

**AL AmeriCorps State Monitoring**

**Module**

**Member Management**

Member Management

Member Recruitment

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AMERICORPS MONITORING MODULE

Organizational and Member Management

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# Introduction

Organizational, Member, Data, and Financial Management Remote Monitoring Modules are used to monitor a program’s processes, policies, and procedures to include such elements as member support, enrollment, exits, recruitment, and retention as well as organizational capacity, program evaluation, policy infrastructure, data quality and management, grant compliance, national service identification, and service site management.

The Governor’s Office of Volunteer Services (GOVS) monitors programs to promote the highest standards of quality and efficiency in providing AmeriCorps service. During the monitoring process, the Commission staff works to ensure programs and service sites are carrying out contractual obligations, compliant with applicable Federal and State requirements governing AmeriCorps funds, adhering to AmeriCorps rules and regulations pertaining to prohibited and unallowable activities, and are achieving performance goals. When executed, the monitoring process maximizes compliance and works toward: **preventing** compliance issues from occurring through the review of a program’s development and implementation of training and management systems, **detecting** compliance issues quickly through program monitoring, and **enforcing** corrective actions to ensure that compliance issues are resolved promptly if instances of risk or noncompliance are identified and preventative measures are put in place.

The Commission values the relationship between each of the Alabama AmeriCorps State programs and their host organizations/operating sites and believes the monitoring process cultivates an environment of program improvement. The Commission is committed to working with programs to improve performance, compliance, and quality of programs from inception to closeout.

# Instructions

Read through this Monitoring document carefully. You will provide responses that include your program’s practices, policies, procedures, reporting/data collection tools, agenda’s, etc. concerning organizational, member, data, and financial management of your AmeriCorps program. If you have any questions as you complete this tool, please contact the Commission. When you are asked for **policies/processes/procedures**, you can either type them or attach the document with the **policies/processes/procedures**. If you attach a document, note the question # and the module with which the document corresponds.

If a statement/question does not apply to your program, please respond with N/A.

**Policies:** rule, regulation, or set of guidelines

**Processes:** set of things (procedures) that must be executed to comply with a policy

**Procedures:** specific/detailed series of steps to implement a process and comply with a policy

You will see the following abbreviations and acronyms.

* 45 CFR = AmeriCorps Regulations
* APC = AmeriCorps Program Contract
* AC = Terms and Conditions for AmeriCorps State and National Grants
* FAQ = AmeriCorps State and National Policy Frequently Asked Questions (FAQs)

# **MEMBER MANAGEMENT MODULE**

**Program Name:** Click or tap here to enter text. **Program Year:** Click or tap here to enter text.

# Member Management

The Member Management section includes elements required for compliant systems, policies and processes related to member support, enrollment, recruitment, and retention.

1. What are the related **policies/processes/procedures** the program uses to verify member eligibility? *[45 CFR § 2522.200]*
2. How does the program ensure that member eligibility documentation is reviewed and found satisfactory prior to enrollment? You can discuss the new CNCS Pre-/Enrollment changes. *[AC IV]*
3. What are the related **policies/processes/procedures** for pre-/enrollment ? Include the requirement of all operating sites and all service locations entered in the MyAmeriCorps portal for all members within seven (7) calendar days of members’ starting a term of service.
4. What are the related **policies/processes/procedures** the program uses to ensure that records documenting satisfactory completion of program requirements, position description, and that the member was eligible to serve are maintained as required? *[AC IV]*
5. What are the related **policies/processes/procedures** the program uses to ensure criminal history checks are conducted on members and staff serving in covered positions in the budget (CNCS or match share)? *[45 CFR § 2522.205-207 and 45 CFR §2540.200-207]*
6. What are the related **policies/processes/procedures** the program uses to ensure returning members who have exceeded the 120-day break in service receive a full National Service Criminal History Check?
7. What are the related **policies/processes/procedures** the program uses to ensure members who are waiting for pending State and FBI Checks to return, are either accompanied by individuals who have been cleared through the Corporation’s required NSCHC process or are accompanied by an employee or representative whose clearance was established under the placement site’s rules? What are the program’s documentation requirements for accompaniment? Does the program allow members who have cleared the State(s) and FBI checks to serve as the accompanier to the member who has pending State(s) and FBI checks? If yes, does the program include this in their policy?
8. If the AmeriCorps program uses an alternate search protocol to conduct criminal history checks, has it been approved by CNCS and when? [45 CFR § 2540.206]
9. What are the related **policies/processes/procedures** the program uses to ensure AmeriCorps members are selected in a fair and non-discriminatory manner? (A program might accomplish this by asking each candidate the same interview questions, take a values approach to hiring, differentiating between ‘essential’ and ‘marginal’ functions, etc.) *[45 CFR §2522.210 (a), 2522.100(g) & 2540.210, AC.V]*
10. What are the related **policies/processes/procedures** the program uses to ensure member position descriptions provide for meaningful service activities and performance criteria that are appropriate to the skill level of members [AC IV] and meet and contain all required elements?
11. Does the program have position descriptions for all AmeriCorps members? Do the descriptions include, education qualifications, member eligibility, member benefits, performance evaluation requirements, team leader requirements if applicable, service site location, site supervisor contact information, term of service, start and end dates, duty descriptions (essential and non-essential functions), and training and orientation?
	1. Are the descriptions regularly updated to reflect changes including, but not limited to changes in service site/community needs, terms of service, etc.?
12. What are the related **policies/processes/procedures** the program uses to ensure Team Leaders are not engaging in unallowable Team Leader activities such as signing member timesheets, evaluating member performance, disciplining AmeriCorps members, enrolling/dismissing AmeriCorps members, writing and/or signing program reports, managing the program’s payroll and budget?
	1. If applicable, provide a position description for the Team Leader position.
13. What are the related **policies/processes/procedures** the program uses to ensure members are not supervising other members?
14. What are the related **policies/processes/procedures** the program uses to discipline a member? Does the policy cover: the continuation of accruing service hours and collection of living allowance while suspended or imposed fines?
15. What are the related **policies/processes/procedures** the program uses to ensure the program is meeting the minimum standard/conditions for electronic timekeeping. Conditions are as follows: written policy in effect establishing the use of an electronic timekeeping system as your system of record; secure, verifiable electronic signature system (a) identifies and authenticates a particular person as the source of the electronic signature; and (b) indicates such person’s approval of the information contained in the electronic message; and once appropriate electronic signatures have been applied, no changes may be made unless there is a clear, auditable record of the revision. *[FAQ C.8.]*
16. What are the related **policies/processes/procedures** the program uses to ensure members are not performing administrative, clerical, or receptionist duties as part of their regular service hours? [*45 CFR 2520.25]*
17. What are the related **policies/processes/procedures** the program uses to ensure that members are aware of prohibited activities and that prohibited activities are not included in service activities? *[45 CFR § 2520.65]*
18. What are the related **policies/processes/procedures** the program uses to monitor for member, supervisor, or staff involvement in Prohibited Activities?
19. What are the related **policies/processes/procedures** the program uses if a member, site supervisor, or program staff engages in Prohibited Activities?
20. What are the related **policies/processes/procedures** the program uses to ensure that member evaluations meet and contain all required elements? [*45 CFR §2522.220(c) & 45 CFR § 2526.15, AC IV]*
21. What are the related **policies/processes/procedures** the program uses to ensure the availability of support services to members earning a GED during their service? *[45 CFR § 2522.100 (k) (2)]*
22. What are the related **policies/processes/procedures** the program uses to ensure that orientation is designed to enhance member security and sensitivity to the community is provided. It should cover member rights and responsibilities, including the program’s code of conduct, prohibited activities, requirements under the Drug-Free Workplace Act, suspension and termination rules, grievance procedures, sexual harassment, other non-discrimination issues, and other topics as necessary*? [45 CFR § 2522.100(g)(2) & AC.IV]*
23. What are the related **policies/processes/procedures** the program uses to ensure provision of training relevant to member service activities? Please provide a general description of the member training plan and agenda. *[45 CFR § 2522.100 (j)]*
	1. Does the program maintain a sign-in sheet for all training events, including orientation, in-service, and end of service training events?
	2. Do sign-in sheets document date, time, location, name of training, training provider, and attendees?
24. What are the related **policies/processes/procedures** the program uses to ensure members earning extra hours through volunteering are engaging in volunteer opportunities that are within the scope of the grant?
25. What are the related **policies/processes/procedures** the program uses to ensure provision of adequate supervision by qualified supervisors? *[AC IV]*
26. What are the related **policies/processes/procedures** the program uses to ensure service experiences help members achieve the skills and education needed for productive, active citizenship? The subgrantee encourages eligible participants to register to vote prior to completing term. *[45 CFR § 2522.100(i)]*
27. What are the related **policies/processes/procedures** the program uses to ensure that support is provided to members who are completing terms of service and transitioning to other educational and career opportunities? *[45 CFR § 2522.100(k)(1)]*
28. What are the related **policies/processes/procedures** the program uses to ensure that member living allowances are not treated as a wage and are paid in regular increments, paying an increased increment only on the basis of increased living expenses such as food, housing, or transportation? *[AC IV]*
29. What are the related **policies/processes/procedures** the program uses to ensure members are paid, at a minimum, a prorated amount of their living allowance if the member is onboarded late or exits early? *[FAQ C. 10]*
30. What are the related **policies/processes/procedures** the program uses to ensure that tax and insurance requirements are followed including general liability, FICA, income tax, unemployment insurance, worker's compensations? *[AC IV]*
31. What are the related **policies/processes/procedures** the program uses to ensure that signed member service agreements containing at a minimum, the required provisions found in the AmeriCorps Terms and Conditions and the specific amount of the education award to be provided to each member upon successful completion are included? *[AmeriCorps Special Provisions Section IV]*
32. What are the related **policies/processes/procedures** the program uses to ensure eligible members have healthcare insurance if not otherwise waived?  *[AC IV and 45 CFR § 2522.250(b)]*
33. What are the related **policies/processes/procedures** the program uses to ensure notification to healthcare insurance providers when a member’s status changes? *[AC IV]*
34. What are the related **policies/processes/procedures** the program uses to ensure provision of childcare to eligible members? *[AC IV.G.5 and 45 CFR § 2522.250(a)]*
35. What are the related **policies/processes/procedures** the program uses to ensure notification to childcare providers when a member’s status changes? *[AC IV]*
36. What are the related **policies/processes/procedures** the program uses to ensure member fundraising does not exceed 10% of agreed upon service hours per member? *[45 CFR §2520.45]*
37. What are the related **policies/processes/procedures** the program uses to ensure member fundraising is: directly in support of the program’s service activities and Not raising funds for living allowances or for an organization's general operating expenses or endowment and not writing grant applications to CNCS or another Federal agency? *[45 CFR § 2520.40]*
38. Please list all fundraising activities in which members participate.
39. What are the related **policies/processes/procedures** the program uses to ensure member training is 20% or less of the total aggregate agreed upon member service hours in the program? *[45 CFR §2520.50]*
40. What are the related **policies/processes/procedures** the program uses to ensure that service-hour records are signed and dated by members and by the individual who supervises the AmeriCorps member, apart from those Professional Corps programs which have received written Corporation-approval to use the timekeeping practices of their profession? *[AmeriCorps Special Provision Section IV]*
41. What are the related **policies/processes/procedures** the program uses to ensure that members are enrolled in the National Service Trust (via the AmeriCorps Portal) within 8 calendar days of the member starting service? *[AC. IV]*
42. What are the related **policies/processes/procedures** the program uses to ensure that members are exited in the National Service Trust (via the AmeriCorps Portal) within 30 calendar days of a member exit from the program or completion of his/her term of service and that final total hours are certified in My AmeriCorps portal (or in the prior web-based data system) are supported by paper or appropriate electronic documentation? *[AC.IV]*
43. If members are engaged in tutoring, what are the related **policies/processes/procedures** the program uses to ensure that they meet tutoring requirements*? [Sec. 2522.900-950]*
44. What are the related **policies/processes/procedures** the program uses to ensure that members are identified as AmeriCorps members when providing services and AmeriCorps programs are identified as AmeriCorps programs containing at a minimum the required provisions found in the AmeriCorps Terms and Conditions?
45. What are the related **policies/processes/procedures** the program uses to ensure that member policies and procedures are in place: should cover leave, military service, jury duty, FMLA, provisions, progress and financial reports, member timekeeping, member safety, etc.?
46. What are the related **policies/processes/procedures** the program uses to ensure that member files are maintained in a central location and secure, and incident, accident, and disclosures are separate from member files and locked? Who has access to the files?
47. What are the related **policies/processes/procedures** the program uses to ensure that partner sites have signed partner agreements?
48. What are the related **policies/processes/procedures** the program uses to ensure that site supervisors/partners are trained and aware of prohibited activities and that prohibited activities are not included in service activities? *[45 CFR § 2520.65]*
49. For programs that have members scattered in multiple cites/counties, how do you ensure members have good member experiences together including service reflections, days of service, and other events?

Member Recruitment

The Member Recruitment section includes questions pertaining to the member recruitment cycle: selection, planning, position marketing, screening, and interviewing.

1. Briefly describe the program’s recruitment plan/strategy. How do you identify your recruitment needs, promote service opportunities and make efforts to recruit a diverse corps, and screen and place applicants? What is your timeline and who (titles) is responsible for what pieces of the recruitment plan/strategy?
	* 1. Has the recruitment plan been successful?
			1. If yes, please provide a brief description of why your program has been successful in recruiting.
			2. If not, what strategies are being considered or implemented to retool the recruitment plan? Does the program use currently serving members or alumni to recruit or reach out to other streams of service including VISTA, national, or other state programs to recruit members?
2. Does the program have recruitment materials? If yes, please attach samples.
3. Do the recruitment materials identify the program as an AmeriCorps program and include that members are eligible for an education award?
4. Does the program consider outreach to people with disabilities when developing recruitment materials, presentations, and strategies? Please describe.
5. Does the program conduct outreach to people with disabilities? Please describe.
6. Do the recruitment materials state that reasonable accommodations can be made for interviews and if selected, service activities?
7. What does the program do to ensure CNCS requirements are met in creating and posting an AmeriCorps member listing in the MyAmeriCorps portal?
8. Does the program have a written procedure for interviewing applicants? Is there a standard interview tool used during the interviewing process? Does each applicant go through the same application and selection process? Did applicants have an equal number of interviews and reference checks?
9. How are potential members notified about results of the interview?

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| **Sources Used:** | The Corporation for National and Community Service: AmeriCorps Member and Site Monitoring and Reporting RequirementsTight Ship http://www.tightship.io/policies-vs-processes-vs-procedures/ |