criminal History Check (NSCHC) ecourse training on an annual basis and at least 30 days prior to the program start date. If the designated staff person for the Subrecipient is new and begins work after the program’s start date, he or she must complete this requirement within 30 days of their start date. Program staff that have previously taken the course and received a certificate, must retake the course prior to the expiration on the certificate, and 30 days prior to the program’s start date. The required course provides a thorough overview of the NSCHC requirements. To comply with the course requirements, the following must occur:

* Identify at a minimum, one staff person who has some responsibility

for NSCHC compliance to fulfill this requirement on behalf of the

Subrecipient.

* The designated staff person who takes the course must receive a score of

100%.

* A copy of the certificate of completion must be sent to your AmeriCorps
* Program Officer at the Commission to verify you have completed the

course.

* The certificate of completion must be retained each year as a grant

record at the program.

* The assigned staff person retakes the course annually prior to the

expiration of the certificate and 30 days before the program’s start

date.

***3.9 Service Objectives***

Outlining service expectations with applicants and revisiting those expectations at orientation and regular intervals with AmeriCorps members ensures that there is a clear understanding of what the member should accomplish over the course of the service year. Objectives should focus on outcomes within the community which are clearly linked to service activities and the program’s performance measures.

To facilitate the full understanding of member expectations:

* Review specific responsibilities of the service year
* Outline goals and objectives for program success
* Provide projects, tasks, and assignments throughout the year that allow the member to develop and exercise leadership
* Communicate periodically regarding the progress and attainment of goals and objectives
* Revisit objectives periodically and revise them if necessary. Please be sure to keep the AmeriCorps Program Officer informed of any changes that may require GOVS approval
* Ensure supervisors/site partners delegate activities to AmeriCorps Members that are allowable:
* The AmeriCorps members may perform direct service activities that will advance the goals of your program, will result in a specific identifiable service or improvement that otherwise would not be provided, and that are included in, or consistent with, your CNCS-approved grant application.
* Direct service activities generally refer to activities that provide a direct, measurable benefit to an individual, a group, or a community
* Examples of the types of direct service activities AmeriCorps Members may perform include, but are not limited to, the following:
* Tutoring
* Helping to run an after-school program
* Engaging in community clean-up projects
* Providing health information to a vulnerable population
* Teaching as part of a professional corps
* Providing relief services to a community affected by a disaster
* Conducting a neighborhood watch program as part of a public safety effort12

Please note that service activities should NOT include clerical work or fundraising unless such activities are directly related to the service project and do not exceed the percentage established by CNCS. Regulations state that Fundraising hours cannot exceed 10% of the member’s total time; training hours cannot exceed 20% of the member’s total time.

***3.10 Member Service Agreements (Member Contracts)***

As described in the AmeriCorps Terms and Conditions, programs are required to have members sign a member service agreement, or contract, that, at a minimum, stipulates the following:

▪ Member position description

▪ The minimum number of service hours and other requirements necessary to successfully

complete the term of service and to be eligible for the education award

▪ The amount of the education award being offered for successful completion of the terms of

service in which the individual is enrolling

▪ Standards of conduct, as developed by the grantee or subgrantee

▪ List of prohibited activities

▪ Requirements under the Drug-Free Workplace Act (41 U.S.C. 701 et seq.)

▪ Suspension and termination rules

▪ The specific circumstances under which a member may be released for cause

▪ Internal Grievance Procedure (note that the Member Service Agreement must include the

Internal Grievance Procedure developed by the subgrantee and approved by GOVS)

▪ Other requirements as established by the grantee

Programs should ensure that the service agreement is signed before commencement of service so that members are fully aware of their rights and responsibilities. GOVS has a Member Service Agreement Template for your use (**see Appendix 4**).

***3.11 AmeriCorps Member Benefits***

**3.11A Loan Forgiveness, Forbearance, and Interest Accrual Payments**

Individuals who serve in an approved program may be eligible to have the repayment of their qualified student loans postponed while serving. This postponement is called forbearance. You may be eligible for loan forbearance based on your national service. While interest may continue to accrue during your service, if you successfully complete the term of service the National Service Trust will pay all or a portion of the qualified loan's interest that accrued during your service.

* Forbearance Eligibility

Most federally guaranteed student loans are eligible for forbearance. If your loan does not qualify for forbearance based on your AmeriCorps service, you may be eligible for another type of deferment or forbearance. Contact your loan holder to determine eligibility and options. The Trust can only pay accrued interest for qualified student loans. If your loan is in default, it may not be eligible for forbearance.

Members can apply for forbearance using member My AmeriCorps account.

Members can contact their loan holder if members do not hear from them within four weeks of submitting the forbearance request.

* Accrued Interest Payment

The Trust will pay all or a portion of the interest that accrued on your qualified student loan during your service. The Trust can only make an interest payment after you have successfully completed a term of service and have earned an education award. But all members who have earned awards and have outstanding qualified student loans are eligible for this benefit.

The portion of the accrued interest that the Trust pays is determined by the type (full or part-time) and length of your service. Members who completed full-time terms of service, completed the terms within 12 months, and received education awards will have 100% of the interest paid that accrued on their qualified loans during their service. Members who completed part-time terms may not be eligible to have all of the accrued interest paid. And members who end their service early due to compelling personal circumstances may not be eligible to have all of the accrued interest paid.

Interest payments are not subtracted from your education award amount. They are made in addition to education award payments.

From the members Home Page in My AmeriCorps, a member can electronically request to have a payment made for the interest that accrued on our qualified loan during their service. Open the field called My Education Award and click on Create Interest Request. Provide the requested information and submit the form.

A notice will be sent to the members loan holder to verify that their participation in AmeriCorps and earned an education award. The notice will include a request for the loan holder to provide certain information about members qualified student loan to determine the correct amount of interest that accrued during a member service period. Once verified, the loan holder submits the payment request electronically to the National Service Trust.

Interest payments are reflected in members My AmeriCorps account and will also appear on the statements from a member’s loan holder.

Interest payments, as well as education award payments, are considered taxable income and are reported to the IRS.

**3.11.B Health Insurance** Except for Educational Award Programs, Professional Corps, or Members covered under a collective bargaining agreement, the subgrantee must provide, or make available, healthcare insurance to those members serving a 1700-hour term (Full Time) who are not otherwise covered by a healthcare policy at the time each begins his/her term of service. Members who have insurance at the beginning of their service term are not permitted to switch their current health insurance for one provided by the subgrantee. However, the subgrantee must provide, or make available, healthcare insurance to members serving a 1700-hour full-time term who lose coverage during their term of service because of service or through no deliberate act of their own. CNCS will not cover healthcare costs for family members.

Programs may provide health insurance to less-than-full-time members serving in a full-time capacity, but they are not required to do so. For purposes of this provision, a member is serving in a full-time capacity when his/her regular term of service will involve performing service on a normal full-time schedule for a period of six weeks or more. A member may be serving in a full-time capacity without regard to whether his/her agreed term of service will result in a full-time Segal AmeriCorps Education Award.

Any of the following health insurance options will satisfy the requirement for health insurance for full-time AmeriCorps members (or less than fulltime members serving in a full-time capacity):

* Staying on parents’ or spouse plan
* Insurance obtained through the Federal Health Insurance Marketplace of at least the

Bronze level plan

* Insurance obtained through private insurance broker
* Medicaid, Medicare, or military benefits
* AmeriCorps programs purchasing their own health insurance for members must

ensure plans are minimum essential coverage (MEC) and meet the requirements of

the Affordable Care Act.

Except for EAPs, Professional Corps, or members covered under a collective bargaining agreement, the recipient must provide, or make available, healthcare insurance to those members serving a 1700-hour full-time term who are not otherwise covered by a healthcare policy at the time the member begins his/her term of service. The recipient must also provide, or make available, healthcare insurance to members serving a 1700-hour full-time term who lose coverage during their term of service as a result of service or through no deliberate act of their own. CNCS will not cover healthcare costs for dependent coverage.

Less-than-full-time members who are serving in a full-time capacity for a sustained period of time (e.g. a full-time summer project) are eligible for healthcare benefits. Programs may provide health insurance to less-than full-time members serving in a full-time capacity, but they are not required to do so. For purposes of this provision, a member is serving in a full-time capacity when his/her regular term of service will involve performing service on a normal full-time schedule for a period of six weeks or more. A member may be serving in a full-time capacity without regard to whether his/her agreed term of service will result in a full-time Segal AmeriCorps Education Award.

Deny of the following health insurance options will satisfy the requirement for health insurance for full-time AmeriCorps members (or less than fulltime members serving in a full-time capacity): staying on parents’ or spouse plan; insurance obtained through the Federal Health Insurance Marketplace of at least the Bronze level plan; insurance obtained through private insurance broker; Medicaid, Medicare or military benefits.

AmeriCorps programs purchasing their own health insurance for members must ensure plans are minimum essential coverage (MEC) and meet the requirements of the Affordable Care Act. On Friday May 2, 2014 the U.S. Department of Health and Human Services (HHS) announced a Special Enrollment Period (SEP) for members in AmeriCorps State and National programs, who are not provided health insurance options or who are provided short-term limited duration coverage or self-funded coverage not considered MEC. Members in the AmeriCorps State and National programs and their dependents in the Federally facilitated Marketplace (FFM) are eligible to enroll in Marketplace coverage when they experience the following triggering events:

• On the date they begin their service terms; and

• On the date they lose any coverage offered through their program after their service term ends. (Source: 45 CFR § 155.420(d)(9)).

Members have 60 days from the triggering event to select a plan. Coverage effective date is prospective based on the date of plan selection. A copy of the HHS Notice, which provides instructions on how to activate the special enrollment period is available at https://www.cms.gov/CCIIO/Resources/Regulations-andGuidance/Downloads/SEP-and-hardship-FAQ-5-1-2014.pdf.

Members can also visit healthcare.gov for additional information about special enrollment periods: https://www.healthcare.gov/coverage-outside- openenrollment-enrollment-period/.

If coverage is being provided via the Healthcare Marketplace, and thus third-party payment is not an option, programs must develop a process to reimburse members for monthly premiums. Reimbursements for health insurance premiums are considered taxable income for the member, and programs must have a way to document such reimbursements.

**3.11C Living Allowance**

AmeriCorps Programs must provide a modest living allowance to all Full-Time AmeriCorps Members and programs have the option of providing living allowances to less than Full-Time members. Pay periods are determined by the program.

Deductions should be made for federal and state income taxes (where applicable) and FICA. Members must submit timesheets for each service period to the program. Members who have an extended break in service can be suspended in eGrants. A program is not required to provide the member’s living allowance to the member while they are suspended.

|  |  |  |  |
| --- | --- | --- | --- |
| Service Term | Minimum # of Hours | Minimum Living Allowance | Maximum Total Living Allowance Full-time |
| Full-time | 1700 | $14,279.00 | $28,588.00 |
| Three Quarter-time | 1,200 | n/a | $20,159.00 |
| One-year Half-time | 900 | n/a | $15,119.00 |
| Reduced Half-time | 675 00 | n/a | $11,339.00 |
| Quarter-time | 450 | n/a | $7,599.00 |
| Minimum-time | 300 | n/a | $5040.00 |

Note: Member timesheets do not determine the rate of pay or frequency.

Programs should have a written policy that addresses situations in which a member serves zero hours during a pay period for any reason. This may occur if a member starts in mid- month but should be very rare and the member should be suspended if there are periods in which no service is performed. Otherwise, since the living allowance is to be distributed evenly over the service period, it should be paid regardless of the number of hours. However, a member’s agreement could also stipulate conditions under which the living allowance is paid and what the member should do if a period occurs in which no hours are served. The agreement could also stipulate the minimum number of hours required during each service period. Programs should have a written policy

**3.9D Absences with stipends**

Vacation, holiday, and sick time will vary with each program. Members must follow policies and procedures indicated in the member contract for requesting time off. Absences are not counted as service hours, but programs can provide full stipends during this time.

**3.11E Childcare**

The AmeriCorps Child Care Benefit Program is available for qualified, active, full-time AmeriCorps Members who need the benefit to serve. Childcare benefits are paid directly to qualified childcare providers for all or of part of the member’s childcare costs during their active time of service; childcare benefit payments cannot be paid directly to AmeriCorps members. Childcare benefits may not exceed applicable payment rates as established in the state in which the childcare is provided under the Child Care and Development Block Grant Act of 1990 (42 U.S.C. 9858c(4)(A)).

To qualify for the childcare benefit, the member must meet the following eligibility requirements:

* The State and National member’s household income must not exceed 75% of the state’s median income for a family of the same size; this limit is different for each state and may change annually. The total household income is used to determine your income eligibility excluding your AmeriCorps State & National living allowance.
* The member must not currently receive a childcare subsidy from another source at the time of acceptance into the program (including a parent or guardian) which would continue to be provided while the member serves in the program.
* The member must be the parent or legal guardian of a child under the age 13.
* The child must reside with the member.
* The member must certify that he or she needs childcare to participate in the AmeriCorps State and National program.
* Effective January 1, 2017:
* Full-time Professional Corps, EAP, and Partnership Challenge members are now

eligible to apply for the AmeriCorps Child Care Benefit; please note that

qualifying members (meeting all eligibility requirements) will be awarded

benefits with the effective date of January 1, 2017.

* Members are not eligible for childcare benefits while under suspension.

However, if a member is put in a temporary suspended status and meets all the

requirements below, that member may be eligible to receive up to 12

consecutive weeks of continued benefits:

* The Member may not be suspended for cause and/or other disciplinary actions

(an example of a qualifying suspension would be if a member were given a

temporary suspension under the Family Medical Leave Act).

* The Member must intend to return to service.
* Member must certify he/she needs the continued benefit to be able to return to

service.

To ensure no lapse in coverage, the grantee must notify the AmeriCorps Child Care benefit administrator (GAP Solutions, Inc.) in writing within five business days after a member’s status changes. Costs incurred due to the grantee’s failure to keep the benefit administrator informed of changes in a member’s status may be charged to the grantee’s organization.

AmeriCorps Child Care Benefits Administration GAP Solutions, Inc. (GAPSI) administers the AmeriCorps Child Care Benefits Program for the Corporation for National and Community Service and therefore members must apply directly to GAPSI for the childcare benefit. Interested and eligible members should visit the GAP Solutions, Inc. website at:

www.americorpschildcare.com or call toll-free at 855-886-0687 for more information.

http://www.nationalservice.gov/sites/default/files/documents/AMERICORPS\_childcare\_overview\_eligiblity.pdf

**3.11F Change in Member Status Related to Childcare Benefits**

The program must notify GOVS in writing within five business days after a member’s status changes in a manner that affects the member’s eligibility for childcare. After five days, the recipient will be liable for any erroneous payments made to a childcare provider for an AmeriCorps member ineligible to receive AmeriCorps childcare benefits. Examples of changes in status include: changes to a member's scheduled service so that he/she is no longer serving on a full-time basis, terminating or releasing a member from service, suspending a member for cause for a lengthy or indefinite time period, temporarily suspending a member for cause for a lengthy or indefinite time period, temporarily suspending a member and/or any other change in the member’s service status that could have an impact on childcare benefit eligibility. Program directors should contact the childcare provider on childcare related changes.

**3.11G Eli Segal AmeriCorps Education Award**

Members are eligible to receive an Education Award upon successful completion of all program requirements. The Award amount will be based on the term of services and the number of service hours completed. The Award can be used to pay for attendance at a qualified institution of higher education, educational expenses and to repay qualified student loans for a period of up to seven years after the completion of service. **Eligible educational expense**s include:

* **Title IV courses:** The Cost of Attendance (COA) as determined by the institution for a degree or certificate program at a Title IV school.  The COA may include tuition, books and supplies, transportation, room and board, and other expenses.  The institution's Financial Aid Office determines a student's COA, based on U.S. Department of Education regulations and guidance.
* **Non-Title IV educational courses offered by a Title IV** **institution**: tuition and fees normally assessed a student for a course or program of study by the institution, including costs for rental or purchase of any books or supplies required of all students in the same course of study.
* [See Section 2525.20 of the Code of Federal Regulations](https://www.gpo.gov/fdsys/pkg/CFR-2017-title45-vol4/pdf/CFR-2017-title45-vol4-sec2525-20.pdf) for additional information on eligible expenses for students taking non-Title IV courses, students taking correspondence courses, students with disabilities, and students engaged in cooperative education programs.
* Costs associated with courses or programs authorized under the Montgomery G.I. Bill and the Post 9/11 G.I. Bill.  A US Department of Veterans Affairs-approved Certifying Official can determine covered costs.

The award is considered taxable income in the year(s) that it is used. Please see http://www.nationalservice.gov/programs/americorps/alumni/segal-americorps-educationaward/amount-eligibility-and-limitations for additional information.

Programs must confirm Education Award Amounts by the fiscal year.

|  |  |  |  |
| --- | --- | --- | --- |
| Service Term | Minimum # of Hours | Minimum Living Allowance | Maximum Total Living Allowance Full-time |
| Full-time | 1700 | $14,279.00 | $28,588.00 |
| Three Quarter-time | 1,200 | n/a | $20,159.00 |
| One-year Half-time | 900 | n/a | $15,119.00 |
| Reduced Half-time | 675 00 | n/a | $11,339.00 |
| Quarter-time | 450 | n/a | $7,599.00 |
| Minimum-time | 300 | n/a | $5040.00 |

**3.11H Education Award Transfer**

The Edward M. Kennedy Serve America Act law authorizes individuals to transfer the Education Award with limitations on who can transfer an award and who can receive a transferred award. Awards that meet the criteria can be transferred to the member's children, stepchildren, foster children, grandchildren, or step-grandchildren.  To transfer an Education Award, an AmeriCorps member must:

* have earned the award in an AmeriCorps State or National Direct Program
* have been aged 55 or older on the date the approved term of service began
* have begun that term of service on or after October 1, 2009

The member may transfer all or a portion of the unused Education Award. Once transferred, it is still possible to revoke any unused amount prior to the expiration of the Award. However, please note that a transfer for each eligible Award can only take place once. The recipient to whom the award is transferred can use the award to pay the cost of attendance at qualified institutions of higher learning or to pay qualified student loans. No one can receive the aggregate (total) value of more than 2.0 full time education awards. For transferred education awards, both the transferring person who earned and received the award and the recipient of a transferred award will have the values of the awards they received added to their calculations of the aggregate values of education awards each received.

For example, if someone earned a full-time education award, that person would receive the value of 1.0 education award. If that person transfers the entire full-time award, the recipient would also receive the value of 1.0 education award. If the person who transfers the award transfers only half of that full-time award, the recipient would receive the value of .5 of an award. In both situations, the person who transferred the award would continue to have the value of 1 included in his or her tally of awards received.

The recipient can receive transfers from multiple Awards but only up to the current value of two full-time Awards. If a member wishes to transfer the Award, they can do so by logging in to their My.AmeriCorps.gov.

The maximum numbers of terms that members can serve AmeriCorps State and National programs is four (4). Full-time, half-time, reduced half-time, quarter time, and minimum time terms of service each count as one term of service. More information on award limitation is available at: http://www.nationalservice.gov/programs/americorps/segalamericorps-education-award

It is critical that AmeriCorps members are aware of how AmeriCorps service may impact eligibility and access to government benefit and assistance programs.

Benefits.gov is a website that provides citizens with easy, online access to government benefit and assistance programs. Each program description provides citizens with the next steps to apply for any benefit program of interest.

Resource: <http://www.benefits.gov/>

**3.11I Supplemental Security Income (SSI)/ Social Security Disability Insurance (SSDI)**

Supplemental Security Income (SSI) is a federal program that provides a monthly cash benefit to low-income individuals who are aged, blind, or who have a disability. Prior to the passage of the Heroes Earnings and Relief Tax Act of 2008 (HEART Act), receiving an AmeriCorps living allowance could disqualify an individual from eligibility. Under the HEART Act, the Social Security Administration will ignore an individual’s receipt of AmeriCorps benefits for purposes of SSI eligibility. The Heart Act excludes “any benefit (whether cash or in-kind)” and so covers the living allowance, health insurance, childcare, and the education award (and related interest payments).

Additionally, SSI recipients who serve in AmeriCorps State and National and National Civilian Community Corps automatically qualify for the Student Child Earned Income Exclusion if they meet applicable age and marital status requirements. SSI recipients who are (1) under the age of 22 and (2) neither married nor the head of a household are eligible for the student earned income exclusion, which excludes from countable earned income $1,290 per month and up to $5,200 per year (amounts as of January 1, 2001). This exclusion may be combined with existing SSI work incentives and other income disregard rules, which should encourage more young people with disabilities to participate in AmeriCorps State and National and NCCC. Note that the Student Child Earned Income Exclusion policy change does not affect AmeriCorps VISTA members, whose benefits are already fully excluded from income under section 404 of the Domestic Volunteer Service Act.

Any portion of an education award used by an SSI recipient to pay for tuition, fees, and other necessary education expenses (not including room and board or repaying student loans) will not count as income. Any portion of the education award that is not used for tuition, fees, or other necessary educational expenses counts as income in the month that it is used. For general questions about SSI or the terms used in this answer, go to http://www.ssa.gov/ssi/index.htm.

**3.11J Supplemental Nutrition Assistance Program (SNAP)**

An AmeriCorps member with less than $2,000 in assets (checking and savings accounts) may qualify for SNAP assistance. SNAP benefits can be used to purchase food and seeds, but they cannot be used for alcoholic beverages, tobacco, hot foods, pet foods, soap and paper items, or other non-food items. The U.S. Department of Agriculture funds the SNAP program, but each state administers the program.

Resource: http://www.fns.usda.gov/snap

**3.9K Temporary Assistance to Needy Families (TANF)**

Temporary Assistance to Needy Families (TANF) is one of the programs that may be affected by the living allowance. If your AmeriCorps member is already receiving TANF, please have them contact their case manager to report his/her status as an AmeriCorps member.

Resource: <http://www.acf.hhs.gov/programs/ofa/programs/tanf>

***Chapter\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 4***

***AmeriCorps Member Management***

***4.1 AmeriCorps Member File Documents***

The organization and maintenance of member files is the most essential administrative function performed by a Program Director. The maintenance of AmeriCorps member files is a critical administrative responsibility for AmeriCorps Program Managers. These files are required by CNCS and GOVS to ensure compliance with statutory regulations. The following are the content requirements of the member file. Discrepancies in files or additional information related to the member file must be documented and requires a “memo to file”.

*A sample AmeriCorps Member File Form Checklist can be found at* [Member File Form](https://63496e27-1d8f-413d-90a9-0f70c96c173e.filesusr.com/ugd/6ae6da_7ce1c7cc9755412d89c8f5ecb53dab38.docx?dn=Member%20File%20Form-%20For%20Program%20Use.docx)

* **Member Enrollment Form:** Programs must demonstrate that members have been enrolled in the MyAmeriCorps Portal through documentation on the provided checklist.
* **Member Application or Resume:** include the completed member application and/or the resume submitted to apply for the position.
* **Photo Identification**: For background check purposes an official picture I.D must be included in the member file.
* **Proof of citizenship or allowable legal status:** a print-out from Portal or provide hard copies if citizenship status information is rejected from the Portal
* **Proof of Age:** AmeriCorps members must be at least 17 years of age to be able to serve. If a member is under 18 at the time of enrollment, they must get parental consent to serve. Your organization must solicit parental consent for the member to serve before the member begins their term of service. The parental consent form must be maintained in the AmeriCorps member’s file
* **Tutoring Requirement (if applicable):** documentation that members who are tutors have met the tutoring qualification requirements established [Sec. 2522.900-950]. (See Appendix 3).
* **W-4 Tax Withholding Form and Form A-4, Employee’s Withholding Tax Exemption Certificate:** A standard employment form that is required if the member will be receiving a living allowance. For a copy of the W-4 form, visit: [www.irs.gov/pub/irs-pdf/fw4.pdf](http://www.irs.gov/pub/irs-pdf/fw4.pdf); For a copy of the A-4 form, visit: <https://revenue.alabama.gov/wp-content/uploads/2017/05/A4_201403.pdf>
* **National Service Criminal History Checks:** Printed copies of National Sex Offender Public Registry Check (with date of printing), State of Residence Criminal Background Check, State of Service Criminal Background Check and FBI Criminal History Check. Programs must be able to document dates of checks, initiation, and accompaniment while check results were pending.
* **Written Consent for Criminal History Checks**: Scanned or attached consent form, including a signed statement from candidate agreeing to undergo checks and candidate understands that position is contingent on results. AmeriCorps Member Agreement/Contract: <http://www.nationalservice.gov/sites/default/files/resource/member_-_ho3_agreement_4-13-12.doc>.
* **Member Application or Resume**: include the completed member application and/or the

resume submitted to apply for the position

* **Photo Identification**: For background check purposes an official picture I.D must be included in the member file.
* **Proof of Health Care Enrollment or Health Care Enrollment Waiver:** To provide proof of health insurance either a health insurance card or an official letter stating the member’s health plan information must be included in the member file. If a Full-Time member already has health insurance coverage for the duration of the term of service, programs must include documentation of that coverage in the member file. Note: Please do not include medical condition information or disability disclosure/accommodation information in the member’s file. These documents should be placed in a separate locked file cabinet/box.
* **Child Care Benefit Enrollment Documents or Waiver of Benefit:** If a member decides to utilize this benefit, the AmeriCorps program must maintain documentation in the member’s file. All full-time AmeriCorps members must sign a waiver of this benefit if they decide not to utilize this benefit. The waiver must also be maintained in the member’s file.
* **Media Release:** Members must sign a photo release form (or include it in the Member

Contract/Agreement) that will enable their pictures to be used in publications.

* **Parental Consent:** Members under the age of 18 must have parental consent.
* **Member Timesheets:** Time and attendance records of members’ service are required in

OnCorps. Please note timesheets are not required to be printed and put in a member’s

file.

Timesheets must**:**

* + Note location of service performed

o Separate time for direct service, training, and fundraising

* Separate lunch hours (lunch hours cannot be counted towards hours required

for completion of the program)

* If a program is using another electronic system in addition to OnCorps it must meet the following three conditions:
* A written policy is in effect establishing the use of electronic timekeeping

system as your system of record

* A secure, verifiable electronic signature system (a) identifies and authenticates a person as the source of the electronic signature; and

(b) indicates such person’s approval of the information contained in the electronic message

* Once appropriate electronic signatures have been applied, no changes may

be made unless there is a clear, auditable record of the revision

* Hardcopy timesheets are permitted however GOVS prefers that programs use OnCorps as the sole member time recorder. If a program chooses to use hardcopies in addition to OnCorps, timesheets must be signed in ink by both the AmeriCorps Member and their direct supervisor within a reasonable amount of time from the date of the service performed.
* **Mid-Term Performance Evaluation:** A written midterm evaluation is required for Full-Time Members.
* **Documentation of Member Discipline and Change of Status**: All programs must maintain copies of ‘Change of Status’ forms from the eGrants Member Management System and document suspensions of service in the Member File. Member Files must include documentation of release of any member for compelling circumstances or for cause.
* **End of Term/Exit Form:** The member exit process qualifies members for the Education Award and documents early exits. As this process takes place in the My AmeriCorps Portal/eGrants system, it is sufficient for programs to confirm that information in the Portal. Members must be exited in the Portal within 30 days of the end of the term of service.
* **End-of-Term Performance Evaluation /Exit Interview:** A written end of term evaluation is required for all members. The end of term written evaluation should address, at minimum, the following factors:

1. Whether the member has completed the required number of hours;
2. Whether the member has satisfactorily completed assignments; and;
3. Whether the member has met other performance criteria that were clearly communicated at the beginning of the term of service

***4.2 Accompaniment***

Accompaniment occurs during work or service while state check(s) or FBI check components are pending. A person is accompanied when an individual in a covered position is in the physical presence of a person who is cleared for access to a vulnerable population. Prior to January 1, 2020, accompaniment ceased when the state check(s) or FBI check results returned, and the individual is eligible and cleared to work or serve (Pre-Approved ASP Ceasing Accompaniment: https://www.nationalservice.gov/ASPExemptionsGuidance). As of January 1, 2020, accompaniment ceases when both the state check(s) and FBI check results are returned, and the individual is eligible and cleared to work or serve.

Noncompliance refers to a situation in which an individual in a covered position is eligible to serve, but the recipient did not fully comply with all NSCHC requirements. Remedies and enforcement actions will apply to the grant(s) on which noncompliance is identified. CNCS will disallow costs and may engage in other enforcement activities with respect to a prime recipient if the prime recipient or its subrecipients are found to be out of compliance with NSCHC requirements and the prime recipient has not correctly applied disallowance and/or has failed to identify and correct noncompliance prior to CNCS’s monitoring of the prime recipient. If the noncompliant grant recipient has other CNCS grants, CNCS will expand the NSCHC review as applicable. CNCS may also direct the prime grant recipient to expand the scope of the review.

***4.3 Rules of Conduct***

AmeriCorps programs must establish rules of conduct for AmeriCorps Members. Members are not to participate in the specified prohibited activities and should abide by the program’s rules of conduct, which may include:

A. Prohibited Activities

1. Attempting to influence legislation;

2. Organizing or engaging in protests, petitions, boycotts, or strikes;

3. Assisting, promoting, or deterring union organizing;

4. Impairing existing contracts for services or collective bargaining agreements;

5. Engaging in partisan political activities, or other activities designed to influence the outcome of an election to any public office;

6. Participating in, or endorsing, events or activities that are likely to include advocacy for or against political parties, political platforms, political candidates, proposed legislation, or elected officials;

7. Engaging in religious instruction, conducting worship services, providing instruction as part of a program that includes mandatory religious instruction or worship, constructing or operating facilities devoted to religious instruction or worship, maintaining facilities primarily or inherently devoted to religious instruction or worship, or engaging in any form of religious proselytization;

8. Providing a direct benefit to –

a. A business organized for profit;

b. A labor union;

c. A partisan political organization;

d. A nonprofit organization that fails to comply with the restrictions contained in section 501(c)(3) of the Internal Revenue Code of 1986 related to engaging in political activities or substantial amount of lobbying except that nothing in these provisions shall be construed to prevent participants from engaging in advocacy activities undertaken at their own initiative;

and

e. An organization engaged in the religious activities described in paragraph C. 7. above, unless CNCS assistance is not used to support those religious activities;

9. Conducting a voter registration drive or using CNCS funds to conduct a voter registration drive;

10. Providing abortion services or referrals for receipt of such services; and

11. Such other activities as CNCS may prohibit.

B. The member is expected to, at all times while acting in an official capacity as an AmeriCorps member: ***[NOTE: The following are examples only. customize this section to include all relevant requirements for your program.]***

1. Comply with the rules and standards of the host agency.
2. Demonstrate mutual respect towards others.
3. Follow directions.
4. Direct concerns, problems, and suggestions to Site Supervisor.

C. The member understands that the following acts also constitute a violation of the program’s rules of conduct: ***NOTE: The following are examples only. customize this section to include all relevant requirements for your program.]***

1. Unauthorized tardiness.
2. Unauthorized absences.
3. Repeated use of inappropriate language (i.e. profanity) at a service site.
4. Failure to wear appropriate clothing to service assignments.
5. Stealing or lying.
6. \*\*Engaging in any activity that may physically or emotionally damage other members of the program or people in the community.
7. \*\*Unlawful manufacture, distribution, dispensation, possession or use of any controlled substance or illegal drugs during the term of service.
8. \*\*Consuming alcoholic beverages during the performance of service activities.
9. \*\*Being under the influence of alcohol or any illegal drugs during the performance of service activities.

\*\*Failing to notify the program of any criminal arrest or conviction that occurs during the term of service

***4.4 Disciplinary Action***

There may be times when more direct and documented feedback is required regarding member conduct or performance. The program managers should follow CNCS-established grievance procedures listed below, in the member agreement and/or the suggested steps below:

* Speak to the member about the issue and update the program director of the incident. Document the incident in the member’s file. It is important to document challenges and corresponding attempts to correct the problems.
* Give a verbal warning to the member, clearly describing the problem and the steps that are necessary for improvement. Document the conversation by creating a memo to the member’s file.
* If the problem persists, give a written warning describing the problem with performance and the steps that are necessary for improvement. If the steps are not taken, the program manager may take the necessary disciplinary actions found in the member contract or the organization’s policies. Document in the member file
* If there is still no improvement, the member may be released from their term of service for “cause” after the supervisor has contacted the AmeriCorps Program Director and they agree that release is appropriate.

***4.5 Terms of Service***

**Release from Service**

Members may be released early for two reasons: “cause” or “compelling personal circumstances.” “Cause” is defined as violating the rules of conduct and or participating in the prohibited activities, dropping out of the program without obtaining a release, being charged with a violent felony or the sale or distribution of a controlled substance, or any other serious breach that in the judgment of the program manager, would undermine the effectiveness of the program. Participants must disclose their release for cause on any subsequent applications to AmeriCorps programs.

“Compelling personal circumstances” include those that are beyond the participant's control, such as, but not limited to:

Members may be exited for “Compelling personal circumstances” (CPC), which is a situation or incident that affects the Member or occurs to the Member that is not within the Member’s control. This may include, but is not limited to injury, illness, military leave, or other circumstance(s) (**See Appendix 5**).

**Please note the following:**

* Members who have completed 15% or more of their required minimum hours who are exited based on compelling personal circumstances may receive a pro-rated, partial education award.
* Members with less than 15% can request early release based on compelling personal circumstance and it will not count as one of their two (2) opportunities to earn an education award.

**In order to properly exit a member for a CPC, the following must occur:**

1. The Commission must be notified in writing (using this form) of the program’s decision to exit a member for a compelling personal circumstance (CPC) prior to the member being exited out of eGrants and OnCorps.
   1. Not notifying the Commission prior to or at all of a CPC exit may impact a program’s risk level for the following program year.
2. Proper documentation to support a CPC exit must be in the member’s file. The documentation (timesheets, performance reviews, documentation of compelling personal circumstances, etc.) should support the program‐certified CPC exit. **The supporting documentation must be in a separate, locked file from all other member files.**
   1. When exiting a member for a CPC, please note the following in regard to documentation:
      1. There should be internal documentation supporting the program’s approval of the partial education award resulting from the CPC.
         1. Documentation such as the member’s exit form, emails between the member and program staff/site supervisor communicating the reason for exit, the program director authorizing the CPC exit, resignation letter, etc. are acceptable.
   2. There should be sufficient external supporting documentation to validate the member’s CPC exit.
      1. External documentation should be typed or hand-written on professional letterhead or a physician prescription notepad, dated, and signed. **Programs should not accept documents that are in editable form.**
      2. Documentation such as a physician or other health professional’s note citing an illness, mental health issue, or disability in accordance with Title 45 C.F.R. §2522.230, court orders, new employment letters, death certificates, etc.
         1. If the member is providing health related documentation, there should be a statement confirming the member’s or immediate family member’s condition and how it prevents the member from completing their full term of service.
         2. External documentation should be completed by a licensed professional who is qualified to evaluate and diagnose the condition or at a minimum a qualified assistant to the health professional who is aware of the member’s condition and has the authority to represent the health professional in this capacity.
      3. Letter from a spouse’s place of employment regarding a required move.
      4. Copy of military orders.
      5. Proof of Welfare Benefits.
         1. In order for a member to be exited for a Welfare to Work CPC exit, the participant must have been previously enrolled in welfare prior to becoming an AmeriCorps member. If the member was not on welfare prior to the start of service and he or she becomes employed, that does not qualify for a Welfare to Work CPC exit. You must have the member provide documented proof of the welfare benefits to maintain in their file to exit for a Welfare to Work CPC.
         2. If your program participates in approved objectives for the promotion of employment among its members, then members could be exited for a Welfare to Work CPC. For example: CNCS National Performance Measure O15 – this objective allows economically disadvantaged members to exit positively for paid employment. If this is not one of the program’s approved objectives or the member was not on welfare prior to their term of service, then the member would be exited for Cause if leaving their term of service early for employment.
         3. **It is recommended the program have a policy on what is considered welfare benefits.**

***4.6 Extended Terms of Service***

***4.6A Suspension*** Suspension of service is defined as an extended period during which the member is not serving, nor accumulating service hours or receiving AmeriCorps benefits.

Members maybe suspended for criminal charges, grievance, disciplinary reasons and compelling personal circumstances including temporary leave for reasons allowed under the Family Medical Leave Act. The same requirements pertain to suspension as they do for early member exit, for example, members cannot be suspended to serve a summer internship or study abroad. Programs must have a suspension policy in place and terms related to suspensions should be outlined in member service agreements. Suspensions should have a clear end date and programs should communicate to members regarding the terms of their suspension.

Suspended members are not eligible to receive any living allowance or AmeriCorps benefits while in suspension. Under no circumstances may any members under suspension receive hours toward their term of service.

***4.6B Suspension for Disciplinary Reasons***

A member may be suspended for minor disciplinary reasons, for failing to uphold the service requirements and standards of conduct agreed upon in the member service agreement. The period of suspension does not count toward a member’s required service hours. Further, members who are suspended for minor disciplinary reasons may not receive a living allowance for the suspension period. In these cases, the program should specify the terms of the suspension, including the length of suspension and action steps that the member must take to be reinstated.

***4.6C Suspension for Criminal Charges or Conviction***

A member who is officially charged with a violent felony, or with the sale or distribution of a controlled substance during a term of service must have their service suspended without a living allowance and without receiving credit for hours missed. The member may be reinstated into AmeriCorps service only if they are found not guilty or if the charge is dismissed. If an AmeriCorps member who has been cleared of such charges is 17 and unable to complete their term of service within one year, they may accept a pro-rated education award as long as they have completed at least 15% of their service. An AmeriCorps member who is convicted of a criminal charge as described above must be terminated for cause from the program, and they are not eligible for any portion of an education award.

***4.6D Suspension for Compelling Personal Circumstances***

As an alternative to releasing a member, a program may, after determining that compelling personal circumstances exist, suspend the member’s term of service. Members may be suspended temporarily for compelling personal circumstances as outlined in 45 CFR 2522.230, such as an accident or serious illness. The length of a suspension in this case must be balanced by the individual circumstances and the impact of the absence on the overall program and the member experience. If the anticipated period of suspension may seriously compromise the member’s experience or the overall program quality, the program should consider offering the member the option of exiting for compelling personal circumstances.

***4.6E Suspension Related to Grievance***

Members released for cause may contest the program's decision by filing a grievance. Pending the resolution of a grievance procedure filed by an individual to contest a determination by a program to release the individual for cause, the individual's service should be suspended. For this type of grievance, a program may not—while the grievance is pending or as part of its resolution—provide a participant with federally-funded benefits (including payments from the National Service Trust) beyond those attributable to service actually performed, without the program receiving written approval from the Corporation.

***4.6F Documentation of Suspension***

If programs suspend a member’s service, whether for cause or for compelling personal circumstances, the reason for the suspension must be documented in the member file. Regardless of the sensitivity of the issue, programs are required to maintain acceptable supporting documentation of this information in member files (which should be secured and confidential). All information pertaining to compelling/personal circumstances, accommodation requests, incidents, etc. cannot be filed in the member’s file behind the VI. Section sheet. All confidential information must be filed separately from other member files and locked. Notification of anticipated member suspensions and returns to service following suspension should be documented

***4.7 Retention***

Retention refers to the number of AmeriCorps members that exit the program successfully with either a full Education Award or a partial/pro-rated Education Award. GOVS and the Corporation expect programs to maintain an 85% retention rate. Those who meet less than an 85% retention rate will be assessed more closely and may be required to provide a Corrective Action Plan. GOVS will take any written and documented retention difficulties into consideration when reviewing an application and monitoring a program. Recruitment and retention percentages may be used to determine a program’s risk designation and may be taken into consideration when determining funding decisions that could result in the loss of funding. Retention percentages are readily available in eGrants.

***4.8 Policy and Procedure***

**Member/Program/Community Complaint or Grievance**

§ 2540.230 State and local applicants that receive assistance from the Corporation must establish and maintain a procedure for the filing and adjudication of grievances from participants, labor organizations, and other interested individuals concerning programs that receive assistance from the Corporation. A grievance procedure may include dispute resolution programs such as mediation, facilitation, assisted negotiation and neutral evaluation. If the grievance alleges fraud or criminal activity, it must immediately be brought to the attention of the Corporation's inspector general***.***

In general, aggrieved parties are encouraged to document their specific concerns and requested remedies in writing whenever seeking relief in a matter of concern or dissatisfaction relating to any AmeriCorps program issues such as assignments, evaluations, suspension, or release for cause.

For AmeriCorps State programs operating in Alabama, the Alabama State Service Commission specifies the following grievance procedure steps be followed when handling such grievances:

* **General**
  + Procedure is open to grievances from participants, labor organizations, and other interested individuals concerning the AmeriCorps program
* **Preliminary Complaint Resolution (PCR) (informal grievance)**
  + To encourage and empower complainants to communicate directly with program in question
* **Alternative Dispute Resolution (ADR) Grantees have the option of including ADR.** 
  + If the procedure doesn’t include ADR, then the program will indicate this with a ‘NA’.
  + ADR is initiated within 45 calendar days of the alleged occurrence.
  + At initial session of dispute resolution proceedings, party is advised in writing of right to file a grievance and right to arbitration.
  + If matter is resolved, the terms of the resolution are recorded in a written agreement, and the party agrees to forego filing any further grievance on the matter under consideration.
  + The process is aided by a neutral party and the neutral party may not compel a resolution.
  + The proceedings are informal. The rules of evidence do not apply.
  + Except for a written agreement, the proceedings are confidential.
  + If matter not resolved within 30 calendar days from the date the informal dispute resolution process began, aggrieved party is informed in writing of right to file a formal grievance.
* **Grievance procedure for unresolved complaints (formal grievance filing and hearing)**
  + The neutral party is not involved in formal complaint process.
  + Communications or proceedings of the informal dispute resolution process are not referred to or introduced into evidence at the grievance and arbitration hearing.
* **Time Limitations**
  + Grievance is made no later than one year after the alleged occurrence (except for fraud and criminal activity).
  + The grievance hearing is conducted no later 30 calendar days after the filing.
  + A decision is made no later than 60 calendar days after the filing the grievance.
* **Binding Arbitration**
  + The filing party may submit the grievance to binding arbitration if the decision of the hearing is adverse to the grievant, or if no decision has been reached in 60 days.
  + A qualified arbitrator is used who is jointly selected and independent of the interested parties.
  + The Corporation’s CEO appoints an arbitrator if the parties cannot agree on an arbitrator within 15 calendar days.
  + Arbitration is held no later than 45 calendar days after the request for arbitration – or 30 days after an arbitrator is appointed by the Corporation’s CEO.
  + A decision is made by the arbitrator no later than 30 days after arbitration commences.
  + The cost of arbitration is divided evenly between the parties to the arbitration. If the participant, labor organization, or other interested individual prevails during arbitration, then the grantee pays the total cost of the proceeding and the attorney’s fees of the prevailing party.
* **Additional Points in the Policy:**
  + Does not include any reference to employment/job.
  + Clearly states who the member submits the grievance to.
  + Lists who the member submits their grievance to if the grievance is with program staff.
  + States “If the grievance alleges fraud or criminal activity, it must immediately be brought to the attention of the Corporation's inspector general. Visit www.cncsoig.gov or call the OIG hotline at (800) 452-8210.”
  + States “If the grievance is regarding a proposed participant placement, the placement is not to be made unless it is consistent with the resolution of the grievance.”
  + Best Practice: Does the grievance policy cover all parties, including the public, service locations, applicants, or anyone who may file a grievance?
  + Best Practice. Does the member handbook/manual contain the grievance process?
  + Best Practice: Is a copy of the grievance process posted online for public access?

A program’s grievance policy and procedures must be maintained at the program and distributed to members during pre-service orientation.

***Chapter\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 5***

***Training and Development***

**5.1 Member Orientation**

Member Orientation Programs must conduct a member orientation (45 CFR 2522.100 and National Policy FAQs) designed to enhance member sensitivity to the community and comply with any pre-service orientation or training required by the Corporation. Members who begin their service year well oriented to their placement site have the greatest potential for increased productivity and personal growth. All AmeriCorps State programs are required to document that each member has received an orientation. Documentation includes a copy of the orientation agenda(s). This information can be kept with program administration file.

Experience has shown that a well-prepared orientation covers these elements (most of which are addressed in this site):

* Orientation agendas
* Overview of CNCS programs
* AmeriCorps or VISTA program goals
* Your organization's mission/goals
* Ice breakers, warm-ups and team building
* Member benefits
* Allowable member activities (vs. prohibited ones)
* Assurances from CNCS
* Placement site orientation
* Progressive disciplinary procedures
* Performance measures
* Evaluation

Additional subjects for consideration include:

* + Review the history and background of the organization to include mission, goals, structure, and current programs.
  + Provide appropriate equipment, materials, and a workspace to members to ensure an adequate and safe working environment.
  + Cover member rights and responsibilities, including the program’s, code of conduct, requirements under the Drug Free Workplace Act, suspension and termination rules, sexual harassment, and other non-discrimination issues.
  + Provide a handbook and written materials about your organization and community.
  + Enable the member to spend time with other program staff, board members, and community residents to get a broader picture of the organization and the community.
  + Instruct members on prohibited activities and what to do if a partner from a site asks a member to participate in a prohibited activity.
  + Share organizational norms and rules. Although AmeriCorps members are technically staff or volunteers, they should be treated as “first-year employees” regarding policies and procedures.

**5.2 Member Training**

AmeriCorps programs should seek to provide ongoing professional development opportunities for members related to the service activities, leadership skill development and other training relevant to member service activities. GOVS seeks to convene members in professional development opportunities and encourages all streams of service programs to collaborate when possible.

Resources;

<https://www.nationalservice.gov/resources/history-national-service-america>

<https://www.nationalservice.gov/sites/default/files/resource/checklist-for-new-americorps-programs.pdf>

<https://my.americorps.gov/mp/login.do>

<https://www.nationalservice.gov/sites/default/files/documents/2020%20MSG%20FINAL.508.pdf>

Members are required to receive the training, skills, and knowledge necessary to perform the tasks required in their respective projects, including, if appropriate, specific training in a particular field and background information on the community, including why the service projects are needed.

Since all members are required to receive training, members with zero training hours listed will raise concerns in member monitoring. No more than 20 percent of an AmeriCorps member’s service hours in your program may be spent in education and training activities. Capacity-building activities and direct service activities do not count towards the 20 percent cap on education and training activities.

Programs should use sign-in sheets, webinar attendance logs, or other methods to document member attendance at, and completion of, program-provided member trainings. If a member attends an outside training to fulfill specific AmeriCorps program requirements, he/she should turn in to the program director an agenda or confirmation notice signed and dated by the training facilitator for retention in the members file.

Members should participate in trainings on Life After AmeriCorps. This should include information like including national service on resumes, interview training and connecting members with AmeriCorps Alums and employers of National Service.

**5.3 Training and Technical Assistance**

To offer program support and ensure compliance with regulations, GOVS will provide regular formal and informal training, technical assistance, and support to Alabama’s AmeriCorps programs. In some cases, CNCS may require training as part of an improvement plan designed to improve program performance in the areas of grant, member, or financial management. It is important for volunteer and service programs to succeed and thrive. Critical to the development of the programs is training and access to information that is both timely and comprehensive. The following provides a listing of different levels of training and training resources available for programs.

***5.3A Training***

GOVS staff work to provide relevant, timely, and practical training to staff (and members, if funding allows) of AmeriCorps programs. In some cases, trainings are open to members and/or staff of other national service programs. Staff and members are encouraged to take advantage of these opportunities to strengthen their program and make continuous improvements. In some cases, attendance is mandatory for Program Directors, so please be aware of this information in announcements.

National Service Training Events are training opportunities for AmeriCorps staff and members. Examples include regional training events, financial grants management institute, etc. GOVS requires new programs to send at least one representative to the National Service Training Event

*Annual AL AmeriCorps State Grantee Training*

• Held in Summer of each year to coincide with the program start up

• Mandatory for all programs to attend

*Monthly Meetings*

* Conference calls with individual programs

• Discuss compliance issues specific to the program

• Mandatory for all programs to participate

*Quarterly Program Calls*

* Group conference calls
* Sharing if information and opportunity to ask questions

*Webinars*

• Topics related to Program and

• Mandatory for all programs to participate

***5.3B Regional Volunteer Conferences***

America's Service Commissions (ASC) host National Service Regional Training Conferences in partnership with state service commissions. Training sessions provide programs with training on capacity building, volunteer engagement, fiscal management, marketing, and governance. These trainings provide valuable networking opportunities as well as quality professional development opportunities. These events are mandatory and at least one program staff member must attend.

***5.3C National Conference on Volunteering and Service***

The National Conference on Volunteering and Service is convened by the Points of Light Foundation and is held in the summer each year. The Conference provides sessions on volunteer management, community collaboration, fundraising, financial management, AmeriCorps/CNCS programs, and member management.

**5.4 Technical Assistance**

***5.4A The Governor’s Office of Volunteer Services AmeriCorps Program Director Manual***

Programs are encouraged to familiarize themselves with and reference the Governor’s Office of Volunteer Services AmeriCorps Program Director Manual when a question arises regarding program operations. The manual helps to condense and explain information from the CNCS terms and conditions, regulations, CNCS guidance and other sources related to operation of the AmeriCorps programs. This manual also adds and explains any Alabama-specific requirements. Programs are expected to be aware of and abide by the items outlined in this manual.

***5.4B. Individual Monthly Communication***

GOVS conducts monthly program calls. Generally, the 3rd Thursday of each month. Additionally, Programs participate in a group call quarterly. During these calls, Program Directors are informed of current issues and provide on-going technical assistance and training. It is expected that every Program Director participate in calls.

***5.4C. Staff***

GOVS staff are available to offer technical assistance to programs. Please allow a reasonable amount of time to respond to your issue (generally 24 hours) before reaching out to another staff member. GOVS staff make every effort to be responsive to programs, however, if you have not received a response, please re-send the message to your Program Officer as a reminder.

***5.5 Member Performance Evaluations***

Program Directors and Site Supervisors are expected to conduct thoughtful and thorough performance evaluations for members. Specific and relevant feedback helps members complete their service year successful and to grow professionally and personally. Midterm evaluations are required for full time members and end of term evaluations are required for all members. At a minimum, end of term evaluations must address the following:

* Whether the member has completed the required number if hours as outlined in their member service agreement
* Whether the member has satisfactorily completed their assignment, tasks, or projects
* Whether the member has met outer performance criteria that were clearly communicated at the beginning of the term

Mid-term evaluations are not required for members who exit before the mid-point of their terms, or for members serving less than half-time. All members, regardless of term of service or successful completion, must have a written end-of-term evaluation.

All members who exit early must have a member end-of-term evaluation completed at the time of their exit and the evaluation must be maintained in the member file. They are not required to have a mid-term evaluation if exited before the mid-point of their service. Completing the exit form in the eGrants/My AmeriCorps Portal is not sufficient to meet the evaluation requirement.

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***AmeriCorps Program Management***

***6.1 Risk Assessment and Program Monitoring***

**6.1A Program Monitoring**

Governor’s Office of Volunteer Services is responsible for all programmatic and fiscal oversight of the AmeriCorps programs. Permanent paper and electronic files are maintained on each program (sub-award) at GOVS. The Department of Mental Health maintains all fiscal files.

**6.1B Annual Post Award Risk Assessment**

Prior to the start of the program year each program undergoes a risk assessment. Using the results of the risk assessment, the Governor’s Office of Volunteer Services staff develops a monitoring plan for the program based on the level of risk and other factors as determined (e.g. new program). A letter is sent out to each program (Risk Assessment ~~L~~etter) clearly stating the conclusions of the risk assessment and the individualized technical assistance and monitoring plan for the program year. Plans may be adjusted through the course of the year based on program or identified issues.

**6.1C Risk-Based Monitoring System**

The purpose of the Risk-Based Monitoring System is to effectively monitor compliance and progress of AL AmeriCorps State programs and to provide an adequate level of both on-site and off-site technical assistance based on the systematically assessed capacity of the subgrantee to administer the program.

GOVS staff assesses the risk associated with each subgrantee on an annual basis (June/July) using the weighted risk factors below. Based on this risk assessment, Commission staff will visit with each subgrantee according to their identified risk factors and level. A letter is sent out to each program director and their host organization detailing a summary of the risk assessment and the individualized technical assistance and monitoring plan for the program year. Plans may be adjusted through the course of the year based on program needs and any identified significant changes. The purpose of the assessment is to effectively monitor compliance and progress of AL AmeriCorps State programs and to provide an adequate level of both onsite and offsite technical assistance based on the systematically assessed capacity of the subgrantee to administer the program.

All new programs are deemed high because they have no history with AmeriCorps or the Commission, while the remaining programs are reviewed and assigned a level of high, medium, or low. The risk levels are determined on specific criteria including organizational management; past performance; and program, member, and financial management. Monitoring modules are purposed to check for compliant grant implementation related to member management, organizational capacity, policy infrastructure, and financial requirements.

* All new subgrantees will receive a minimum of two visits during year one,

and at a minimum one visit during years two and three.

* All new programs are assessed as High Risk due to the host organization’s

lack of AmeriCorps member, program, and financial experience and

history.

* All programs found to have two or more criminal history check compliance

findings during a single monitoring visit will automatically and immediately

be assessed as High Risk, regardless of the program previous risk level.

* A program that has been assessed as High Risk for two consecutive years

and assessed as High Risk for the third consecutive year will be placed on probation for that third year. If during the third year the program does not show significant improvement during the time of probation, funding for the subsequent year is at significant risk of being lost.

The monitoring plan will specifically address issues contributing to a program’s assigned risk level, which may include issues other than those outlined below. The overall monitoring plan will allow for the most time-intensive monitoring of the highest risk programs, with less time-intensive monitoring strategies applied, as appropriate, to lower risk programs.

An on-site monitoring visit (either compliance or training/technical assistance - T/TA must be planned for awards with a “high” priority level designation as determined through the assessment process. Senior-level AmeriCorps Program staff, and if applicable, the GOVS Director/Coordinator, make a determination whether the visit should be compliance-based or T/TA-focused, or a combination of the two, taking into account such factors as whether the subgrantee is new, risk level, the date of the last compliance visit, and the subgrantee’s need for specific T/TA.

**6.1D LOW-RISK LEVEL**

**Low-Risk Level Monitoring Plan:** Staff will prepare a risk level summary report, detailing why the program was deemed Low-Risk. Monitoring programs in this category will occur through desk monitoring using, for example, eGrants member enrollment and exit timeliness compliance, member timesheets, member position descriptions, member service agreements, and observing members serving, as deemed necessary by GOVS staff. Additionally, GOVS staff may revise previously approved monitoring/site visit plans as appropriate.

**Low-Risk Site Visits:** One (1) on-site visit or remote monitoring module per year may be conducted by GOVS staff if warranted as a result of desk monitoring or other identified issues or if the program has not received a site visit in the current three-year grant cycle.

**6.1E MEDIUM-RISK LEVEL**

**Medium-Risk Level Monitoring Plan:**The GOVS monitoring staff will focus on the factors contributing to the Medium-Risk level designation. Staff will prepare a risk level summary report for each program in this category, detailing why the program was deemed Medium-Risk. It may also include achievements, continuous improvement, and/or compliance issues. The report will direct the staff in identifying which monitoring modules will be selected for review for the upcoming program year. Any follow-up necessary because of prior compliance or continuous improvement issues, including site visit or audit findings will be conducted via email whenever possible.Additionally, GOVS staff may revise previously approved monitoring/site visit plans as appropriate.

**Medium-Risk Level Site Visits:** A minimum of one (1) on-site visit and one (1) remote monitoring module per year which may consist of a review of member files; review of performance measure and volunteer demographic data; tour of service site(s); interviews with program staff, site supervisors/partners, and members; observing members serving or a review of financial management systems.  Additional visits may be conducted on an as-need and/or requested basis.

**6.1F HIGH-RISK LEVEL**

**High-Risk Level Monitoring Plan:**The GOVS monitoring staff will focus on the factors contributing to the High-Risk level designation. Staff will prepare a risk level summary report for each program in this category, detailing why the program was deemed High-Risk. The report may also include achievements, continuous improvement, and/or compliance issues. The report will direct the staff in identifying which monitoring modules will be selected for review for the upcoming program year. Additionally, GOVS staff may revise previously approved monitoring/site visit plans as appropriate.

**High-Risk Level Site Visits:** A minimum of two (2) site visits and one (1) remote monitoring visit will take place during the program year. Depending on the status report summary, the monitoring modules will consist of a combination of programmatic and financial monitoring or have a singular focus on one or the other monitored areas. The first monitoring visit will be conducted within 3 months (or earlier as appropriate to the situation) of the program start date, the second visit will be conducted no later than 6 months into the program year, and the remote monitoring visit will occur in the last 3 months of the program. A visit may include a review of member files; review of program’s organizational and member policies and processes, tools and measurement data; interviews with program staff, members, and/or site supervisors; and/or a review of financial management systems. Visits focus intensively on those areas contributing to the high-risk designation for the program.

***6.2 Automatic High-Risk Assessed***

There are three scenarios a program will automatically be assessed as a high-risk program regardless of the total risk assessment score for the program. They are as follows:

1. First-year program - no history as an AmeriCorps program
2. Two or more NSCHC findings from the program’s most recent NSCHC monitoring review.
3. Member activities are not within the scope of the grant and position description; violations of federal rules; excessive clerical/administrative service by members; and/or inappropriate team leader service

***6.3 Monitoring Tool: Assessments, Modules and Reports (Onsite and Remote)***

The monitoring system is set up in a module format. Subgrantees must satisfactorily meet all the requirements reviewed in the monitoring system. The AL AmeriCorps Monitoring Plan Modules are as follows:

1. **NSCHC Assessment** (Every Year)
2. NSCHC Ecourse Certificate
3. NSCHC Statewide Assessment for All Members and Staff

1. **Member Management**
2. Member Management – **Remote**
3. Member Management and Member Recruitment
4. Member File Review – **Onsite**
5. Member Interviews – **Onsite**
6. Supervisor Interviews – **Onsite**

1. **Organizational Management Module**
2. Organizational Management – **Remote**
3. Results and Accountability – **Remote**
4. Partnerships and Collaborations – **Remote**

1. **Data Management Module**

Data Quality and Management W/Sample Data Review– **Remote and Onsite**

1. **Financial Management Module**

1. **Compliance Reviews and Progress Reports** (Monthly/Quarterly)
2. Monthly Compliance Checks – **Remote**
3. Monthly Service Log/Timesheet Reviews – **Remote**
4. Monthly Progress Reports – **Remote**
5. Quarterly Service Log/Timesheet Reviews – **Remote**
6. Subgrantee’s Member Placement Site Visit Notes (Quarterly) – **Remote**

Member, Organizational, Data, and Financial Modules will be conducted at least once every 3 years in a 3-year grant cycle. If a subgrantee is found to be deficient in any of the above areas, the GOVS staff who conducted the review will formally communicate the deficiency and corrective action through a letter (on letterhead) and indicate what must be corrected and when. Typically, the subgrantee will be requested by Commission staff to provide a statement certifying the identified deficiencies and corrective action has been resolved within two weeks from the subgrantee’s receipt of the letter. Additional site visit details are below:

* Site visits are conducted based on the risk assessment, but the schedule may be modified at any time during the program year to accommodate changing needs of the subgrantee.
* Prior to a site visit the subgrantee receives written notification of the upcoming visit to include date, time, location, and the Module(s) to be reviewed (Site Visit Confirmation letter/email).
* After the completion of the visit, the Governor’s Office of Volunteer Services provides written feedback to the program with recommendations and a time frame for response to any findings made by GOVS.
* A Financial review is conducted for all Year 1 programs. All programs are screened for fiscal capacity prior to funding. Audits are reviewed annually and draw down requests contain support documents that are thoroughly reviewed prior to reimbursement. Financial technical assistance can be provided at the request of the program or initiated by the Governor’s Office of Volunteer Services Sr. Accountant. GOVS collects pertinent support documents prior to reimbursement for any requested grant funds.

***6.4 Supervision***

Whether an AmeriCorps program places all members internally or coordinates with external partners for some or all of its positions, every AmeriCorps program director will likely work with multiple host site supervisors who provide much of the day-to-day oversight of the AmeriCorps members. AmeriCorps members are placed at host sites to provide direct service to the community. Regardless of the program design, communication between the AmeriCorps program and the host sites will be the key. The Program Director will need to be successful in communicating with all site supervisors – regardless of the placement. AmeriCorps programs that utilize external host sites for placement of AmeriCorps members should ensure that they are effectively managing these partnerships through written agreements that support overall program goals and quality member experiences. Effective supervision of members is one of the best ways to ensure safety. Providing Site Supervisor training, including expectation for the development of onsite safety guidelines, and the assurance that members will be made aware of the location of safety items, such as first aid kits and portable defibrillator (if available) and the location of storm shelters***.***

Member supervision is critical to the overall success of an AmeriCorps program. It is a greater challenge when all members are not co-located with the program director. If members are not co-located, site supervisors should develop and provide a site orientation training in addition to the program orientation the member received when they enrolled, or shortly thereafter. Other site supervisor responsibilities include but are not limited to:

* 1. Supervisors, in cooperation with Program Directors, should develop performance plans for each member
  2. Supervisors should have regularly scheduled check-ins with members to review;
     + 1. The member position description and performance plan should clearly outline member expectations for the upcoming term
       2. Any changes to the members term, should also be made in these documents
  3. Supervisors should provide feedback to the members regularly, not only on the

things in the performance plan, but on other activities the member participates in – See above for help in providing feedback

* 1. Supervisors should be responsible for participating in a written, formal evaluation process two times a year for half-time and full-time members (this may be more depending up the program)
  2. Supervisors should participate in decisions regarding member discipline and should be communicating regularly on this topic if the program director is not co-located with the member in question
  3. Supervisors should be communicating regularly with the program director regarding member supervision Many site supervisor expectations are detailed in a site agreement, site MOU, etc. – the agreement between the organization holding the grant agreement with GOVS, and the partner organization hosting the member.

From the member’s point of view, these are things they need to know or should be able to report in a follow up survey or monitoring. The responsibility for these may fall on either the program director or site supervisor, depending upon the program design.

* 1. Members know how to report a problem
  2. Members knowing the prohibited activities
  3. Members understand they have a grievance process and support if they feel they are being asked to do something they believe is not right or they are uncomfortable with, and they have exhausted other avenues
  4. Members know to whom to report a problem
  5. Members know who their site supervisor is
  6. Members know the difference between their site supervisor and their program director
  7. Members feel well supported
     1. Members report their questions are answered in a timely manner
     2. Members report their site supervisor knows information about

AmeriCorps or knows where to find the information

* + 1. Members report having the tools to do their service activities
    2. Members report having clear expectations
    3. Members report receiving feedback from their site supervisors and/or

program director regarding their service

***6.5 Host Site and Supervisor Management***

GOVS AmeriCorps programs are expected to monitor all site placements for compliance and to provide technical assistance and support to continuously improve host site management. There are checklists and samples of tools and forms available on the AmeriCorps Grantee Resource webpage on the ServeAlabama.org website that can be used to assist programs in this process.

***6.5A. Written Site Agreement***

All programs must have a written site agreement in which both parties attest to their roles and responsibilities in the partnership. At a minimum, the agreement should cover the responsibilities of the site supervisor related to program identification, member oversight, evaluation and training, the member activities that are prohibited, the disciplinary procedures and the role of the supervisor in member discipline and termination, and financial obligations on the part of the site (including when and under what circumstances these obligations would terminate or be reduced).

***6.5B. Site Recruitment and Selection (45 CFR §2522.475 and 45 CFR §2522.450)***

AmeriCorps programs should seek member host sites that allow them to achieve the program performance measures, to give AmeriCorps members a transformation service experience, and to carry out the activities described in the approved grant application. Iowa AmeriCorps programs are encouraged to utilize a competitive site selection process. Programs must ensure that site selection incorporates the criteria required by regulations (quality, innovation, sustainability, quality of leadership, past performance and community involvement). After host sites are selected, programs are required to enter them, including their physical addresses, into eGrants within 30 days of member placemen

***6.6 Member Files***

Member File should follow GOVS Member File Checklist (**See Appendix 2**). Member files must have good documentation that collects, synthesizes or codes printed information for future reference.

Documentation supplies supporting evidence and confirms that a fact or statement is true.

Why Document?

▪ Quality record keeping is an integral part of effective grant management.

▪ Documentation provides authentic accountability for the service activities and program

outcomes of the AmeriCorps grant.

▪ It’s a requirement of accepting federal funds and is subject to federal audit.

▪ Documentation that is timely, accurate, and professional, establishes a reliable record of

what happened and can provide proof of compliance.

▪ Good records establish a paper trail that others can follow to understand why you did

what you did and when it was done.

▪ Documentation helps assure that agency policies and procedures are consistently

applied, regardless of funding source, consistently followed; and maintained in writing.

▪ Careful documentation justifies human resource decisions that can have legal and

financial implications.

▪ AmeriCorps program directors are certifying officials for proof of member eligibility, and

assuring that members fulfill all requirements for an education award.

Good documentation is completed in a timely, and professional manner; and contains all the

relevant information.

▪ It is specific, written out, and well labeled.

▪ It includes auditing of your own records issuing up to date and accurate checklists.

▪ Meeting or training documentation includes complete agendas and sign-in sheets.

▪ It retains and updates records to assure accuracy, relevancy, timelines, and completeness.

▪ Written documentation must be in ink not pencil. All errors must be marked as such and

initialed by the person making the correction. No erasures. No cross-outs without initials. No white out.

▪ It includes the who, what, why when, where, and result or outcome.

AmeriCorps member files must maintain a complete record of service that shows:

▪ Members are appropriately interviewed and hired

▪ Eligibility criteria are in file

▪ Members are correctly enrolled in national service

▪ Background check results are in file

▪ Members have a national service contract

▪ Supervision happens

▪ Performance is evaluated mid-term and end of service, including end of service

performance evaluations for members who exit early

▪ Members are appropriately terminated

▪ Members are correctly exited from national service

▪ If the member is eligible for an education award

▪ Members performed national service tied to the grant

▪ Member issues should be documented in writing, including dates and times

of conversations, incidents, etc.

***6.7 Slots Unfilled, Refilled, And Converted Policy***

The Corporation expects that programs recruit and fill 100% of their awarded slots each grant year.  There are some instances when a program is unable to fill all their awarded slots. In such cases, the Commission will work with the program to transfer unfilled slots to another program within the Commission’s portfolio if applicable.

The Commission may approve occasional changes of currently enrolled Members to lesser term

slots. The program must submit a written request to the Commission for a slot conversion. The

Commission and the program must consider the impact on the program quality. The

Corporation for National and Community Service (CNCS) will not cover health care or childcare

costs for less than full-time Members.

Programs may not request a transfer of currently enrolled Members to a lesser-term status simply to provide a pro-rated education award if the Member would otherwise be released for cause. It is also not allowed to request to convert a slot to a lesser-term slot at the end of a Member’s term of service to award a pro-rated education award when the Member has not completed the hours required by their original term.

Changing less than full-time Members to a greater slot type is discouraged because it is very

difficult to manage, unless done very early in the Member’s term of service. The Commission

may approve such changes only in extenuating circumstances if the program’s current

budget can accommodate such changes. The program must request the slot conversion in writing.

Keep in mind that a Member’s minimum 1700 hours must be completed within 12 months of the Member’s original start date.

State commissions can transfer member positions among their state formula and competitive subrecipients within a given prime grant to maximize enrollment and cost effectiveness without prior approval.  State commissions may NOT transfer member positions between competitive and formula subrecipients, or vice-versa.  State commissions may not transfer funds among their competitive subrecipients. If the Commission is unable to transfer the slots to another program, then the program with the unfilled slots will be required to retain them with their program, which will result in lower member recruitment rates and may impact the program’s future funding.

Direct recipients may transfer refill member positions between operating sites if they can ensure and document that the same member position is not refilled more than once.  Recipients and subrecipients will require the assistance of a CNCS Program Officer to transfer refill member positions between operating sites. Refilled member positions may not be combined with unfilled member positions.

Programs that have fully enrolled their awarded member slots are allowed to replace (refill) any member who is released for Cause (*not eligible for and does not receive a pro-rated education award*) provided that the member was **released prior to completing 30% of their term.**Generally, filled slots may only be converted due to compelling personal circumstances (these are generally situations beyond the members’ control, such as health issues or military obligations). **Programs may not refill the same slot more than once.**See CPC vs. Cause exits flowchart below.

As a fail-safe mechanism to ensure that resources are available in the National Service Trust to finance all earned education awards, CNCS will suspend refilling if either:

1. Total AmeriCorps enrollment reaches **97 percent** of awarded member positions; or
2. The number of refills reaches five percent of awarded member positions

**Program Design related conversions.** While it is not recommended, it is sometimes necessary for programs to request to modify their program design. The modifications should be based on community need and NOT on individual member recruitment, site recruitment, or other nonessential factors. Program design modifications are accomplished through slot conversion and require prior approval from a GOVS AmeriCorps Program Officer. Significant changes in program design may also require CNCS approval. Such requests should be rare and should be meticulously reviewed by the GOVS Program Officer prior to approval.

Programs may request to combine or divide slots as appropriate for their program design; however, the total number of MSYs and education award amounts in the grant may not increase because of the slot conversion. In all cases, programs are required to maximize their slot conversion, by utilizing the maximum amount of MSY in their conversion. Slot conversions may not increase the number of MSY, or the amount of Education Award value earned. Additionally, if the award is a Full-Time Fixed Amount or Professional Corps Fixed Amount award, the member position will be filled by a member serving in a full-time capacity. Changes in the above types of member positions may be made by the recipient directly in the My AmeriCorps Portal.

Any member or slot conversions are subject to availability of funds in the Trust and will comply with all assumptions on which Trust prudence and continued solvency are predicated. Additionally, any member or slot conversion must be trust neutral. Meaning a program cannot increase the MSY or exceed the total education award. One (1) full-time member may be converted into 2 half-time slots because the conversion is MSY-neutral (2 HT members x 0.5 = 1 MSY) and the total education award amount is Trust neutral (equal to the original amount). One (1) full-time member position may not be converted into 4 quarter-time positions because the conversion is not Trust neutral, since it increases the total MSY and the amount of the total education award. In this example, the maximum number of allowable quarter-time positions would be three.

Some allowable conversions for Full Time and Half Time Slots are:

|  |  |  |
| --- | --- | --- |
| **1 FT slot =** | | **1HT =** |
| 1RHT+2QT  3QT  2HT  1HT+1QT+1MT  2QT+1MT | 1QT+3MT  4MT  2RHT  2RHT+1MT | 1QT+1MT  1RHT  2MT |

Programs can convert slot types. For example, a program with one unfilled full-time position finds it no longer has enough time in the service year to support a single member serving 1700 hours. This program can support two members serving 900 hours simultaneously. In this case, the program may choose to convert one full-time position into two half-time positions. (Terms and Conditions, VI. Changes in Member Positions)

In an effort to maximize the enrollment of all awarded slots during a single grant year, GOVS expects all AL AmeriCorps State programs to enroll all awarded slots within the first 90 days of the budget period, with the exception of slots designated for summer programming.**For programs starting Sept. 1st, the last day is Nov. 29th and for programs starting Oct. 1st, the last day is Dec. 29th. Holidays, weekends, etc. are included within this 90-day period.**Any Member slot unfilled as of the 91st day of the period that is not designated for summer programming is subject to conversion to a lesser required service hour slot (e.g. full-time to less-than-full-time) if the subgrantee plans to utilize the slot during the grant year.

As of the 91st day, unfilled Member slots not designated for summer programming or not planned for conversion to a lesser service hour slot may also be forfeited for the benefit of other AmeriCorps programs within the same prime grant at the discretion of the Commission. The Commission will notify the program in advance to facilitate an approved transfer of an unfilled slot to another AmeriCorps program. Since this is a rare occurrence, AmeriCorps State programs should expect to be fully accountable for enrolling all awarded slots.

**Filled slots, cannot be converted to a lesser required service hour slot after the 90th day of a Member’s term of service without approval from the commission. Failure to receive permission will be perceived as converting a slot, so a Member can receive an education award. This is not allowed.**  **A program is NOT allowed to convert a slot to a lesser-term slot at the end of a member’s term of service in order to award a pro-rated education award when the member has not completed the hours required by their original term.** (State and Nat’l Policy FAQs C.86)

It is also typically easier to get approval to convert from a slot with higher member hours to a slot with fewer hours than from a slot with fewer hours to a slot with more hours, due to the education award implications. Changing less than full-time members to a greater slot type is discouraged because it is very difficult to manage, unless done very early in the member’s term of service. GOVS will approve such a request if the program makes the request no later than four weeks from the beginning of the program year**. For programs starting Sept. 1st, the last day to request is Sept. 28th and for programs starting Oct. 1st, the last day is Oct. 28th. Holidays, weekends, etc. are included within this 28-day period. Requests made after the 28th of Sept. or Oct. will not be granted.**Requests may be authorized or approved for such changes if the current budget can accommodate such changes. (State and Nat’l Policy FAQs C.86)

Program Directors should notify their GOVS Program Officer of any proposed slot conversions as soon as possible. All requests for slot conversions (of unfilled slots) must be approved by the GOVS AmeriCorps Program Officer. Programs may not change a member’s term of service without prior authorization from GOVS. All requests must be made using the Slot Conversion Request Form. The form and, if appropriate, a revised program design chart must be completed and submitted.

**Changes that Require CNCS Approval.** Circumstances may arise within a program that necessitate changing the type of unfilled AmeriCorps member positions awarded to a recipient or subrecipient or changing the term of service of a currently enrolled member. Note that once a member is exited with a partial education award, the remaining portion of that education award is not available for use. The following changes require written approval from CNCS’s Office of Grants Management as well as written approval and concurrence from the State Commission or Direct (including National Direct, State Direct, Tribal, Territory Direct, or Education Award Only (EAP)) recipient:

1. A change in the number of member service year (MSY) positions in the award and
2. A change in the funding level of the award.

***6.8 Performance Measures***

GOVS requires that all AmeriCorps State subgrantees track their progress toward performance measures as indicated in their AmeriCorps applications through ongoing data collection. Performance measures are measured using program outputs and outcomes. To streamline and codify all data of AmeriCorps State subgrantees.

* OUTPUTS: Outputs can be the count of beneficiaries receiving service, amount of service delivered, or number of participants conducting service.
* OUTCOMES: Outcomes are the changes or benefits experienced by your service recipients within the timeframe of your program and the positive changes that your project ultimately hopes to achieve for participants and beneficiaries.

***6.9 Identify Data Types and Sources***

Subgrantee will be expected to have data collection and data management policies, processes, and practices that provide reasonable assurance that they are reporting high quality performance measure data. At a minimum, recipients should have policies, processes, and practices that address the following five aspects of data quality for themselves and for subrecipients (if applicable):

• the data measures what it intends to measure

• the data reported is complete

• the recipient collects data in a consistent manner

• the recipient takes steps to correct data errors

• the recipient actively reviews data for accuracy prior to submission

***6.10 Data Collection***

Grantees in their first three years of funding are required to submit a data collection plan to CNCS with their grant application. Data collection plans should include:

* A description of the applicant’s data collection system and how it is sufficient to collect high quality performance measurement data during the first three years of the grant. If the applicant does not yet have a data collection system, describe the plan and timeline for developing a high-quality system.
* A description of how the applicant will use performance data (including CNCS performance measures and other process and outcome measures if applicable) to improve its program in the first three years of funding.

The purpose of the data collection plan is to ensure that grantees are developing data collection systems that will allow them to collect high-quality data for measuring their performance and guiding their program operations. Grantees should use the collected data to test their intervention, inform changes or innovations to their program model, and lay the groundwork for future evaluations.

CNCS may require first-time applicants to submit data collection instruments if a grant is approved for funding.

Data can come from surveys, questionnaires and interviews, checklists, attendance sheets, standardized tests, self-assessments, and other methods. Instruments may be both qualitative data (e.g., notes from interviews, open-ended questions on a survey, observation notes) and quantitative data (e.g., test scores, statistics, and ratings). Only report on sites where there are active members serving. Your program may run a similar program at a different site or have a site where a member may be placed in the future do not count data collected at those sites in your AmeriCorps Performance Measures.

Subgrantees will identify the data needed to be measured to accurately report on outcomes and outcomes and make and complete a data collection plan that indicates:

1. What type of existing data needs to be collected?

2. What type of program generated data will need to be collected?

3. Where will the data be collected?

4. From whom does the data get collected?

5. Who collects the data?

6. Who checks the data for errors? (This cannot be the same person who collects the data)

7. Where will the data be stored

***6.11 AmeriCorps Fundraising Policy***

AmeriCorps members may raise resources within the requirements outlined in 45 CFR § 2520.40-.45.

* 1. AmeriCorps members may raise resources directly in support of [your](https://www.law.cornell.edu/cfr/text/45/2520.40) program's service activities.
  2. Examples of fundraising activities AmeriCorps members may perform include, but are not limited to, the following:

1. Seeking donations of books from companies and individuals for a program in which volunteers teach children to read.
2. Writing a grant proposal to a foundation to secure resources to support the training of volunteers.
3. Securing supplies and equipment from the community to enable volunteers to help build houses for low-income individuals.
4. Securing financial resources from the community to assist in launching or expanding a program that provides social services to the members of the community and is delivered, in whole or in part, through the members of a community-based organization.
5. Seeking donations from alumni of the program for specific service projects being performed by current members.
   1. AmeriCorps members may not:
6. Raise funds for living allowances or for an organization's general (as opposed to project) operating expenses or endowment.

b. Write a grant application to the Corporation or to any other Federal agency.

An AmeriCorps member may spend no more than ten percent of his or her originally agreed-upon term of service, as reflected in the member enrollment in the National Service Trust, performing fundraising activities, as described in § 2520.40.

***6.13 Host Site Monitoring***

AmeriCorps programs must have and implement a plan for oversight and monitoring to ensure that each subrecipient and/or service site has agreed to comply, and is complying, with award requirements.

**6.13A Host Training and Development Of Service Site**

Host sites will play a major role in the program achieving its performance measures. It’s essential that the AmeriCorps program director focuses on the program’s performance measures during the site supervisor orientation/training to make sure that site supervisors know what the desired program outcomes are in the approved grant application, what the site’s role is in data collection for those outcomes, and how to know if the program is on track to accomplish outcomes. Additionally, site supervisors should know their responsibility in ensuring that AmeriCorps members know their role in both achieving performance measures and collecting data for reporting on the outcomes and cover these topics during the members’ orientation and training. Each year, training should be provided to cover updates to federal, state, and program processes and requirements. Program directors should also be available to provide technical assistance on an ongoing basis, as needed. A best practice for programs is to build from program experience and site feedback to develop and implement an ongoing training plan for the host sites and have regular communication with each site.

**6.13B Site Monitoring & Opportunities for Feedback**

For continuous improvement and to maximize the mutually beneficial relationship between the organization and its sites, AmeriCorps programs are required to conduct regular site monitoring. Monitoring is also required to ensure that host sites are upholding the standards required of any AmeriCorps State program, such as being accessible to individuals with disabilities and providing members with a quality member experience.

On-site monitoring also provides the program the opportunity to see the AmeriCorps members’ service first-hand, to learn about successes and challenges, and to be able to look at the service partners in the big picture. Some of the goals for on-site monitoring include ensuring that members are doing the activities that the host site has agreed to, providing needed support and guidance to sites that may need timely support. Different monitoring processes may work well for different program designs, but some may include interviews or focus groups with members and site supervisors, gathering feedback from community partners, review of site performance and progress towards goals, review of member recruitment and retention at the site, and/or in-person site visits. While any of these processes may be used, in-person visits do offer the program a chance to get a feel for the member experience at the host site and the community the program is serving. Host sites should also be given the opportunity frequently to provide feedback to the program regarding successes and challenges with the host site-grantee relationship. GOVS sample on-site monitoring tool is available for programs

***6.14 No-Cost Extensions Policy***

No Member Service Agreement may exceed 12 months. All Alabama AmeriCorps State members (FT, TQT, HT, RHT, QT, and MT) must complete their term of service within 12 months from the program start date. The Governor’s Office of Volunteer Services (GOVS) Subgrant Agreements cover a 12-month period; therefore, a Subgrant Agreement extension would be required for any activities beyond that period. Without an extension, any member costs incurred after 12 months from the GOVS start date will not be reimbursed by GOVS.

A no-cost extension occurs when a subgrantee’s budget end date is changed to an agreed upon later date without any increase to the grant budget (no additional funds are granted). Typically, no-cost extensions are granted to allow a member to finish their term of service when they have had an extenuating circumstance (illness, surgery, hospitalization etc.) that prevents him or her from completing their term of service within the originally allotted time frame.

With approval from GOVS, programs with one or more members who have been suspended due to an extenuating circumstance (situation or incident that affects the member or occurs to the member that is not within the member’s control.) with proper documentation illustrating the circumstance, may receive a no-cost extension for the length of the period of suspension(s) or to December 31 in the year of the current program year end date, whichever is the shorter period of time. The no-cost extension will cover member support costs only, which could include the living allowance, member health care, FICA, etc. Fixed-Amount grantees may invoice for the hours served by eligible members during the no-cost extension period.

Programs may apply for and receive a one-time no-cost extension before the end of the three-year project period. Programs may not enroll new members during the period of a no-cost extension, and it is only available to allow existing members to complete their service. A request for a no cost extension after the grantee’s budget period end date has passed will not be approved under any circumstances.

The no-cost extension request should come as a written request via the No-Cost Extension Request Form. The form is to be sent to the program’s Program Officer at the Commission. The subgrantee should complete the No-Cost Extension Request form and submit the requested information for consideration at least 60 days before the last day of service/budget period end date, exceptions may apply.

Programs may not enter commitments with members, contractors, or other individuals or organizations that would cause costs to be incurred beyond the budget period end date prior to receiving GOVS approval.

Once all requested documentation is submitted and received by GOVS, it will be thoroughly reviewed. Subgrantees should be in contact with GOVS as soon as the potential need to request a no-cost extension is identified for the program to meet the 60-day requirement. No-Cost extension requests are not considered official requests until the No-cost Extension Form has been submitted to the GOVS Program Officer with applicable signatures.

GOVS has a budget period end date with the Corporation for National and Community Service (CNCS). If a grantee’s requested new end date will take GOVS beyond GOVS budget period end date with CNCS then the request must be approved by CNCS after it has been approved by GOVS. These situations should be rare and will be meticulously reviewed.

The Program Officer will respond once they have reviewed the request. To ensure that the member is covered by the agreement in effect, programs must also be sure to issue a written and signed amendment to the member agreement to extend the member’s term of service.

***Chapter\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 7***

***AmeriCorps Fiscal Management***

***7.1 AmeriCorps Financial Management***

Financial Management is defined as the planning, directing, monitoring, organizing, and controlling of the monetary resources of an organization. Solid financial management in your organization means that all the required financial systems, policies, procedures, and separation of duties are in place and followed. Additionally, consistent checks and balances are established and followed.

It is the responsibility of all program staff to be aware of effective grants and financial management standards, be good stewards of federal resources by practicing strong financial, grant, program and member management and to work to continually improve the systems and practices used in these areas. With that said, this chapter is focused on the role that the Program Director/program management team has in effective financial management for the AmeriCorps grant.

The organization’s accounting system should record financial transactions by budget line item and program year and should distinguish between federal and non-federal funds. You should also regularly reconcile the budget to actual expenditures. You must retain thorough documentation that supports all expenditures and in-kind matching funds including time and activity reports that support staff time spent on the grant. Every organization should segregate financial responsibilities and should maintain written policies and procedures. Since the program director is responsible for the overall administration of the program, he or she should take an active role in understanding and monitoring the financial systems.

The Office of Management and Budget (OMB) Uniform Administrative Requirements published with the Corporation’s regulations (45 CFR 2541 through 2543) are the policies that govern and guide you through the successful implementation of the grant and all necessary management systems.

Federal funds are subject to certain requirements; it is important to be aware of these requirements and follow them. As the Program Director or the Executive Director charged with executing the AmeriCorps program, you must have an adequate understanding of the grant provisions, terms and conditions and the Uniform Administrative Requirements to ensure that your program is in compliance.

An AmeriCorps budget is the financial blueprint that allows your AmeriCorps program to operate. It outlines the dollars necessary to address the community’s identified needs using community service by AmeriCorps members.

**7.2 Grant Award**

AmeriCorps grants management must comply with federal and state statutes, regulations and applicable terms and conditions which are set forth in the Request for Applications (RFA) document. Funds are issued by GOVS through a Subaward Agreement which is a legally binding contract that binds the subgrantee to the CNCS Notice of Funding Opportunity (NOFO), AmeriCorps regulations, the approved grant application and budget, AmeriCorps terms and conditions and any additional grant provisions. Awards are not binding until a subaward agreement is fully executed between VDSS and the subgrantee.

Subgrant Agreement provides you with a thorough list of your financial, reporting, and programmatic requirements as a grantee. It is essential that you have read and understood this document and worked with your financial program representative to ensure that all compliance requirements are met. Funds are available based on the dates in the subgrant agreement and after the agreement is executed with signatures of both parties. Programs may not start prior to the actual start date of the approved grant period as listed in the subgrant agreement. If pre-award costs are needed for a grantee to begin preparing to launch their program, a request for approval must be submitted in writing to the Governor’s Office of Volunteer Services for approval of these costs prior to incurring such costs.

After funding recommendations have been made to CNCS, Governor’s Office of Volunteer Services works closely with subgrantees to ensure that all pre-award requirements are completed prior to your grant start date. The pre-award grant phase is an interactive process in which subgrantees develop and submit key grant documents which are reviewed and approved, where required, by GOVS. Some pre-award grant deliverables may need to be entered into the OnCorps system as noted below. GOVS typically updates this process each year to incorporate any new grant requirements and best practices.

**7.3 Accounting Knowledge**

The Program management personnel should be familiar with documents that detail requirements and provide guidance on implementation of the AmeriCorps program. This manual provides an overview, but programs are expected to review the financial management documents and remain abreast of changes to ensure program compliance and continuous improvement. The Program management personnel and financial personnel should work together to keep each other informed of changes in external or internal policies or procedures that impact the AmeriCorps program. And both parties should understand and be able to interpret the impact of the various regulations and policies on the financial management of the program. Program staff are encouraged to take advantage of training opportunities to strengthen federal grant and financial management knowledge. In some cases, staff of high risk/high monitoring level programs may be required to participate in mandatory financial training.

The program management and financial personnel are responsible for managing project costs related to the AmeriCorps grant. Staff must be vigilant that costs are allowable under applicable regulations and policies, properly allocated to the correct project, and are considered reasonable. In addition, costs must be treated consistently throughout the organization and across programs.

**7.3A. Reasonable, Allocable and Allowable**

Procedures shall be established for determining reasonableness, allocability, and allowability of costs, in accordance with applicable cost principles and terms of the grant as defined by the Governor’s Office of Volunteer Services Procedures shall be applied consistently across all programs.

**i. Reasonable**

To be reasonable, a cost must meet the following criteria:

**a)** Is consistent with the judgment of any prudent person under the circumstances prevailing at the time the cost is incurred or allocated;

**b)** Is generally recognized as ordinary and necessary for the operation of the grant or program, or cost objective being charged;

**c)** Is consistent with sound business practices, established laws and regulations, and terms of the program being charged;

**d)** Is consistent with the market price for comparable goods or services; and

**e)** Any deviation from established practices by the entity is explained and justified.

**f)** Be authorized, or not prohibited, under state or local laws or regulations.

**g)** Conform to any limitations or exclusions set forth in these principles, federal laws, or other governing limitations to type or amount of cost items;

**h)** Be accorded consistent treatment through application of generally accepted accounting principles appropriate to the circumstances.

**i)** Not be allocable to or included as a cost of any other program in either the current or a prior period.

**j)** Be net of all applicable credits. For example, if you receive a discount on an item, you can only charge the discounted price to the grant, not the full price that you did not pay.

**k)** Be adequately documented.

**ii. Allocable**

A cost that can be assigned or charged to one or more activities or programs on the basis of benefits received or other such equitable or logical association, although a direct relationship may not be established. A shared cost that is allocable to a particular program may not be shifted to another program in order to avoid a funding deficiency, restriction imposed by regulation, rule or contract, or for any other reason not reflective of benefit received.

A shared cost is allocable:

**a)** based on its relative benefits received

**b)** if it is treated consistently with other costs incurred for the same purpose in like circumstances and if it:

**1)** is incurred specifically for the award

**2)** benefits both the award and other work and can be distributed in a reasonable proportion to the benefits received

**3)** is necessary to the overall operation of the organization

**iii. Allowable**

To be allowable, costs must

**a)** be necessary and reasonable for the proper and efficient administration of the Alabama AmeriCorps Program,

**b)** conform to grant award limitations or cost principles,

**c)** be consistent with policies and procedures that apply to the federal and non-federal activities of the organization,

**d)** be included in the approved program budget,

**e)** be given consistent treatment,

**f)** be in accordance with Generally Accepted Accounting Principles (GAAP),

**g)** not be included as a cost or used to meet cost sharing or matching requirements of any other federally-financed program, and

**h)** be adequately documented.

Additionally, CNCS/AmeriCorps State programs have some specific conditions for certain types of costs to be allowable, including:

**i)** meal costs for member or site supervisor training sessions are allowable if the sessions last six hours or more. Programs may use non-grant funds to provide food/beverages during training events that are fewer than six hours.

**j)** program timesheets should contain a certification indicating that the signatory attests to the accuracy and completeness of information and a clause indicating that payment related to the timesheet is provided under a federal grant. *Sample language is available from The Governor’s Office of Volunteer Services upon request.*

**iv. Unallowable Costs**

Care should be taken to ensure that unallowable costs are not charged to the federal share or reported as match to the AmeriCorps grant. Program officials should review the Uniform Guidance to determine whether a cost is allowable. In addition to the unallowable costs referenced in the regulations, other specific activities are unallowable for AmeriCorps:

**a)** Fundraising by staff

**b)** Generally, writing of the AmeriCorps grant

**c)** The value for nonprofessional volunteer hours

**d)** Costs that support prohibited member activities

**e)** Costs to support member activities that are not included in the approved grant narrative, for example, member service that is not in Alabama unless approved in writing by The Governor’s Office of Volunteer Services for disaster response or other purposes

**f)** Costs for members serving outside of their service agreement (either the timeline or the activities outlined within)

**g)** Costs for members or staff that are incurred before the individual meets the CNCS background check requirements

**h)** Costs for members or staff that are ineligible to serve/work due to results from the background check

**i)** Meals, food and beverages for AmeriCorps are unallowable costs because they are viewed as entertainment by the CNCS Inspector General.

**j)** Exceptions:

**1)** If a staff or AmeriCorps member is in travel status (outside of the county where they live or as defined by your organizational policy),

**2)** If members or staff are participating in an AmeriCorps training that is six (6) hours or more that is supported by an agenda and sign-in sheet,

**3)** If the food costs are expressly included in the approved CNCS budget narrative.

**v. Consistent Treatment**

Costs must be given consistent treatment through application of generally accepted accounting principles appropriate to the circumstances. Costs incurred for the same purpose in like circumstances must be treated consistently as either direct or indirect costs. Costs across programs must be treated consistently in accordance with the organizational policies. Therefore, a cost (such as an audit) cannot be treated as a direct cost to AmeriCorps but treated as an administrative cost to other programs operated by the organization.

**7.3B. Governing Documents**

Both the program management personnel and financial personnel should ensure that the program adheres to The Governor’s Office of Volunteer Services and CNCS policies for operation of an AmeriCorps program. Some of the governing documents are referenced below.

**A. Code of Federal Regulations (CFR)**

These include the Uniform Guidance (CFR 1-2). The federal regulations contain the cost principles, administrative requirements and audit requirements for organizations receiving federal funds. <https://www.ecfr.gov/cgi-bin/ECFR?page=browse>

CNCS has provided additional information on the impact of the Uniform Guidance on AmeriCorps (and other CNCS grantees) on their website: <http://www.nationalservice.gov/resources/uniform-guidance>.

**B. State and Local Regulations**

These often have implications on financial management practices, documentation, employment status of members, and subsequent coverages, etc. The program is expected to comply with all federal and state laws.

**C. Grant Terms and Conditions** Terms and Conditions are the guiding principles for CNCS-funded grants. These include the certifications and assurances that are agreed upon by the program at the time of application submission. AmeriCorps Programs are subject to General Terms & Conditions and Program-Specific Terms and Conditions; in some cases, Special Conditions may apply and if so, they will be listed in the grant award. <https://www.nationalservice.gov/resources/financial-management/grant-terms-conditions>

**D. Notice of Grant Award**

The official notice of grant funding from the CNCS.

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**E. Approved Grant Application and Budget**

As submitted in eGrants. This includes the grant narrative, logic model, evaluation plan, budget, performance measures, and associated attachments.

**F. Application Materials for Current Grant Year**

All materials can be found on the 2020-2021 The Governor’s Office of Volunteer Services AmeriCorps State funding opportunity page in [ServeAlabama](https://www.servealabama.gov/)

**i. 2020 Notice of Federal Funding Opportunity (NOFO):** Contains details information on the purpose, priorities and eligibility details for funding

**ii. 2020 Application Instructions:** Contains details on how the application should be completed and submitted.

**iii. 2020 Mandatory Supplemental Guidance:** Contains instructions for National Performance Measures and other details to support the AmeriCorps grant.

**G. AmeriCorps Subgrant Agreement**

The Subgrant Agreement issued by The Governor’s Office of Volunteer Services governs the grant and contains specific reporting deadlines and other details. The Grant Agreement binds the program to comply with its approved grant application and other documents which are incorporated by reference into the grant agreement. Many key financial management components are covered in the Grant Agreement, so the program management personnel are encouraged to read this document closely. Each program is provided a copy of their agreement as part of their grant records

**H. Internal Policies & Procedures**

The program management and fiscal staff should work together to ensure that the organization has adequate policies and procedures in place for effective grant management. It cannot be overemphasized that program policies impact the financial standing of the program, so all policies should be reviewed and considered in relation to the financial implications. The Governor’s Office of Volunteer Services reviews a select group of policies and procedures as part of our regular monitoring process; however, we retain the right to request any relevant policies or procedures to ensure compliance. In addition, has samples of some policies and procedures available for your use, please contact your Program Officer if you are interested in utilizing

The following are some key elements of effective financial management policies:

**i. Reporting process and procedures** that provide accurate, current, and complete disclosure of the financial results of each grant in accordance with reporting requirements established by The Governor’s Office of Volunteer Services and CNCS.

**ii.** Maximize **segregation of financial duties** to serve as a checks and balances system. As part of this segregation, both the program management and financial staff should have clear roles in approving expenditures, tracking and recording transactions, identifying and correcting discrepancies, maintaining documentation, etc.

**iii. Internal cash control policies** to ensure safeguarding of assets, reliability of financial information and compliance (including procedure for monitoring variances in budget, to identify why variances occurred and to make budgetary adjustments).

**iv. Effective control system** to provide reasonable assurance for the safeguarding of assets, the reliability of financial information, and the compliance with laws and regulations. Reasonable assurance is a concept that acknowledges that control systems should be developed and implemented to provide management with the appropriate balance between risk of a certain business practice and the level of control required to ensure business objectives are met. *The cost of a control should not exceed the benefit to be derived from it.*

**v.** Avoid recurring deficits and secure adequate funding to carry out mission and activities.

**vi.** Expend funds responsibly in compliance with conditions attached to funding.

**vii. Policy for tracking of in-kind match** for the AmeriCorps grant. If the in-kind match is tracked outside of the financial system, a specific policy must be included in the AmeriCorps policies and approved by the organization’s governing body. Procedures for documenting in-kind match that is not tracked in the organization’s financial records, if applicable.

**viii.** Policy for tracking, use and reporting of **Program Income**. Alabama grantees are required to fully utilize program income at the time it is earned to ensure that there is not excess program income at the end of the grant period. Reimbursement of costs should not be requested by programs if they have program income on hand. Program income must be expended before federal funds are requested.

**ix.** Ensure that assets are used solely for the benefits of the organization and not personal or other gains.

**x. Code of Conduct** for employees should encourage ethical behavior, accountability and transparency while discouraging or prohibiting unethical behavior, discrimination, breaches of confidentiality, and other undesirable, dangerous, or illegal behavior. Procedures shall be in place to ensure that all staff and board members are familiar and comply with the code. AmeriCorps members should have the Code of Conduct included in their Member Service Agreement.

**xi.** Clear **conflict of interest policy** should be employed and reviewed and approved annually by the board.

**xii.** Procedures for determining reasonableness, allocability, and allowability of costs, in accordance with applicable cost principles and terms of the grant as defined by

**xiii. Living allowance policies** that detail how member living allowance is distributed, particularly in cases where members serve partial pay periods at the beginning or end of their service.

**xiv. Record retention and destruction** procedures shall be established to store, secure and maintain records and to ensure that records can be obtained and presented for review during monitoring or audit. As detailed in the Governor’s Office of Volunteer Services Grant Agreement, all pertinent records and supporting documentation for the AmeriCorps grant shall be maintained for a period of three years past the submission date of the commission’s final FFR.

Programs should note that documentation of a confidential nature should be retained appropriately.

In addition to financial records and supporting documentation, record retention also includes statistical records, evaluation and program performance data, member information and personnel records and any other records needed to document compliance with federal requirements and to justify costs and matching share. The retention period begins on the date of the Governor’s Office of Volunteer Services acceptance of the final closeout report for the grant.

Records shall be retained beyond three (3) years if any litigation or audit is begun or if a claim is instituted involving the grant or agreement covered by the records. In these instances, the records shall be retained for a period of three (3) years after the litigation, audit or claim is resolved. Again, Governor’s Office of Volunteer Services will keep programs informed of the impact of any such event on the disposition date.

***7.4. Budget Development***

An effective budget is a guide for the financial support of the AmeriCorps grant and must be realistic, consistent and flexible. Budget instructions are provided on an annual basis by CNCS and The Governor’s Office of Volunteer Services. AmeriCorps grants are based on a one-year budget period. The program’s proposed budget should be sufficient to allow the program to perform the tasks described in the approved grant. The program management personnel and financial staff should work together to develop the budget each year at the time of application. The budget should be based on the prior year’s expenditures and revenues with adjustments based on predictions and assumptions for the upcoming year. Program staff should be mindful of the fact that member enrollment is the primary driver of the budget and that future funding requests should be decreased (right-sized) if the program experiences ongoing issues of low enrollment. In addition, in accordance with the grant agreement, Volunteer Iowa may require a mid-year budget reduction based on low member enrollment and the awarded cost/MSY.

**7.4A Basic components of an AmeriCorps budget:**

**i.** All the amounts included in the budget must be defined for a particular purpose. Do not include miscellaneous, contingency, or other undefined budget amounts.

**ii.** Within the budget, each cost must be itemized and the basis for all calculations must be presented in the form of an equation.

**iii.** Does not include unallowable expenses, e.g., entertainment costs (which include food and beverage costs) unless they are justified as an essential component of an activity, such as a member training lasting six hours or more.

**7.4b Budget by section with highlights of key requirements or limitations:**

The budget sections highlighted below have new tools/requirements for the coming program year or have associated costs that we have found to be frequently miscalculated. Please refer to the Volunteer Iowa Final Application Instructions for more detailed budget instructions for each section of the budget.

**i. Section I. Program Operating Costs**

**a)** Personnel: Every individual on the federal or grantee share of the AmeriCorps grant must maintain a timesheet to document personnel costs. Programs are encouraged to use the Iowa Wages & Benefits Calculator to calculate costs correctly. The payroll calculator is one of the resources that is available online

**b)** Supplies: Purchasing of supplies for member Day of Service-type service projects should be limited. Ideally supplies would be donated or purchased with non-grant funds. Supplies that are specifically included in the approved budget for a planned service project are allowable.

**c)** Other Program Operating Costs: Iowa programs are required to budget $15/member for member management and timekeeping system costs. Organizations utilizing an alternative member management and timekeeping system must have prior approval and will be assessed an additional cost for staff monitoring time.

**ii. Section II. Administrative/Indirect Costs**

Administrative costs are general or centralized expenses of the overall administration of an organization that receives CNCS funds and do not include particular project costs. These costs may include administrative staff positions. For organizations that have an established indirect cost rate for federal awards, administrative costs mean those costs that are included in the organization’s indirect cost rate agreement. Such costs are generally identified with the organization’s overall operation and are further described in Uniform Guidance.

Administrative services are associated with costs incurred when one part of an agency provides services to the Iowa AmeriCorps Program. Administrative costs for AmeriCorps may include:

* + 1. Accounting, auditing, contracting, budgeting and general legal services
    2. Facility occupancy costs (e.g. rent, utilities, insurance, taxes,

maintenance)

c) General liability insurance (not directly related to a program)

d) Directors’ and Officers’ liability insurance

e) Depreciation on building and equipment

f) Office supplies

g) General and administrative salaries and wages

***7.5 Matching Requirement***

Programs are responsible for meeting the matching amounts in your negotiated grant award and approved budget. The amounts are based on your proposal and the number of years that your organization has received AmeriCorps funds. The amount of match that your organization proposes may exceed the minimum match required; however, the proposed amount will be required by the end of the grant year. All programs are required to raise funds from other sources—e.g., non-federal and the private sector. Subgrantees must meet an overall increasing match requirement:

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| ***MATCH SCHEDULE*** | | | | | | | | |
| AmeriCorps Funding Year | 1,2,3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| Grantee Share Requirements | 24% | 26% | 30% | 34% | 38% | 42% | 46% | 50% |

The matching contributions for member support costs (excluding health care) must be in non-federal funds. Per §2541.240 for Matching or cost sharing. (b) Qualifications and exceptions (1) Costs borne by other Federal grant agreements. Except as provided by Federal statute, a cost sharing or matching requirement may not be met by costs borne by another Federal grant. This prohibition does not apply to income earned by a grantee or sub grantee from a contract awarded under another Federal grant. Unless there is a Federal statute stating that federal funds from another federal agency can be utilized it is prohibited.

Valid documentation of match includes:

1. Grants award documents from other entities
2. Timesheets and in-kind vouchers for services
3. Equipment and furnishing receipts for donated items
4. Leases and other sources documenting the value of donated space
5. Copies of receipts given to donors of goods and service
   1. ***Program Income***

Program income is defined as “gross income received by the grantee . . . directly generated by a grant supported activity or earned only as the result of the grant agreement during the grant period” [CFR §2541.250(b) and §2543.249(a)]. Program income includes fees from services performed under the grant, and income from sale of commodities or items fabricated under a grant agreement. Revenue you receive from sources to support the program that doesn’t directly result from grant activities is not program income. Please see Appendix 6 for additional information

***7.7 Audits and Monitoring***

Audits and Monitoring Programs may be audited by GOVS CNCS or an independent agency at any time to determine whether:

* Financial operations are properly conducted
* Financial reports are fairly presented
* The program has complied with all applicable laws, regulations, and administrative requirements that affect the expenditure of program funds Audit Requirements Uniform Administrative Requirements Subpart F applies to all grantees of Federal Funds; however, only non-profits organizations and state and local governments that expend federal of $750,000 or more in a year must have a single audit:
* The single audit must be completed and submitted in machine-readable format to the Federal Audit Clearinghouse either 30 days after receiving the auditor’s report, or nine months after the end of the nonprofit’s fiscal year, whichever comes earlier.
* The single audit also must be submitted to GOVS 30 days after receiving the auditor’s report.
* Copies of the audit report must be made available to the public.
* If an entity expends less than $750,000 in a fiscal year it will simply be required to make records available for review or audit by the federal awarding agency, the pass-thru agency and the U.S. Government Accountability Office.
* Programs that sub-contract with other agencies to administer programs and provide $750,000 or more in Federal funds must have a single audit submittal of an audit report from the sub-contractor. Audit Reports Programs must follow up and correct identified weaknesses and findings. GOVS will issue a management decision and initiate a corrective action on audit findings within 30 days after the receipt of the subgrantee’s audit report and ensure that the sub grantee’s audit report takes appropriate and timely corrective action. The management decision shall clearly state whether or not the audit finding is sustained, the reasons for the decision, and the expected action to repay disallowed costs, make financial adjustments, or take other action. 56 If the subgrantee has not completed the corrective action, a timetable for follow-up will be given by GOVS. Prior to issuing the management decision, GOVS may request additional information or documentation from the grantee, including a request for auditor assurance related to the documentation, as a way of mitigating disallowed costs. The management decision will describe any appeal process available to the grantee.

***7.8 Periodic Expense Reports (PERs)***

AmeriCorps\*State programs must submit PERs on a monthly basis in the GOVS Online Reporting system, OnCorps.

PERs from programs are due in OnCorps no later than the 10th day of each month for the prior month’s expenses. Should the 10th fall on a weekend, the reports are due the Friday before the weekend. The Commission will issue a reimbursement payment based on timely monthly expense reports submitted by programs. The monthly payments will result in year-to-date payments being equal to year-to-date reported expenditures, by program. Failure to report monthly expenditures by the due date will result in a delay in issuing reimbursement payments. If you experience technical difficulties reporting in OnCorps, please contact your Program Officer.

***7.9 Budget Modifications***

The Governor’s Office of Volunteer Services understands that AmeriCorps programs must sometimes modify their budget during the program year. These budget modification guidelines summarize the AmeriCorps Provisions on this issue. They are intended only as guidance and are not a substitute for the Provisions or other federal rules and regulations. For more information, please refer to the AmeriCorps Provisions.

***7.10 Deadline and Process***

Programs must submit budget modification request to the Commission in a timely manner. While budget modification requests will be accepted on a rolling basis, programs are requested to submit budget modifications that require the approval of the Corporation for National and Community Service by April 1 of the current program year. This will provide sufficient time for the Commission and the Corporation to review the request before Members complete their terms of service.

Programs submitting a budget modification request must submit the following:

• A letter detailing the request and explaining why the modification is needed,

• A revised budget form, and

• A revised budget narrative.

**Programs should not consider budget modification requests approved until written notice is received from the Commission and the Corporation.**

**7.10A Line Item Changes**

Programs may move funds between line items if the modification is less than 5% of the total budget (grant and match). For example, a program that has a total budget of $100,000 may move up to $5,000 between line items as long as the transfer is in compliance with all other applicable grant requirements. Modifications between 5 and 10% must be made in OnCorps and approved by the Governor’s Office of Volunteer Service. Modifications over 10% require a grant amendment in eGrants. Programs who wish to transfer funds totaling more than 10% of the federal award must receive prior approval from the Commission and the Corporation. (OMB Circular A-11, Subpart C, Section 25.)

**7.10B Subgranting Funds**

Programs must receive prior approval from the Commission and the Corporation to sub-grant or subcontract program activities not previously approved in the application for funding. Programs must receive prior approval from both the Commission and Corporation to transfer the grant or to sub-grant to a different organization. For more information, please refer to the AmeriCorps Provisions.

**7.10C Equipment**

Programs may not purchase equipment costing more than $5,000 with grant funds unless specified in the approved budget or application without prior approval from the Commission and the Corporation. All purchases of equipment and supplies should be handled in accordance with 45 CFR 2541 – “Uniform Administrative Requirements for Grants and Cooperative Agreements to State and Local Governments” or with 45 CFR 2543 – “Grants and Agreements With Institutions Of Higher Education, Hospitals, And Other Non-Profit Organizations.”

Appendix 1

**AmeriCorps Pledge**

AmeriCorps Pledge AmeriCorps members take the following pledge at the beginning of their term of service. It is recommended to incorporate this into the member orientation, program kick-off or launch celebration, member enrollment date, or something similar.

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

**ALABAMA AMERICORPS**

**Appendix 2**

MEMBER FILE FORM

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Program Name** | | |  | | | | | | | | | | | |
| **Member Name:** | | |  | | | | | | **Start/End Dates:** | | | **/** | | |
| **Position Title:** | |  | | | | | | | **Program Year (**20XX-XX**):** | | | |  | |
| **Service Term:** | | ❑FT-1700 | | ❑ TQT-1200 | | ❑ HT-900 | | ❑ RHT-675 | | ❑ QT-450 | | | | ❑ MT-300 |
| **Service Year:** | ❑ 1st Year | | | | ❑ 2nd Year | | ❑ 3rd Year | | | | ❑ 4th Year | | | |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **EXIT/SUSPENSION** | | | | | | | | |
| **Reason for Exit:** | | ❑ End of Term | ❑ Early Exit | | ❑ For Cause | ❑ CPC\* | | ❑ Currently Suspended |
| **Total Hours in OnCorps and Portal** (Hours must align)**: OnCorps Hours: \_\_\_\_\_\_\_\_\_ Portal Hours \_\_\_\_\_\_\_\_\_** | | | | | | | | |
| **If exited early:** | ❑ Full Education Award | | | ❑ Partial Education Award | | | ❑ No Education Award | |

\*Compelling/Personal Circumstance exit: documentation must be obtained and kept on file.

|  |
| --- |
| **Member Files: Other Considerations** |
| 1. **When citizenship is not verified through the 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. 2. Professional Corps grantees may have a CNCS-approved alternative timekeeping system. 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. 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. |

|  |
| --- |
| **Files: Other Considerations** |
| 1. Separate each member file according to the **six (6) sections** on the following pages. All documentation should be placed directly behind its correlating section. 2. **Y** → Yes it has been received/conducted, reviewed, and filed. OR **N** → No it has not been received. 3. Place dates of documents received where it is requested. 4. **OS** → Offsite. **EF** → Electronically Filed.    1. Ex: If your program has background checks run through the department of education and requires that related documentation (copies of birth certificates, licenses, etc.) be kept at their location off site; you would mark **OS**. Ex: If the documents are electronically filed instead of physically filed per the host organizations requirements; then you would mark **EF**.    2. **Please Note:** If your program does keep files Off Site or has E-Files the following applies:       1. **OS:** A memo needs to be in each file stating 1) which documents are kept off site, 2) why they are kept off site, 3) where and how they are maintained, 4) who has access to them, and 5) how they are accessed by staff.       2. **EF:** A memo must be in each file stating 1) what documents are electronically filed, 2) why they are electronically filed, 3) where and how they are maintained, 4) who has access to them, and 5) how they are accessed by staff.   **All files must be accessible during a monitoring site visit regardless of offsite or electronic filing.** |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| 1. **Member Eligibility** | | | | | | |
| **Documentation** | | **Y** | **N** | **Date/Brief Comments** | **OS/EF** | |
| Proof of citizenship **OR** allowable legal status | |  |  |  | |  |
| Proof of age (document verifying the member’s birth date) | |  |  |  | |  |
| W-4 Tax Form | |  |  |  | |  |
| A-4 Tax Form | |  |  |  | |  |
| ❑ HS Diploma ❑ GED ❑ Working towards GED  ❑ College Transcripts ❑ Post-Secondary Diploma  ❑ Education Certification in Portal (High School)  ❑ (or a statement that the member agrees to earn their GED or High School diploma prior to using the Ed. Award) | |  |  |  | |  |
| Parental Consent Form (if member under 18 at time of enrollment) | |  |  |  | |  |
| **Additional Comments:** | | | | | | |

**Proof of Citizenship or legal status:** Birth certificate, US passport, report of birth abroad of a U.S. Citizen (FS–240) issued by the State Dept., certificate of birth-foreign service (FS 545) issued by the State Dept., certification of report of birth (DS–1350) issued by the State Dept., certificate of naturalization (Form N–550 or N–570) issued by the INS, certificate of citizenship (Form N–560 or N–561) issued by the INS **OR** permanent resident card, INS Form I-551 Alien Registration Receipt Card, INS Form I-551, passport indicating that the INS has approved it as temporary evidence of lawful admission for permanent residence, departure record (INS Form I-94) indicating that the INS has approved it as temporary evidence of lawful admission for permanent residence.

**Proof of Age:** Birth certificate or government issued ID.

Check dates of expiration on licenses and ensure that the birth certificate is NOT a Certificate from a hospital.

When the regulations refer to a birth certificate they refer to a legal document certified by and registered with a State’s office of vital statistics (often through local vital statistic branches). Although the official document that states the child’s name, place of birth, parents’ names, and so forth is often filled in at the hospital, it should not be confused with documents distributed by some hospitals that have no legal significance.

**Certification/Verification of High School.** Enrolling in the My AmeriCorps portal requires members to certify their high school status. Such certification fulfills the recipient’s verification requirement to obtain and maintain documentation from the member relating to the member’s high school education. As noted in the 2019 Terms and Conditions for AmeriCorps State and National Grants. **Please note, this ONLY pertains to High School education. If your program requires some college courses or a degree, the program needs to request documentation to certify they have completed the required courses or obtained the required degree.**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 1. **Member Application, Enrollment, Exit, Change of Status, Early Release, and Other** | | | | | |
| **Documentation** | | | **Y** | **N** | **Date/Brief Comments** |
| AmeriCorps application – Is the application **in the file**? | | |  |  | The member applied online and the application is located online, not in the file. |
|  | | **If application not in file, Program Staff certifies by checking the yes box that the application is online and has been reviewed.** |  | ❑ NA: Application is located in the file | |
| Additional Application Documents (resume, cover letters, certifications, etc.) | | |  |  |  |
|  | | May list other application materials here, if applicable |  |  |  |
| AmeriCorps enrollment form – Is the form **in the file?** | | |  |  |  |
| If **No**, not in file – member certified form in the Portal | | | N/A: Member Certified in Portal: \_\_\_ | | |
| If **Yes**, in file: | | | | | |
|  | | Member section completed, signed, and date |  |  | Signature: \_\_\_ Date: |
|  | | Program Staff section completed, signed, and dated |  |  | Signature: \_\_\_ Date: |
| End of term/Exit form - **Is the form in the file?** | | |  |  |  |
| If **No**, not in file -member certified form in the Portal | | | N/A: Member Certified in Portal: \_\_\_ | | |
| If **Yes** in file: | | | | | |
|  | | Member section completed, signed, and date**\*** |  |  | Signature: \_\_\_ Date: |
|  | | Program Staff section completed, signed, and dated**\*** |  |  | Signature: \_\_\_ Date: |
| Change of Status/Early Release Form (where applicable) | | |  |  |  |
| Non-medical Leave of Absence Documentation (non-confidential) | | |  |  |  |
| Disciplinarily Reports, Documentation, and Correspondence  (include info. related to fines and docking stipends (temporarily withholding stipend )) | | |  |  |  |
| Member Letter of Resignation (if applicable) | | |  |  |  |
| **Additional Comments:** | | | | | |

Most of what is captured above should be located in eGrants.

**\***Members and Program staff can **only sign** the end of term and exit form prior to ending or exiting the program, but they **cannot date the form**. **Review the form carefully to ensure that the form has not been dated.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1. **Member Health Care, Child Care, Auto Insurance** | | | | |
| **Documentation** | | **Y** | **N** | **Date/Brief Comments** |
| Health Care (not required for less than FT members, EAP, or Professional Corps and members covered under a collective bargaining agreement.) | | | | |
|  | **Yes** - Proof of AmeriCorps Program Health Care Enrollment |  |  | ❑ Acceptance Signed |
|  | **No** – **Declined or Ineligible** |  |  | ❑ Waiver Signed ( Declined/Exempt) |
| Child Care (FT members/and HT members serving in a FT capacity only)\* | | | | |
|  | **Yes -** Proof of Child Care Enrollment |  |  | ❑ Acceptance Signed |
|  | **No** - **Declined or Ineligible** |  |  | ❑ Waiver Signed ( Declined/Exempt) |
| Auto Insurance | | | | |
|  | Proof of Auto Insurance (if applicable) |  |  |  |
| **Additional Comments:**  Is this member serving in a FT capacity in a less than FT slot? ❑ Yes ❑ No  *\*Serving in a FT capacity in a less than FT slot*  As noted in the **2019 Terms and Conditions for AmeriCorps State and National Grants.** For purposes of this provision, a member is serving in a full-time capacity when his/her regular term of service will involve **performing service on a normal full-time schedule for a period of six weeks or more**. A member may be serving in a full-time capacity without regard to whether his/her agreed term of service will result in a full-time Segal AmeriCorps Education Award. | | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| 1. **Member Service Agreement** | | | |
| **Documentation** | **Y** | **N** | **Date/Brief Comments** |
| **Dates** of service term on Service Agreement/Contract: |  |  | Dates:Start: End: |
| Minimum number of service hours and other requirements (slot type) |  |  | Slot Type: Hours: |
| Amount of Education Award offered for successful completion |  |  | $ |
| Position Description (Full Description in Agreement or attachment to Agreement ) |  |  |  |
| Member Eligibility 45 CFR §§ 2522.200  (CFR text not required. May be listed as qualifications or other) |  |  |  |
| **Text** of 45 CFR §§ 2520.65 on  **Prohibited** and **Unallowable Activities** |  |  |  |
| **Text** of 45 CFR §§ 2540.100(e)-(f) on  **Non-duplication** and **Non-displacement** |  |  |  |
| **Text** of 45 CFR §§ 2520.40-45 on **Fundraising** |  |  |  |
| Requirements under the **Drug-Free Workplace Act** (41 U.S.C. § 701 et seq) |  |  |  |
| **Grievance Procedure** refer to 45 CFR §§ 2540.230 |  |  |  |
| **\***Civil rights requirements, complaint procedures, and rights of beneficiaries |  |  |  |
| Other requirements as established by the grantee and/or sub-grantee (beyond minimum of what’s required) |  |  |  |
| Standards of conduct, as developed by the grantee and/or sub-grantee (ex: tardiness, internet use, etc.) |  |  |  |
| **Suspension** and **Termination** rules |  |  |  |
| Specific circumstances in which a member would be released for **Cause** |  |  |  |
| Media/Publicity release |  |  |  |
| **Date** and Member signature |  |  | Date: |
| **Date** and Program Staff Signature (recommended, not required) |  |  | Date: |
| **Additional Comments:** | | | |

**\***Remove the Wendy Spence Civil Rights note/letter if it is located in the member file.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1. **Member Evaluations and Member Development** *(CERT training, First Aid, CPR, etc.)* | | | | |
| **Documentation** | | **Y** | **N** | **Brief Comments** |
| **Evaluations** | | | | |
| Mid-term (required for FT and HT members) | |  |  | Date of MT Eval.: |
| End of term (required for all members) | |  |  | Date of EOY Eval.: |
|  | Completed required hours |  |  |  |
|  | Satisfactorily completed assignments |  |  |  |
|  | Other factors as determined |  |  |  |
| **Member Development** | | | | |
| Earned certificates, trainings, etc. during the member’s service. | |  |  |  |
| Life After AmeriCorps trainings, assessments, etc. | |  |  |  |
| **Additional Comments:** | | | | |

MT: Mid-term

EOY: End of Year

You are required to conduct and keep a record of:

* at least a midterm and an end-of-term written evaluation of each member’s performance for Full-Time members
* and an end-of-term written evaluation for all less-than-full-time members.

All information pertaining to compelling/personal circumstances, accommodation requests, incidents, etc. cannot be filed in the member’s file behind the VI. Section sheet. All confidential information must be filed separately from other member files and locked.

Please indicate if there is paperwork in the separate file pertaining to any of the four documentation sections listed below by checking the Yes box and including any notes you feel are necessary without violating member confidentiality.

|  |
| --- |
| **EXIT/SUSPENSION** |

|  |  |  |  |
| --- | --- | --- | --- |
| 1. **Compelling/Personal Circumstance, Accommodation, and Incidents** | | | |
| **Documentation** | **Y** | **N/A** | **Brief Comments** |
| Documentation of Compelling/Personal Circumstance |  |  |  |
| Medical/Confidential Leave Documentation |  |  |  |
| Accommodation Requests |  |  |  |
| Incident Reports |  |  |  |
| **Additional Comments:** | | | |

**ALABAMA AMERICORPS**

MEMBER FILE FORM (CONFIDENTIAL)

All information pertaining to disclosed disabilities, illnesses, accommodation requests, incident reports, etc. must be filed separately from other member files and locked.

Please complete the member information section below and place any information pertaining to the four sections below in the VI. Section behind this document.

|  |  |
| --- | --- |
| **Program Name** |  |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Member Name:** | | |  | | | | | | **Start/End Dates:** | | | **/** | | |
| **Position Title:** | |  | | | | | | | **Program Year (**20XX-XX**):** | | | |  | |
| **Service Term:** | | ❑FT-1700 | | ❑ RFT-1200 | | ❑ HT-900 | | ❑ RHT-675 | | ❑ QT-450 | | | | ❑ MT-300 |
| **Service Year:** | ❑ 1st Year | | | | ❑ 2nd Year | | ❑ 3rd Year | | | | ❑ 4th Year | | | |

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Reason for Exit:** | | ❑ End of Term | ❑ Early Exit | | ❑ For Cause | ❑ CPC\* | | ❑ Currently Suspended |
| **Total Hours in OnCorps and Portal** (Hours must align)**: OnCorps Hours: \_\_\_\_\_\_\_\_\_ Portal Hours \_\_\_\_\_\_\_\_\_** | | | | | | | | |
| **If exited early:** | ❑ Full Education Award | | | ❑ Partial Education Award | | | ❑ No Education Award | |

\*Compelling Personal Circumstance exit: documentation must be obtained and kept on file.

|  |  |  |  |
| --- | --- | --- | --- |
| 1. **Compelling Personal Circumstance, Accommodation, and Incidents** | | | |
| **Documentation** | **Y** | **N** | **Brief Comments** |
| Documentation of Compelling/Personal Circumstance |  |  |  |
| Medical/Confidential Leave Documentation |  |  |  |
| Accommodation Requests |  |  |  |
| Incident Reports |  |  |  |
| **Additional Comments:** | | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ***AmeriCorps Tutoring Program Requirements Checklist***  Any programs that engage AmeriCorps members as tutors must comply with the requirements specified below. A tutor is defined in **Sec. 2522.900** as:  • Someone whose primary goal is to increase academic achievement in reading or other core subjects through planned, consistent, one-to-one or small-group sessions and activities that build on the academic strengths of K-12 students and target their academic needs.  • A tutor is not someone engaged in other academic support activities, i.e. mentoring and after-school program support, whose primary goal is something other than increasing academic achievement. For example, providing a safe place for children ≠ tutoring, even if activities focus on homework help. | | | | |
| Requirement | Y | N | N/A | Comments |
| **A. Tutor qualifications [Sec. 2522.910]** |  |  |  |  |
| *If member is considered to be an employee of Local Education Agency or school, as determined by State law, then program ensures member meets* Paraprofessional qualifications under No Child Left Behind Act, as required in 34 CFR 200.58 |  |  |  |  |
| *If member is not considered to be an employee of Local Education Agency or school, as determined by State law, then the program ensures member: (*1)(i) Has a high School diploma or its equivalent, or a higher degree OR (ii)Proficiency test, as described in § 2522.930 of this subpart (2) Successfully completes pre- and in-service specialized training, as required in § 2522.940 of this subpart. |  |  |  |  |
| **B. Exceptions to qualification requirements [Sec. 2522.920]** |  |  |  |  |
| Program is not required to meet the qualifications requirements in § 2522.910 if a member is a K–12 student tutoring younger children in the school or after school as part of a structured, school-managed cross-grade tutoring program. |  |  |  |  |
| **C. Appropriate proficiency test [Sec. 2522.930]** |  |  |  |  |
| If a member serving as a tutor does not have a high-school diploma, its equivalent, or a higher degree, program ensures member passes a proficiency test that the program has determined effective in ensuring that members serving as tutors have the necessary skills to achieve program goals. |  |  |  |  |
| The program maintains in the member file of each member who takes the test documentation on the proficiency test selected and the result |  |  |  |  |
| **D. Program requirements [Sec. 2522.940]** |  |  |  |  |
| Program has appropriate criteria for selecting and qualifying tutors, including the requirements in § 2522.910. |  |  |  |  |
| Program identifies the strategies or tools it will use to assess student progress and measure student outcomes |  |  |  |  |
| Program certifies that the tutoring curriculum is high-quality and research-based, consistent with instructional program of the local educational agency or with State academic content standards. |  |  |  |  |
| Program certifies that the pre-service and in-service training content are high-quality and research-based, consistent with the instructional program of local educational agency or with State academic content standards. |  |  |  |  |
| Program provides specialized high-quality and research-based, member pre-service and in-service training consistent with the activities member will perform. |  |  |  |  |
| Program provides appropriate member supervision by individuals with expertise in tutoring. |  |  |  |  |
| **E. Requirements & qualifications for programs that focus on supplemental academic support activities other than tutoring. [Sec. 2522.950]** |  |  |  |  |
| If program does not involve tutoring as defined in Sec. 2522.900, then Secs. 2522.910-2522.940 requirements do not apply. |  |  |  |  |
| At a minimum, program articulates in its application how it will recruit, train and supervise members to ensure they have qualifications and skills necessary to provide the service activities in which they will be engaged. |  |  |  |  |

**Appendix 3**

**Appendix 4**

<<Insert Program Logo here>>

<<Insert Program Name, address and telephone here>>

Governor’s Office of Volunteer Services Program Directors Manual



<<Insert Program Welcome Letter Here>>

Welcome,

Congratulations on becoming a member of AmeriCorps! AmeriCorps Programs help communities address locally defined challenges by mobilizing America’s greatest asset: our citizens. AmeriCorps Alabama Programs focus on these impact areas:

* Economic Opportunity,
* Veteran and Military Families,
* Education,
* Environmental Stewardship,
* Healthy Futures, and
* Disaster Response

The Corporation for National and Community Service (CNCS) administers AmeriCorps at the federal level and works in partnership with states to develop service programs and create a community-based national service network. The Governor’s Office of Volunteer Services (GOVS) is the administrative agent for Alabama's AmeriCorps, and we are so happy to welcome you!

Becoming an AmeriCorps Member in means that you will be taking on a great endeavor for the benefit of your community. Whether you have lived here for your whole life, or you just relocated to serve in AmeriCorps, you will have a lasting impact on the community and people you serve.

Further, your AmeriCorps term of service is an investment in yourself. You will be trained in new skills and you will develop personally and professionally. We want you to have a wonderful experience as an AmeriCorps Member, and we will do all that wecan at a state level to ensure that your term of service benefits you and your future. **All of us at the Governor’s Office of Volunteer Services thank you for your service, welcome you to the team, and wish you the best of luck!**

Sincerely,

Melinda Stallworth Coordinator



## Purpose

It is the purpose of this agreement to delineate the terms, conditions, and rules of the membership regarding the participation of <<Insert Member Name>> [Optional(hereinafter referred to as the Member)] in the <<Insert Program Name>> AmeriCorps Program (hereinafter referred to as the Program).

As ruled by the United States Department of Labor on April 20, 1995, Members of AmeriCorps are not employees of AmeriCorps or the organization(s) in which they serve. Entry into a Member Agreement does not create a contract of employment with AmeriCorps or <<Insert Program Name>> in which a Member serves.

## 2. Eligibility Requirements

## 2.1 An AmeriCorps participant must- 2.1.1 Be at least 17 years of age at the commencement of service; or 2.1.2 Be an out-of-school youth 16 years of age at the commencement of service participating in a program described in 45 CFR § 2522.110;

## 2.2 2.2.1 Have a high school diploma; or

## 2.2.2 Not have dropped out of elementary or secondary school to enroll as an AmeriCorps participant and must agree to obtain a high school diploma or its equivalent 2.2.3 Obtain a waiver from the Corporation of the requirements in paragraphs (ll)(A)(1) or (ll)(A)(2) and) of this section based on an independent evaluation secured by program demonstrating that the individual is not capable of obtaining a high school diploma or its equivalent; or

## 2.2.4 Be enrolled in an institution of higher education on an ability to benefit basis and be considered eligible for funds under section 484 of the Higher Education Act of 1965 (20 U.S.C.1091);

## 2.3 Be a citizen, national or lawful permanent resident alien of the United States;

## 2.4 Satisfy the national Service Criminal History Check eligibility criteria pursuant to 45 CFR 2540.202.

## 2.5 Written declaration regarding high school diploma sufficient for enrollment. For purposes of enrollment, if an individual provides a written declaration under penalty of law that he or she meets the requirements in paragraph (a) of this section relating to high school education, a program need not obtain additional documentation of that fact.

## 2.6 Primary documentation of status as a U.S. citizen or national. The following are acceptable forms of certifying status as a U.S. citizen or national:

## 2.6.1 A birth certificate showing that the individual was born in one of the 50 states, the District of Columbia, Puerto Rico, Guam, the U.S. Virgin Islands, American Samoa, or the Northern Mariana Islands;

## 2.6.2 A United States passport;

## 2.6.3 A report of birth abroad of a U.S. Citizen (FS-240) issued by the State Department;

## 2.64 A certificate of birth-foreign service (FS 545) issued by the State Department;

## 2.65 A certification of report of birth (DS-1350) issued by the State Department;

## 2.66 A certificate of naturalization (Form N-550 or N-570) issued by the Immigration and Naturalization Service; or

## 2.67 A certificate of citizenship (Form N-560 or N-561) issued by the Immigration and Naturalization Service.

## 2.7 Primary documentation of status as a lawful permanent resident alien of the United States. The following are acceptable forms of certifying status as a lawful permanent resident alien of the United States:

## 2.71 Permanent Resident Card, INS Form I-551;

## 2.72 Alien Registration Receipt Card, INS Form I-551;

## 2.73 A passport indicating that the INS has approved it as temporary evidence of lawful admission for permanent residence; or

## 2.74 A Departure Record (INS Form I-94) indicating that the INS has approved it as temporary evidence of lawful admission for permanent residence.

## Terms of Service

* 1. The Member’s term of service begins on <<Insert Start Date>> and ends on <<Insert End Date>>.
  2. The member will complete a minimum of hours of service during the term of service indicated in this agreement. Please indicate the term of service that applies to this member by checking the corresponding box below

|  |  |  |
| --- | --- | --- |
|  | Member Type | Minimum Hours Required |
|  | Full Time (FT) | 1,700 hours |
|  | Three Quarter Time (TQT) | 1,200 hours |
|  | Half Time (HT) | 900 hours |
|  | Reduced Half Time (RHT) | 675 hours |
|  | Quarter Time (QT) | 450 hours |
|  | Minimum Time (MT) | 300 hours |

* 1. Of the <<Insert Total #>> hours, a maximum of 10% (<<Insert #>> hours) may be spent on fundraising, and a maximum of 20% (<<Insert #>> hours) will be spent on training/education activities.
  2. The Member understands that to successfully complete the term of service (as defined by the Program and consistent with regulations of the Corporation for National and Community Service (CNCS) and to be eligible for the education award, the Member must satisfactorily complete the duration of their service as noted in paragraph (a) of this section, and all the hours of service as noted in paragraph (b) of this section. The program may want to expand on specific program requirements for successful completion here. (i.e. required training, meeting attendance, etc.)
  3. The Member understands that to be eligible to serve a subsequent term of service in AmeriCorps, VISTA or AmeriCorps NCCC, the Member must receive satisfactory performance reviews for any previous term of service The member’s eligibility for subsequent term of service with this program will be based on at least a mid-term and end-of-term evaluation of the member’s performance focusing on factors such as whether the member has:
     1. Satisfactorily complete assignments, tasks, and projects
     2. Met any other criteria that are clearly communicated both orally and in writing at the beginning of the term of service.
     3. The Member understands, however, that mere eligibility for an additional term of service does not guarantee selection or placement.

## benefits the member will receive from the program the following benefits

* 1. **Living Allowance**  The living allowance is designed to help Members meet the necessary living expenses incurred while participating in the AmeriCorps program. Programs do not pay a living allowance on an hourly basis. It is not a wage and should not fluctuate based on the number of hours the Member serves in a given time period. Programs pay the living allowance in increments, such as weekly, biweekly, or monthly.
  2. A living allowance up to $<<Insert Total Living Allowance Amount>>.
     1. The living allowance is taxable, and the AmeriCorps program is required to deduce FICA and Income Taxes directly from the living allowance.
     2. Eligibility to receive the maximum living allowance is dependent on the Member’s start date, exit date, and attendance with the Program.
     3. The living allowance will be distributed <<Insert Frequency>> by <<Insert Payment Method>> starting on <<Select First Payment Date>>. The <<Insert Frequency>> amount will be $ <<Insert Living Allowance Disbursement Amount>>.
     4. With the exception of pay periods that coincide with designated program breaks, the Member is required to serve a minimum of <<Insert Minimum # of Hours>> hours during each <<Select Pay or Timesheet Period>> period. If the Member fails to serve the minimum number of hours in a given <<Select Pay or Timesheet Period>>, they may be provided with a disciplinary contract. The Program may withhold the Member’s living allowance until all expectations outlined in the disciplinary contract are met.
     5. If zero hours are served in a given <<Select Pay or Timesheet Period>> period, the Member will not receive a living allowance payment for that service period.
     6. If the Member ends their service prior to the full completion of their term, they will not be entitled to payment of any remaining living allowance and may not be eligible to receive the Education Award.
  3. [If the Member is eligible] Healthcare insurance is provided to Members not otherwise covered by a healthcare policy at the time the Member begins service, the Member is eligible for the program provided healthcare insurance if they lose coverage during their term of service as a result or through no deliberate act of their own. The Member must notify the program if their eligibility status for healthcare insurance changes during their term of service.
  4. If applicable, a childcare allowance will be provided by the official AmeriCorps Child Care Provider (GAP Solutions, Inc.) directly to the provider, if the Member qualifies for the allowance. Members can apply online. <https://www.americorpschildcare.com/index.cfm?applyMember> or fill out a paper application, <https://www.americorpschildcare.com/index.cfm?tab2>.

1. The Member understands that they may be eligible for Unemployment Compensation based on service in AmeriCorps. For additional information on AmeriCorps participants and exempt employment considerations, please contact the office of Alabama Department of Labor n 1).
2. **Education Award**

Upon successful completion of the Member’s term of service, the Member will receive an education award from the National Service Trust in the amount of $<<Select Amount>>. The education award is considered taxable income during the year(s) used.

* 1. You can use your education award to pay current educational expenses at eligible schools and educational programs. It can also be used for programs of education, apprenticeships, or job trainings approved for educational benefits under the Montgomery G.I. Bill and the Post 9/11 G.I. Bill. For more information on the Segal Education Award, please go to <https://www.nationalservice.gov/programs/americorps/segal-americorps-education-award>
  2. A high school diploma or its equivalent is no longer required in order to receive an Education Award from the National Service Trust. A member must have completed a term of service certified by the program before an Education Award is available for use.
  3. The Member understands that their failure to disclose to the Program any history of having been released for cause from another AmeriCorps program will render them ineligible to receive the education award.

1. **Loan Forbearance**

A Member who have successfully completed a term of service in an AmeriCorps program are eligible to have the Trust pay up to 100% of the interest that accrued on their qualified student loan during their service. The portion that the Trust will pay is determined by the type of service (full or part-time) and the length of the service period. The Trust will only pay interest on qualified student loans.

## Position Description

It is understood that AmeriCorps Members are not employees of the AmeriCorps program or the federal government. Moreover, Members are not allowed to perform an employee’s duties or otherwise displace employees.

The definition of “participant” in the National and Community Service Act includes AmeriCorps Members. Under the law, “a participant (Member) shall not be considered to be an employee of the organization receiving assistance under the national service laws through which the participant (Member) is engaged in service” (42 U.S.C. 12511(30) (B)).

As an AmeriCorps Member serving with the Program as a(n) <<Insert Member Position Title>> at <<Insert Assigned Service Site>>. The full description of Member duties and responsibilities is attached to the Member Service Agreement.

In addition, you will be required to:

* Attend all required meetings and training
  + Comply fully with AmeriCorps reporting requirements which include completion of time

sheets, activity logs, and maintaining accurate and complete files as required by your

service site

* Participate in National Days of Service and Special Initiatives.

You may also be required to participate in:

* Recruiting and training of community volunteers
* Disaster Preparedness/Response Training, 2-1-1 Training, and/or CPR Training
* The Program may choose to add additional expectations here

## Prohibited Activities

AmeriCorps Members may not engage in the below activities directly or indirectly by recruiting, training, or managing others for the primary purpose of engaging in one of the activities listed below. Individuals may exercise their rights as private citizens and may participate in the activities listed on their initiative, on non-AmeriCorps time, and using non-CNCS funds. Individuals should not wear the AmeriCorps logo while doing so. 45CFR § 2520.65

1. Attempting to influence legislation;
2. Organizing or engaging in protests, petitions, boycotts, or strikes;
3. Assisting, promoting, or deterring union organizing;
4. Impairing existing contracts for services or collective bargaining agreements;
5. Engaging in partisan political activities, or other activities designed to influence the outcome of an election to any public office;
6. Participating in, or endorsing, events or activities that are likely to include advocacy for or against political parties, political platforms, political candidates, proposed legislation, or elected officials;
7. Engaging in religious instruction, conducting worship services, providing instruction as part of a program that includes mandatory religious instruction or worship, constructing or operating facilities devoted to religious instruction or worship, maintaining facilities primarily or inherently devoted to religious instruction or worship, or engaging in any form of religious proselytization;
8. Providing a direct benefit to—
   1. A business organized for profit;
   2. A labor union;
   3. A partisan political organization;
   4. A nonprofit organization that fails to comply with the restrictions contained in section 501(c)(3) of the Internal Revenue Code of 1986 related to engaging in political activities or substantial amount of lobbying except that nothing in these 9 provisions shall be construed to prevent participants from engaging in advocacy activities undertaken at their own initiative; and
   5. An organization engaged in the religious activities described in item “g.” above, unless CNCS assistance is not used to support those religious activities;
9. Conducting a voter registration drive or using CNCS funds to conduct a voter registration drive;
10. Providing abortion services or referrals for receipt of such services; and
11. Such other activities as CNCS may prohibit.

AmeriCorps members may not engage in the above activities directly or indirectly by recruiting, training, or managing etc. See the Terms & Conditions for the rest of the paragraph.

## Rules of Conduct

The Member is expected to, at all times while acting in an official capacity as an AmeriCorps Member to conduct themselves in a positive manner, and:

*Leadership, Integrity, Volunteerism, Equality, Solutions*

* Strive to meet the highest standards of performance, quality service, and achievement
* Communicate and act with honesty, integrity, and openness
* Promote a service environment that values respect, fairness, and integrity
* Promote volunteerism
* Maintain confidentiality and respect the privacy rights of all individuals in the performance of their duties
* Confront problems by focusing on positive outcomes and solutions; avoid blaming others; be accountable

*Punctuality, Attendance, and Behavior*

* Be on time
* Be prepared for service
* Adhere to scheduled training and service hours
* Notify the Program Director as soon as possible if they will be tardy or absent

*Recordkeeping – The Program may want to add additional program-specific requirements*

* Complete time and activity reports for verification as directed by the Program Director
* Complete, document, and compile information pertaining to the Program’s performance measure goals and return the information to the Program Director
* Complete and return evaluations as required by the Program Director

*Service Relationships*

* Demonstrate mutual respect for others
* Follow directions and instructions
* Dress and conduct themselves appropriately
* Address all concerns, problems, and suggestions to the Program Director
* Always conduct themselves in a manner that brings favor to them as a Member, the host site, the Program, and AmeriCorps

**The Member SHOULD NOT participate in the following activities:**

* Answer phones
* Perform only clerical work
* Perform janitorial duties
* Provide childcare
* Service unrelated to the grant
* Supervising other Members

Team Leads provide an additional layer of leadership and support for members under certain conditions. They may assist by providing information and resources on best practices or by helping to develop portions of the program such as the training curriculum. Team Leads can be engaged, on a limited basis, in activities that support the administration of the AmeriCorps program. These include raising funds or in-kind contributions in direct support of specific AmeriCorps projects, such as team service projects.

**Further:**

* No more than 20% of the aggregate Member service hours may be spent in training, and/or Member development (45 CFR §2520.50),
* The sole duties of an AmeriCorps Member cannot be to refer individuals to federal or state assistance programs (42 USC § 12634(d)), and
* Fundraising for direct support of the AmeriCorps program cannot exceed 10% of a Member’s service hours (45 CFR § 2520.40-.45).

**The Member understands that the following acts also constitute a violation of the Program’s Code of Conduct:** Below is an example of an AmeriCorps Program’s Code of Conduct. Programs should adjust this list to reflect their own rules of conduct for AmeriCorps Members.

* Unauthorized tardiness;
* Unauthorized absences. Members should notify their service site supervisor in advance if possible or, at a minimum must notify the Program on the day of the absence;
* Repeated use of inappropriate language (i.e. profanity) at a service site;
* Failure to wear appropriate clothing to service assignments;
* Stealing or lying;
* Removing property or records from the service site without authorization;
* Engaging in any activity that may physically or emotionally damage other Members of the program or people in the community;
* Unlawful manufacture, distribution, dispensation, possession or use of any controlled substance or illegal drugs during the service term;
* Consuming alcoholic beverages during the performance of service activities;
* Being under the influence of alcohol or illegal drugs during the performance of service/activities;
* Failing to notify the program of any criminal arrest or conviction that occurs during the term of service;
* Failure to participate in scheduled program events and activities;
* Leaving the assigned site during the scheduled service hours without authorization;
* Insubordination or lack of cooperation;
* Possession of weapons of any type during service hours;
* Misrepresenting hours of service or falsifying time and attendance records;
* Disclosing confidential clients (student/family) or Program information;
* Falsify reports or records including, but not limited to AmeriCorps application, Personnel records, expense reports, service hour records, and/or Program reports;

## Unallowable Activities

The Member understands the following regulations set forth by the Corporation for National and Community Service as it relates to the service provided by the Member:

* + 1. FR §§ 2540.100(e)-(f)

**11.1 Non duplication.** Corporation assistance may not be used to duplicate an activity that is already available in the locality of a program. And, unless the requirements of paragraph (f) of this section are met, Corporation assistance will not be provided to a provide nonprofit entity to conduct activities that are the same or substantially equivalent to activities provided by a State or local government agency in which such entity resides.

* 1. **Non displacement.**

11..2.1 An employer may not displace an employee or position, including partial displacement such as reduction in hours, wages, or employment benefits, as a result of the use by such employer of a participant in a program receiving Corporation assistance.

11.2.2 An organization may not displace a volunteer by using a participant in a program receiving Corporation assistance.

11.2.3

* 1. A service opportunity will not be created under this chapter that will infringe in any manner on the promotional opportunity of an employed individual.
  2. A participant in a program receiving Corporation assistance may not perform any services or duties or engage in activities that would otherwise be performed by an employee as part of the assigned duties of such employee.
  3. A participant in any program receiving assistance under this chapter may not perform any services or duties, or engage in activities, that—
     1. Will supplant the hiring of employed workers; or
     2. Are services, duties, or activities with respect to which an individual has recall

rights pursuant to a collective bargaining agreement or applicable personnel

procedures.

* 1. A participant in any program receiving assistance under this chapter may not perform services or duties that have been performed by or were assigned to any—
     1. Presently employed worker;
     2. Employee who recently resigned or was discharged;
     3. Employee who is subject to a reduction in force or who has recall rights

pursuant to a collective bargaining agreement or applicable personnel

procedures;

* + 1. Employee who is on leave (terminal, temporary, vacation, emergency, or sick); or
    2. Employee who is on strike or who is being locked out.

Failure to adhere to the previously established rules of conduct will result in the following disciplinary action(s); *Step by Sep Disciplinary Action– The Program should add additional program-specific requirements*

## Fundraising Regulations

The Member understands the following regulations and expectations set forth by the Corporation for National and Community Service related to the fundraising by Members.

**FR § 2520.40 Under what circumstances may AmeriCorps Members in my program raise resources?**

* 1. AmeriCorps members may raise resources directly in support of your program’s service activities.
  2. Examples of fundraising activities AmeriCorps members may perform include, but are not limited

to the following:

* + 1. Seeking donations of books from companies and individuals for a program in which volunteers teach children to read;
    2. Writing a grant proposal to a foundation to secure resources to support the training of

volunteers;

* + 1. Securing supplies and equipment from the community to enable volunteers to help build
    2. houses for low-income individuals;
    3. Securing financial resources from the community to assist in launching or expanding a program that provides social services to the members of the community and is delivered; in whole or in part, through the members of a community-based organization;
    4. Seeking donations from alumni of the program for specific service projects being performed by current members.
    5. AmeriCorps members may not:
  1. Raise funds for living allowances or for an organization's general (as opposed to the project)

operating expenses or endowment;

* 1. Write a grant application to the Corporation or to any other Federal agency.

## Release from Term of Service

* 1. The Member understands that they may be released for the following two reasons:
     1. For cause, as explained in paragraph b) of this section; or
     2. For compelling personal circumstances as defined in paragraph c) of this section.
  2. The Program will release the Member for cause for the following reasons:

**13.2.1** The Member has dropped out of the program without obtaining a release for

compelling personal circumstances from the appropriate program official;

**13.2.2** During the term of service, the Member has been convicted of a violent felony or the

sale or distribution of a controlled substance;

**13.2.3** The Member has committed a fourth offense in accordance with paragraph (E) of section VII of this agreement;

**13.2.4** The Member has committed any of the offenses listed in section VII of this agreement  or any other serious breach that in the judgment of the director of the Program would undermine the effectiveness of the Program.

1. The Program may release the Member from the term of service for compelling personal circumstances if the Member demonstrates through appropriate documentation that:

**14.1** The Member has a disability or serious illness that makes completing the term impossible;

**14.2** There is a serious injury, illness, or death of a family member which makes completing the term

unreasonably difficult or impossible for the Member;

* 1. The Member has Military service obligations;
  2. Some other unforeseeable circumstance beyond the Member’s control makes it impossible or unreasonably difficult for the Member to complete the term of service, such as a natural disaster, a strike, relocation of a spouse, or the nonrenewal or premature closing of a project or the Program.

1. Compelling personal circumstances do not include leaving the Program:
   1. To enroll in school;
   2. To obtain employment; or
   3. Because of dissatisfaction with the Program.
2. The Program may suspend the Member’s term of service for the following reasons:
   1. During the term of service, the Member has been charged with a violent felony or the sale or distribution of a controlled substance. (If the Member is found guilty or the charge is dismissed, the Member may resume their term of service. The Member, however, will not receive back living allowances or credit for any service hours missed.)
   2. During the term of service, the Member has been convicted of a first offense of possession of a controlled substance. (If, however, the Member demonstrates that they have enrolled in an approved drug rehabilitation program, the Member may resume their term of service. The Member will not receive back living allowances or credit for any service hours missed.)
   3. The Member is not serving, nor accumulating service hours for an extended period of time.
3. The Program may suspend the Member’s term of service for any reason other than a release for compelling personal circumstances as described in paragraph c), the Member will cease to receive the benefits described in paragraph a) of section IV and will receive no portion of the education award or interest payments.
4. If the Member discontinues their term of service due to compelling personal circumstances as described in paragraph c) of this section, the Member will cease to receive benefits described in section IV. If the Member completes at least 15 percent of the required term of service, the Member is eligible for a pro-rated education award (2522.230).
5. If applicable, program staff must immediately notify the healthcare insurance provider and childcare providers if a Member’s status changes in a manner that affects their eligibility for healthcare or childcare.

## Drug and Alcohol-Free

1. **Notice to Employees and Members.** In accordance with the Drug-Free Workplace Act, 41 U.S.C. 701 et seq., implementing regulations, 45 C.F.R. 2542, and the Grantee's certification, the Grantee must publish a statement notifying employees and members that:

* The unlawful manufacture, distribution, dispensation, possession or use of a controlled substance is prohibited in the Grantee's workplace and Program;
* Conviction of any criminal drug statute must be reported immediately to the Grantee;
* The employee's employment or member's participation is conditioned upon compliance with the notice requirements; and
* Certain actions will be taken against employees and members for violations of such prohibitions.

1. **Criminal Drug Convictions.** The Grantee's employeesand members must notify the Grantee in writing of any criminal drug convictions for a violation occurring in the workplace or during the performance of project activities no later than 5 days after such conviction. The Grantee must notify GOVS within 10 days of receiving notice of such conviction. The Grantee must take appropriate action against such employee or member up to and including termination or member release for cause consistent with the Corporation's rules on termination and suspension of service or require the employee or member to satisfactorily participate in an approved drug abuse assistance or rehabilitation program.

## Civil Rights & Non-Discrimination Policy

This program is available to all, without regard to race, color, national origin, disability, age, sex, political affiliation, or, in most instances, religion. It is also unlawful to retaliate against any person who, or organization that, files a complaint about such discrimination. In addition to filing a complaint with local and state agencies that are responsible for resolving discrimination complaints, you may bring a complaint to the attention of the Corporation for National and Community Service.

|  |
| --- |
| **Civil Rights / Equal Opportunity Policy signed by CNCS CEO Barbara Stewart:**  The Corporation for National and Community Service (CNCS) has zero tolerance for the harassment of any individual or group of individuals for any reason. CNCS is committed to treating all persons with dignity and respect. CNCS prohibits all forms of discrimination based upon race, color, national origin, gender, age, religion, sexual orientation, disability, gender identity or expression, political affiliation, marital or parental status, or military service. All programs administered by or receiving federal financial assistance from CNCS must be free from all forms of harassment.  Harassment is unacceptable in CNCS offices or campuses, in other service-related settings such as training sessions or service sites, and at service-related social events. Any such harassment, if identified, will result in immediate corrective action, up to and including removal or termination of any CNCS employee or national service participant. All recipients of federal financial assistance, including individuals, organizations, programs and/or projects are also subject to this zero-tolerance policy. When a violation occurs, appropriate corrective action subject to regulatory procedures will take place, up to and including termination of federal financial assistance from all federal sources.  Slurs and other verbal or physical conduct relating to an individual's gender, race, ethnicity, religion, sexual orientation or any other basis constitute harassment when such behavior has the purpose or effect of interfering with service performance or creating an intimidating, hostile, or offensive service environment. Harassment includes, but is not limited to: explicit or implicit demands for sexual favors; pressure for dates; deliberate touching, leaning over, or cornering; offensive teasing, jokes, remarks, or questions; letters, phone calls, or distribution or display of offensive materials; offensive looks or gestures; gender, racial, ethnic, or religious baiting; physical assaults or other threatening behavior; and demeaning, debasing or abusive comments or actions that intimidate. CNCS does not tolerate harassment by anyone, including persons of the same or different races, sexes, religions, or ethnic origins; a CNCS employee or supervisor; a project, or site employee or supervisor; a non-employee (e.g., client); or a co-worker or national service participant.  I expect supervisors and managers of CNCS programs and projects, when made aware of alleged harassment by employees, national service participants, or other individuals, to immediately take swift and appropriate action. CNCS will not tolerate retaliation against a person who raises harassment concerns in good faith. Any CNCS employee who violates this policy will be subject to discipline, up to and including termination~ and any grantee that permits harassment in violation of this policy will be subject to a finding of non-compliance and administrative procedures that may result in termination of federal financial assistance from CNCS and all other federal agencies.  Any person who believes that he or she has been discriminated against in violation of civil rights laws, regulations, or this policy, or in retaliation for opposition to discrimination or participation in discrimination complaint proceedings (e.g., as a complainant or witness) in any CNCS program or project, may raise his or her concerns with the CNCS Equal Opportunity Program (EOP). Discrimination claims not brought to the attention of EOP within 45 days of occurrence may not be accepted in a formal complaint of discrimination. You are not required to use a program, project, or sponsor dispute resolution procedure before contacting the EOP. If another procedure is used, it does not affect the 45-day time limit. The EOP may be reached at (202) 606-7503 or [eo@cns.gov](mailto:eo@cns.gov). |

If you believe that you or others have been discriminated against, or if you want more information, contact:

Contact information

<<Insert Program Name, address and telephone here>>

Office of Civil Right and Inclusiveness

Corporation for National and Community Service

250 E Street, SW Washington, DC 20525

(800) 833-3722 (TTY and reasonable accommodation line)

(202) 565-3465 (FAX)

[eo@cns.gov](mailto:eo@cns.gov) (email)

## Grievance Procedures

**Step 1**: *Preliminary Complaint Resolution (PCR).* As a preliminary first step, an aggrieved party should, if at all possible, address the concern directly with the AmeriCorps program in question, either through an immediate supervisor (if the aggrieved party is an AmeriCorps member) or with the program director or similar program authority (if aggrieved party is not an AmeriCorps member or if the direct supervisor is involved in the concern). Together, the program representative and the aggrieved party should first attempt to resolve the complaint through informal discussion and negotiation in alignment with the AmeriCorps program’s standard written policies for resolving complaints and concerns.

*Timeline:* Immediate (as soon as possible and ideally within 30 days of the occurrence to allow the issue to proceed, if necessary, to ADR before the deadline for an aggrieved party to seek such resolution within 45 days of the alleged occurrence).

**Step 2:** *Alternative Dispute Resolution (ADR).* If resolution is not achieved through Step 1 (Informal Resolution), the aggrieved party may then seek resolution through Alternative Dispute Resolution, which requires facilitated mediation and negotiation. ADR mediation proceedings must be aided by a neutral party who, with respect to an issue in controversy, functions specifically to aid the parties in resolving the matter through a mutually achieved and acceptable written agreement. The neutral party may not compel a resolution, and the proceedings are informal where the rules of evidence do not apply. At the initial session of dispute resolution proceedings, the aggrieved party must be advised in writing of the right to file a grievance and the right to arbitration. If the matter is resolved, the terms of the resolution are recorded in a written agreement, and the party agrees to forego filing any further grievance on the matter under consideration. Except for a written agreement, the proceedings are confidential.

*Timeline:* ADR must be initiated within 45 days of the alleged occurrence. If matter is not resolved within 30 calendar days from the date the informal dispute resolution process began, the aggrieved party must be informed in writing of the right to file a formal grievance.

**Step 3:** *Formal Grievance Filing and Hearing.* If resolution is not possible through Step 2 (ADR) and the matter is not resolved within 30 calendar days from the date that the Alternative Dispute Resolution process began, the neutral party must again inform the aggrieving party of his or her right to file a formal grievance. In the event an aggrieved party files a grievance, the neutral party from ADR may not participate in the formal complaint process. Therefore, GOVS Foundation’s CEO will appoint a different neutral party to oversee the Grievance Hearing process. In addition, no communication or proceedings of the informal dispute resolution process may be referred to or introduced into evidence at the grievance and arbitration hearing. Any decision by the neutral party is advisory and is not binding unless both parties agree.

*Timeline:* Grievance must be filed no later than one year after the alleged occurrence (except for fraud and criminal activity). The grievance hearing must be conducted no later 30 calendar days after the filing. A decision is made no later than 60 calendar days after the filing.

**Step 4:** *Binding Arbitration.* The final step, Binding Arbitration, is available to the affected party only if a grievance hearing decision is adverse or if no decision is made within 60 days of the filing of the initial grievance. A qualified arbitrator will be used who is jointly selected and independent of the interested parties. The Corporation’s CEO will appoint an arbitrator if the parties cannot agree on an arbitrator within 15 calendar days after receiving a request from either party. The cost of arbitration is divided evenly between the parties to the arbitration. If the participant, labor organization, or other interested individual prevails during arbitration, then the grantee pays the total cost of the proceeding and the attorney’s fees of the prevailing party.

*Timeline:* A request for arbitration must be filed no later than 90 days after the hearing decision. If no hearing decision is made within 60 days of the filing of the initial grievance, then a request for arbitration must be filed within 150 days of the filing of the initial grievance. An arbitration proceeding must be held no later than 45 calendar days after the arbitrator’s appointment, or no later than 30 calendar days after the arbitration commences. A decision must be made by the arbitrator no later than 30 days after the arbitration commences.

Other Important Information:

• If the grievance is regarding a proposed participant placement, the placement is not to be made unless it is consistent with the resolution of the grievance.

• If the grievance alleges fraud or criminal activity, it must immediately be brought to the attention of the Corporation’s Office of Inspector General. Visit www.cncsoig.gov or call the OIG hotline at (800) 452-8210.

• Parties involved in a grievance are encouraged to work closely with the GOVS Program Officers assigned to the AmeriCorps program in question in navigating the grievance procedures. A list of GOVS staff may be found at <https://www.servealabama.gov/serve-alabama-staff>

See attached Grievance Procedure and AmeriCorps Code of Federal Regulations § 2540.230.

1. The Member understands that the Program has a grievance procedure to resolve disputes concerning the Member’s suspension, dismissal, service evaluation, or proposed service assignment.
2. The Member understands that, as a participant of the Program, they may file a grievance in accordance with the Program’s grievance procedure.

## Attachments

Non-Discrimination Policy (letter signed by Barbara Stewart)

Photo and Publicity Release Form

Emergency Contact Form

Member Position Description (must attach)

## Amendments to this Agreement

This agreement may be changed only by written consent by both parties.

## Authorization

The Member and Program hereby acknowledge by their signatures that they have read, understand, and agree to all terms and conditions of this agreement. If the Member is under the age of 18 years old, the Member’s parent or legal guardian must also sign.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| AmeriCorps Member Name (please print) |  | Member Signature |  | Date Signed |
| Parent/Legal Guardian Name, if member under 18 (please print) |  | Parent/Legal Guardian Signature |  | Date Signed |
| Program Director Name (please print) |  | Program Director Signature |  | Date Signed |

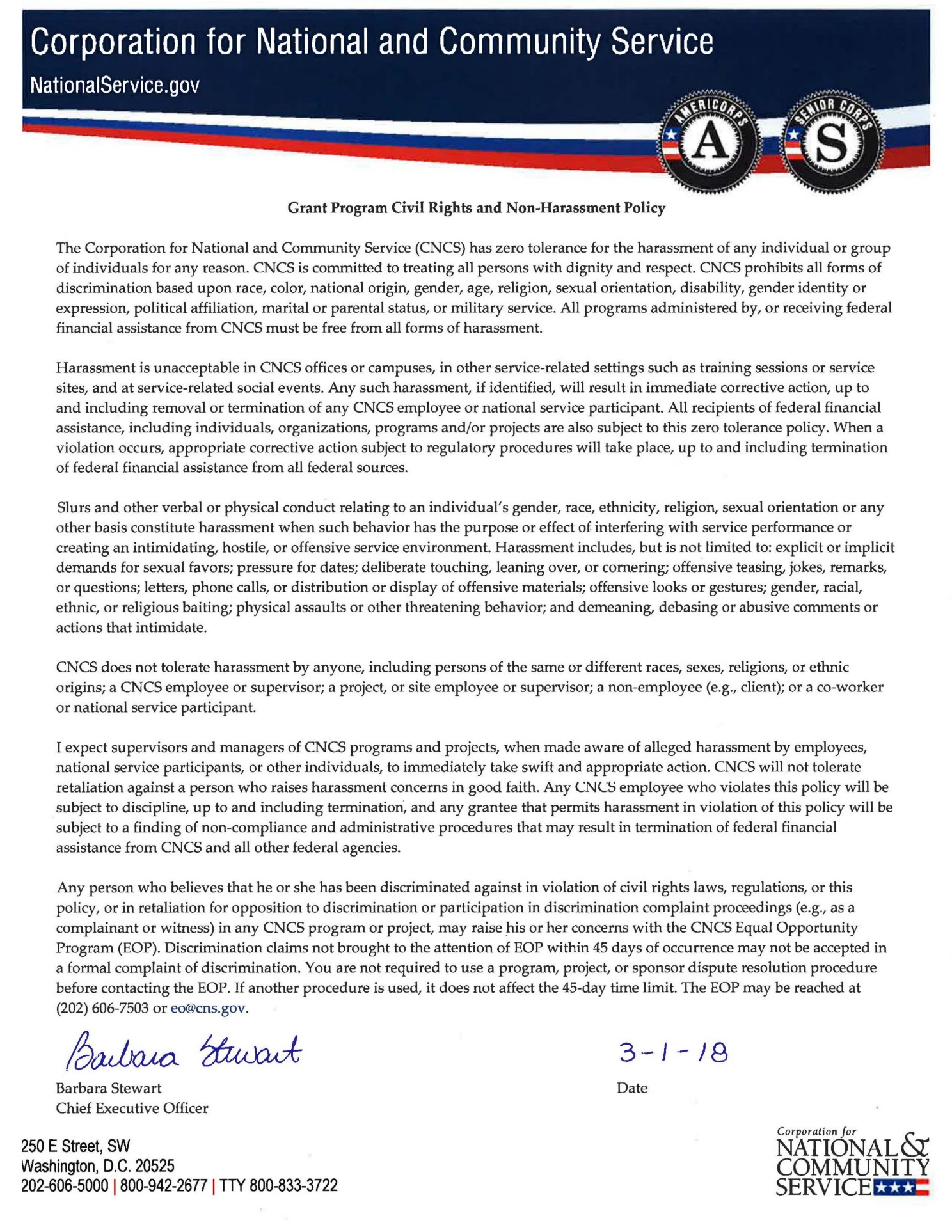


Photo and Publicity Release Form

I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, give the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ AmeriCorps Program and the Governor’s Office of Volunteer Services permission to use my name, likeness, image, voice, and/or appearance as such may be embodied in any pictures, photos, video recordings, audiotapes, digital images, and the like, taken or made on behalf of the AmeriCorps Program. I agree that the AmeriCorps Program has complete ownership of such pictures, etc., including the entire copyright, and may use them for any purpose consistent with the AmeriCorps Program and AmeriCorps’ missions. These uses include, but are not limited to illustrations, bulletins, exhibitions, videotapes, reprints, reproductions, publications, advertisements, and any promotional or educational materials in any medium now known or later developed, including the Internet. I acknowledge that I will not receive any compensation, etc., for the use of such pictures, etc., and hereby release the AmeriCorps Program and its agents and assigns from any and all claims which arise out of or are in any way connected with such use.

I have read and understood this consent and release.

**Please select one:**

I give my consent to the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ AmeriCorps Program and the Governor’s Office of Volunteer Services to use my likeness and to promote the AmeriCorps Program, its fiscal agent, and/or their activities.

I do not give my consent to the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ AmeriCorps Program and the Governor’s Office of Volunteer Services to use my likeness and to promote the AmeriCorps Program, its fiscal agent, and/or their activities.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Member Signature Date

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Printed Name of Member

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature of Parent/Guardian, if under 18 years old Date

Emergency Contact Form

I hereby authorize the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ AmeriCorps Program to notify the below listed person(s) in case of serious accident, injury or illness occurring to me while engaging in program activities.

**Primary Contact** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Relationship \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Home Telephone \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Work Telephone \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Mobile Telephone \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Alternate Contact** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Relationship \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Home Telephone \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Work Telephone \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Mobile Telephone \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Member Signature Date

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Printed Name of Member



**Appendix 5**

**The Governor’s Office of Volunteer Services**

COMPELLING PERSONAL CIRCUMSTANCE (CPC) FORM

Members may be exited for a CPC, which is a situation or incident that affects the Member or occurs to the Member that is not within the Member’s control. This may include, but is not limited to injury, illness, military leave, or other circumstance(s).

**Please note the following:**

* Members who have completed 15% or more of their required minimum hours who are exited based on compelling personal circumstances may receive a pro-rated, partial education award.
* Members with less than 15% can request early release based on compelling personal circumstance and it will not count as one of their two (2) opportunities to earn an education award.

**In order to properly exit a member for a CPC, the following must occur:**

1. The Commission must be notified in writing (using this form) of the program’s decision to exit a member for a compelling personal circumstance (CPC) prior to the member being exited out of eGrants and OnCorps.
   1. Not notifying the Commission prior to or at all of a CPC exit may impact a program’s risk level for the following program year.
2. Proper documentation to support a CPC exit must be in the member’s file. The documentation (timesheets, performance reviews, documentation of compelling personal circumstances, etc.) should support the program‐certified CPC exit. **The supporting documentation must be in a separate, locked file from all other member files.**
   1. When exiting a member for a CPC, please note the following in regard to documentation:
      1. There should be internal documentation supporting the program’s approval of the partial education award resulting from the CPC.
         1. Documentation such as the member’s exit form, emails between the member and program staff/site supervisor communicating the reason for exit, the program director authorizing the CPC exit, resignation letter, etc. are acceptable.
   2. There should be sufficient external supporting documentation to validate the member’s CPC exit.
      1. External documentation should be typed or hand-written on professional letterhead or a physician prescription notepad, dated, and signed. **Programs should not accept documents that are in editable form.**
      2. Documentation such as a physician or other health professional’s note citing an illness, mental health issue, or disability in accordance with Title 45 C.F.R. §2522.230, court orders, new employment letters, death certificates, etc.
         1. If the member is providing health related documentation, there should be a statement confirming the member’s or immediate family member’s condition and how it prevents the member from completing their full term of service.
         2. External documentation should be completed by a licensed professional who is qualified to evaluate and diagnose the condition or at a minimum a qualified assistant to the health professional who is aware of the member’s condition and has the authority to represent the health professional in this capacity.
      3. Letter from a spouse’s place of employment regarding a required move.
      4. Copy of military orders.
      5. Proof of Welfare Benefits.
         1. In order for a member to be exited for a Welfare to Work CPC exit, the participant must have been previously enrolled in welfare prior to becoming an AmeriCorps member. If the member was not on welfare prior to the start of service and he or she becomes employed, that does not qualify for a Welfare to Work CPC exit. You must have the member provide documented proof of the welfare benefits to maintain in their file to exit for a Welfare to Work CPC.
         2. If your program participates in approved objectives for the promotion of employment among its members, then members could be exited for a Welfare to Work CPC. For example: CNCS National Performance Measure O15 – this objective allows economically disadvantaged members to exit positively for paid employment. If this is not one of the program’s approved objectives or the member was not on welfare prior to their term of service, then the member would be exited for Cause if leaving their term of service early for employment.
         3. **It is recommended the program have a policy on what is considered welfare benefits.**

**SECTION ONE:** Program CPC Policy and Procedures

List and/or attach the AmeriCorps program’s policies and procedures for compelling personal circumstance(s) that the member must adhere to in order to be released from service for a compelling personal circumstance.

List your AmeriCorps Program’s CPC policies and procedures here.

**SECTION TWO:** Member Certification – To be completed by the member

I, Enter Member Name Here , request to be released from Enter Program Name Here due to the following compelling personal circumstance(s): Please list the compelling personal circumstance here.

The member does not have to disclose to the Commission on this form. But, the member must disclose to the appropriate party to receive a CPC exit.

My last day of service is Enter a date and my total number of hours is Enter total number of hours served here.

**Member Provided Documentation of Compelling Personal Circumstance:**

All documentation must be in line with the **45 CFR § 2522.230**and the AmeriCorps program’s policies and procedures listed above and/or attached. Member provided documentation concerning the release of the member for compelling personal circumstance, such as doctors note, emails, etc. should be listed below. The member is only required to list the items. There is no need to attach documentation.

**Documentation provided to the program:**

1. Enter name of attachment here
2. Enter name of attachment here
3. Enter name of attachment here

**I certify/agree that:**

* the circumstance(s) described above prevent me from completing my AmeriCorps term of service commitment within the time limits permitted and
* my last day of service is Enter a date with a total of Enter total hours served here.

I understand that I may be eligible for a partial education award based upon my completed service hours.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Member Name: |  | | | |
|  | | |  |  | |  | |
| Member Signature: | |  | |  | Date: | |  |

**SECTION THREE:** Program Certification – To be completed by the program director

I, Enter Program Director’s Name Here , Program Director of Enter Name of AmeriCorps Program Here am aware of Enter AmeriCorps Member’s Name Here compelling personal circumstance and agree that the circumstance(s) are outside of the member’s control and prevent him or her from completing their AmeriCorps term of service commitment within the time limits provided. I understand the definition of compelling personal circumstances, as previously described, and certify that due to the member’s compelling personal circumstance(s), he or she is eligible for a partial education award. I have attached documentation to this form to demonstrate these compelling personal circumstance(s). At this time, the member has completed Enter the Member’s total hours served here. And the hours match in OnCorps and eGrants.

|  |  |  |  |
| --- | --- | --- | --- |
| Program Director’s Name: |  | | |
|  |  | |  | |  |
| Program Director’s Signature: | |  |  | Date: |  |

**SECTION FOUR:** Code of Federal Regulations

**§ 2522.230   Under what circumstances may an AmeriCorps participant be released from completing a term of service, and what are the consequences?**

An AmeriCorps program may release a participant from completing a term of service for compelling personal circumstances, as determined by the program, or for cause.

(a) *Release for compelling personal circumstances.*

(1) An AmeriCorps program may release a participant upon a determination by the program, consistent with the criteria listed in paragraphs (a)(6) and (a)(7) of this section, that the participant is unable to complete the term of service because of compelling personal circumstances, if the participant has otherwise performed satisfactorily and has completed at least fifteen percent of the agreed term of service.

(2) A participant who is released for compelling personal circumstances and who completes at least 15 percent of the required term of service is eligible for a pro-rated education award.

(3) The program must document the basis for any determination that compelling personal circumstances prevent a participant from completing a term of service.

(4) Compelling personal circumstances include:

(i) Those that are beyond the participant's control, such as, but not limited to:

(A) A participant's disability or serious illness;

(B) Disability, serious illness, or death of a participant's family member if this makes completing a term unreasonably difficult or impossible; or

(C) Conditions attributable to the program or otherwise unforeseeable and beyond the participant's control, such as a natural disaster, a strike, relocation of a spouse, or the nonrenewal or premature closing of a project or program, that make completing a term unreasonably difficult or impossible;

(ii) Those that the Corporation, has for public policy reasons, determined as such, including:

(A) Military service obligations;

(B) Acceptance by a participant of an opportunity to make the transition from welfare to work; or

(C) Acceptance of an employment opportunity by a participant serving in a program that includes in its approved objectives the promotion of employment among its participants.

(5) Compelling personal circumstances do not include leaving a program:

(i) To enroll in school;

(ii) To obtain employment, other than in moving from welfare to work or in leaving a program that includes in its approved objectives the promotion of employment among its participants; or

(iii) Because of dissatisfaction with the program.

(6) As an alternative to releasing a participant, an AmeriCorps\*State/National program may, after determining that compelling personal circumstances exist, suspend the participant's term of service for up to two years (or longer if approved by the Corporation based on extenuating circumstances) to allow the participant to complete service with the same or similar AmeriCorps program at a later time.

**Federal Financial Report and Program Income Handout 3**

**Appendix 6**



**The Federal Financial Report and Program Income Frequently Asked Questions**

**[Updated March 27, 2012]**

The Office of Management and Budget (OMB) expects all Federal agencies to use the government‐wide financial reporting form – the Federal Financial Report (FFR). The FFR combines data that Corporation for National and Community Service (CNCS) grantees previously reported on two separate forms. However, grantees must submit the FFR (different fields) to both CNCS and the Payment Management System (PMS) operated by the U.S. Department of Health and Human Services (HHS). Detailed information about the FFR can be obtained at:

http://www.whitehouse.gov/omb/grants\_forms/

The FFR includes data fields to report program income that grantees earn in excess of income earned that is used to meet the grantee share of expenditures.

The information below is intended to help grantees understand what program income is and how to report it.

**1. What is program income?**

Program income is defined as “gross income received by the grantee . . . directly generated by a grant supported activity, or earned only as the result of the grant agreement during the grant period” [CFR §2541.250(b) and §2543.249(a)]. Program income includes fees from services performed under the grant, and income from sale of commodities or items fabricated under a grant agreement. Revenue you receive from sources to support the program that doesn’t directly result from grant activities is not program income. For example, if you or your partners place CNCS program participants in schools and the schools provide $1,000 per participant to the program in exchange for placing the participants in the school, the revenue from the school is considered program income. If you receive a grant from a foundation that isn’t in exchange for service activities supported, the foundation’s grant is not considered program income. In most cases, grantees use program income earned under CNCS grants to meet the grant’s non‐Federal share requirements until the income is exhausted and then other non‐Federal resources (and/or federal funds in AmeriCorps) are used to meet any remaining cost share requirements.

**2. What are some examples of program income?**

Examples include but are not limited to:

* Income from fees charged to register participants for a workshop or conference.
* Income from the sale of commodities, data and information records, services or items fabricated

or under a sponsored program such as books and publications, software, child care, tutoring,

etc., inclusive of license fees, royalties, copyrights and patents.

* Revenue received in return for providing AmeriCorps members’ services to a third party entity

such as a school district, park management organization, etc.

* + Rental or usage fees charged for use of supplies or equipment purchased with grant program funds. Revenue realized through the sale of products made under a program involving vocational training.
  + Income from Membership fees charged to individuals and organizations for grant related activities.
  + Income from the sale of real property, including debt obligations such as mortgages purchased with program funds.

**3. For Senior Corps, are funds received by Medicaid Waiver contracts or other similar arrangements considered program income?**

Yes. If a grantee enters into an agreement with a party other than a service beneficiary to provide support for additional Senior Corps volunteers, as is the standard practice with Medicaid Waiver contracts, the revenue generated is program income. However, because these funds will be used to increase the scope of the supported program, as will be reported on the new FFR, the receipt of this program income is NOT a compliance issue.

**4. What funds received by a grantee are not considered program income?**

The funds that an organization receives in the form of donations and contributions into its general fund, without any requirement that they be spent on a specific grant project are not program income. Also, funds donated to be used for a project, but without restriction that services be provided in return, are not program income.

**5. Is reporting program income a new Federal requirement?**

No. Program income administrative rules and requirements have always been in place, applicable to CNCS grantees and subgrantees. For CNCS grantees it may seem new because with the previous FSR, programs have not had to report what is considered excess program income. Grantees have always reported program income within the “Recipient Share of Outlays.”

**6. How do we determine if amounts we charge to organizations where we have individuals serving are considered program income?**

Revenue received is considered program income if the agreement you have with a placement site at which participants serve specifies that the placement site must cover some costs or provide an amount in exchange for the services provided. For example, fees collected that are associated with service members perform at a particular school, government entity, or similar recipient benefiting from the participants’ service are considered program income. Revenue is not considered program income if funding is received from an entity regardless of whether that organization is receiving the benefit of participants’ service.

**7. Where can I find the requirements that apply to the use of program income under my grant?**

Grant award provisions or terms and conditions provide guidance on the treatment of program income. In most cases, CNCS grantees must use program income to meet matching requirements.

**8. What options are there for the use of program income?**

There are three ways that program income can be used as illustrated in the table below. For most CNCS grants, the matching alternative is specified in the grant provisions or terms and conditions. In some other cases, the CNCS instructs the grantee to use the funds to enhance or expand grant‐approved activities (additive method). In some other cases, the CNCS requires the grantee to use the program income to replace approved Federal grant funds (deductive method).

|  |  |
| --- | --- |
| 2012 Financial and Grants Management Institute Page 2 of 6 **Federal Financial Report and Program Income Handout 3 Program Income Alternative** | **Use of Program Income** (Specified in the terms and conditions or provisions of the grant) |
| Matching Alternative | Used to satisfy all or part of the required grantee share of the project or program |
| Additive Alternative | Added to funds committed to the project or program and used to further eligible project or program objectives |
| Deductive Alternative | Deducted from the total allowable costs of the project or program to determine the net allowable costs on which the federal share of costs will be based. |

** (ADD your Program Logo)**

**Appendix 7**

**Program Name Here-AmeriCorps Position**

**2019-20 Position Description**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Service Position Title:** | | List the specific title of your AmeriCorps position | | |
| **Days and Hours of Service:** | | See page #3 of Member Service Agreement | | |
| **Start Date:**  **End Date:** | | September 3, 2019-August 14, 2020 | | |
| **Host Site Location:**  **Primary Service Site:** | | List host site address and primary site (if different) | | |
| **Host Site and AmeriCorps Program Staff Contact** | | List host site and all AmeriCorps staff members. Provide complete contact information. | | |
| **Service Site Location(s):**  **Secondary Service Site(s):** | | List secondary site address |  | |
| **Service Site Supervisor/Coordinator Names and Contact Information:**  **Immediate Supervisors** | | List names and contact information of the primary and secondary supervisors involved in the member’s day-to-day supervision | | |
| **Program Overview:** | | Please give an overview of your organization’s mission and work  Please include the organizations values and guiding principles | | |
| **Essential Function(s):** | | List 5-8 essential duties in descending order of importance  Please acknowledge the following;   * Member duties are not prohibited activities as outlined in 45 CFR §2520.65 * Member duties follow the requirements related to supplementation, duplication, or displacement of staff as outlined in 45 CFR §2540.100 (e) – (f) | | |
| **Marginal Function(s):** | | A marginal function is not unessential to the work unit, only to a given job. The function has to be accomplished, but it can be done by another employee or pos | | |
| **Academic and Experience Qualifications:** | | * Bachelor’s degree preferred. Some college courses required. * (Add your additional academic and experience qualifications) * Be a U.S. citizen, a U.S. national or lawful permanent resident alien   in the United States;   * Be at least 18 years of age, * Have a high school diploma OR received a General Equivalency Diploma (GED), * Be able & willing to commit full-time service (38+ hours / week) primarily during regular business hours (M – F 8:00 AM to 5:00 PM), serving a minimum of 1720 hours before August 14, 2020, * Be available for flexible service schedule (including: early mornings, evenings, and weekends) to be set by Program; * Reliable transportation to service and service-related events, * Submit AND pass a criminal background check AND clearance   from the National Sex Offender Registry; | | |
| **Knowledge, Skills, and Abilities:** | * Knowledge: Describe commonly known principles required to perform the service position and any background information that is applied directly to the performance of a function. * Skills: Describe measurable skills needed to perform the service position, including technical and/or interpersonal skills. * Abilities: Describe measurable competencies or other qualities needed to perform the service | | | |
| **Physical, Emotional, and Intellectual Demands:** | List specific demands of the position which a qualified candidate must be able to perform. | | | |
| Evaluation and Reporting | Provide members with the criteria and timeline for evaluating their performance.   * Performance evaluations are intended to be a mutual exchange of information that informs the program’s service | | | |
| **Member Benefits:** | 1. $\_\_\_\_\_\_\_ AmeriCorps living allowance 2. $6,095 Educational award at end of service year 3. Health insurance for full-time members 4. Experience serving in a premier nonprofit 5. Networking in community 6. Some flexibility in scheduling where available 7. Extensive professional development 8. Skills development including group facilitation, 9. public speaking and program development 10. Student loan forbearance 11. Childcare Subsidy where applicable | | | |
| **Member Trainings:**  *(Only a sampling of the AmeriCorps program trainings).* | Please add statement that includes requirements for members to  participate in events such as national, state, or local service projects or events as part of the service | | |  |
| Please include a statement acknowledging that member training hours meet the requirements of 45 CFR §2520.50 | | | |
| **Service Conditions:** | List the varying service conditions a member might have to serve in (outdoors, in classroom environment, in camp setting, professional office space, etc.)  Please include a statement acknowledging that programs and activities must be accessible to persons with disabilities, and the subgrantee will provide reasonable accommodation  for the known mental or physical disabilities of otherwise qualified members, service recipients, applicants, and staff.  Please include a statement acknowledging that the subgrantee is responsible for ensuring that the positions do not include or put the AmeriCorps member in a situation in which the member is at risk for engaging in any prohibited activity (see 45 CFR § 2520.65), activity that would violate the non-duplication and non-displacement requirements (see 45 CFR § 2540.100) | | | |
| **Equipment Used:** | Please list the types of equipment to be used by members | | | |
| **Commitment Required:** | 1 year | | | |
| **Statement of Acknowledgement:** | I \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ have thoroughly read and understand the  expectations of this position description as a guide toward my one year of  service with the “Building Communities, Bettering Lives” AmeriCorps program. | | | |

|  |  |
| --- | --- |
| **Member Name (Print):** |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Member Signature:** |  | Date: |  |

|  |  |
| --- | --- |
| **Site Supervisor Name (Print):** |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **Site Supervisor Signature:** |  | Date: |  |

|  |  |
| --- | --- |
| **AmeriCorps Program Staff Name (Print):** |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **AmeriCorps Program Staff Signature:** |  | Date: |  |