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AmeriCorps Kansas

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United Way of Douglas County

Member Handbook

**2020-2021**

**United Way of Douglas County**

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**WHY AmeriCorps?**

**Because the world is not perfect.**

**Because homelessness breeds despair.**

**Because Play Station4 is no substitute for life.**

**Because people with AIDS deserve dignity.**

**Because one year of your life can change somebody else’s.**

**Because kids need to learn to read before they can read to learn.**

**Because children shouldn’t live in fear.**

**Because saving the environment is also saving ourselves.**

**Because racism destroys lives.**

**Because change doesn’t happen overnight.**

**Because education makes people better.**

**Because youth does not mean apathy.**

**Because one person CAN change the world.**

**Because college costs money.**

**Our house stands on the foundation we’ve laid.**

**Our life will be measured by the things we’ve done.**

**AmeriCorps.**

AmeriCorps is your moment to take the path less traveled, to break the status quo, to stop talking about the problem and be the solution. Join AmeriCorps and you can mentor and tutor kids, rebuild a community after disaster, help veterans and work with local communities to alleviate poverty. There are thousands of opportunities to choose from.

**INTRODUCTION**

*Best wishes for a productive and enjoyable year of “Getting Things Done” as an AmeriCorps Member!*

This manual provides an overview of the United Way of Douglas County AmeriCorps Program as well as important information about your rights and responsibilities, your Education Award, and ways you can make service a lifetime commitment.  If you have questions about issues that are unclear or not covered in the manual, please ask.  You can also learn more about AmeriCorps by visiting <https://www.nationalservice.gov/programs/americorps>.

Service is and always has been a vital force in American life.  From the American Revolution to the Civil Rights Movement, and from the smallest farms to the largest cities, Americans have worked together to improve their communities and their lives.

Building on this long history, in 1993, President Bill Clinton proposed legislation to expand opportunities for Americans to serve their communities and to earn awards for their own education in return.  Congress enacted the National and Community Service Act, creating the Corporation for National and Community Service.  President Clinton signed the legislation on September 21, 1993, and AmeriCorps was launched the following year.

Today, AmeriCorps Members serve in hundreds of AmeriCorps Senior, AmeriCorps and AmeriCorps VISTA programs across the country, following in a long tradition of National Service.

**CORPORATION FOR NATIONAL AND COMMUNITY SERVICE**

The Corporation for National and Community Service (CNCS) acts as a partner with State Commissions and programs to carry out the AmeriCorps Mission. The responsibilities of the Corporation include making grants, administering Education Awards, providing technical assistance, monitoring compliance with federal regulations, and ensuring that all programs share a common identity and theme. Responsibilities of State Commissions include establishing state plans, selecting AmeriCorps programs for funding through the state allocation, and providing technical assistance to programs.  For more information on the Corporation, please visit <https://www.nationalservice.gov/>

**KANSAS VOLUNTEER COMMISSION**

The Kansas Volunteer Commission was established not only to oversee AmeriCorps, but also to facilitate all National Service programs and activities in Kansas. The Governor-appointed Commission is made up of service leaders and professionals from all corners of the state. The Kansas Office for Community Service provides administrative support to the Commission. For more information on KVC, please visit <https://kanserve.org/>.

The following chart depicts the Corporation for National and Community Service Programs, and where you fit as an AmeriCorps member.

**The AmeriCorps Streams of Service**



**AmeriCorps State – Direct Service (YOU)**

The purpose of AmeriCorps State is to engage AmeriCorps national service members primarily in direct service (along with some capacity-building) to address unmet community needs. Local host agencies design service activities for a team of members serving full- or part-time for no more than 12 months. AmeriCorps State members contract to serve a certain number of hours during their term (1,700 for full time; 900 for half time). Sample activities include tutoring and mentoring youth, assisting crime victims, building homes, and restoring parks. AmeriCorps members also recruit and mobilize community volunteers.   
 AmeriCorps State works with Governor-appointed State Service Commissions (such as the Kansas Volunteer Commission) to provide grants to public and nonprofit organizations that sponsor service programs around the country, including hundreds of faith-based and community organizations, higher education institutions, and public agencies. Grants assist these groups to host and implement a national service program. Host agencies receiving the grants are responsible for recruiting, training, placing, and supervising the AmeriCorps national service members to meet critical community needs in education, public safety, health, and the environment.

**AmeriCorps National – Direct service across 2 or more states**

AmeriCorps National provides grants directly to national public and nonprofit organizations that sponsor service programs, Indian tribes, and consortia formed across two or more states, including faith-based and community organizations, higher education institutions, and public agencies. Host organizations that receive these grants are typically nationally based programs. Grants assist these groups in recruiting, training and placing AmeriCorps members to meet critical community needs in education, public safety, health, and the environment.

The purpose of AmeriCorps National is similar to AmeriCorps State, namely to engage AmeriCorps members primarily in direct service (but including some capacity-building) to address unmet community needs. Local programs design service activities for a team of members serving full- or part-time for one year or during the summer. Sample activities include tutoring and mentoring youth, assisting crime victims, building homes, and restoring parks. AmeriCorps members also mobilize community volunteers and strengthen the capacity of the organizations where they serve.

**Volunteers in Service to America (VISTA)- Capacity Building**

AmeriCorps VISTA is the national service program designed specifically to fight poverty. Founded as Volunteers in Service to America in 1965 and incorporated into the AmeriCorps network of programs in 1993, VISTA has been on the front lines in the fight against poverty in America for more than 40 years. VISTA members focus their efforts on building the organizational, administrative, and financial capacity of organizations that fight illiteracy, improve health services, foster economic develop, and otherwise assist low-income communities. VISTAs develop programs to meet a need, write grants, and recruit and train volunteers. VISTA members generally do not provide direct services, such as tutoring children or building homes.

Each VISTA member makes a year-long, full-time commitment to serve on a specific project at a nonprofit organization or public agency. AmeriCorps VISTA members receive a modest living allowance and health benefits during their service, and have the option of receiving a Segal AmeriCorps Education Award or post-service stipend after completing their service. About 6,500 VISTAs are placed each year in more than 1,200 projects in low-income communities around the country

**National Civilian Community Corps (NCCC) – Regional campus based**

AmeriCorps NCCC (National Civilian Community Corps) is a full-time, team-based residential program for men and women age 18–24. Members are assigned to one of five campuses, located in Denver, Colorado; Sacramento, California; Perry Point, Maryland; Vicksburg, Mississippi; and Vinton, Iowa and travel to complete service projects throughout their regions. NCCC requires an intensive, 10-month commitment. Members serve in teams of eight to twelve and are assigned to projects throughout the region served by their campus. They are trained in CPR, first aid, public safety, and other skills before beginning their first service project.

Sponsoring organizations request the assistance of AmeriCorps NCCC teams by submitting a project application to the regional campus that covers that organization’s state. The campuses provide assistance in completing the application, developing a work plan, and preparing the project sponsor for the arrival of the AmeriCorps NCCC team.

The mission of AmeriCorps NCCC is to strengthen communities and develop leaders through direct, team-based national and community service. In partnership with non-profits—secular and faith based, local municipalities, state governments, federal government, national or state parks, Indian Tribes and schools members complete service projects throughout the region they are assigned.

AmeriCorps NCCC members receive a living allowance of approximately $4,000 during the 10 months of service (about $200 every two weeks before taxes), housing, meals, limited medical benefits, up to $400 a month for childcare, if necessary, member uniforms, and a Segal AmeriCorps Education Award upon successful completion of the program.

**THE AMERICORPS MISSION**

**Getting Things Done:** AmeriCorps provides service to address America’s critical education, public safety, health, environmental and other human needs. By achieving demonstrable results in meeting such needs, AmeriCorps Members help to secure a smarter, safer, and healthier future for the Americans they touch.

**Strengthening Communities:** AmeriCorps strengthens communities in two ways: first, it unites citizens from different backgrounds in improving our communities; second, it enables Americans of every race, region, religion and income to come together in a spirit of respect and cooperation, in order to meet the nation’s needs.

**Encouraging Responsibility:** AmeriCorps strengthens the spirit of citizenship through service, discussion of service, and education about service. AmeriCorps enables Members to see themselves as problem-solvers, not problems; to become leaders, not just followers; and to act on their responsibilities in addition to their rights.

**Expanding Opportunity:** The experience of AmeriCorps offers its Members invaluable life and job skills. In addition, the initiative helps those who have helped America by offering Education Awards that can be used for college, graduate school, vocational training, or to pay back student loans.  For more information on the particulars of the Education Award and, please visit the following website:  <https://www.nationalservice.gov/programs/americorps/segal-americorps-education-award>

**United Way Host Agencies 2020-2021:**

1. Lawrence Community Shelter (6)
2. Lawrence Douglas County Health Department (1)
3. Lawrence Douglas County Housing Authority (1)
4. Lawrence Douglas County Public Health (1)
5. Ballard Center (1)
6. Sunrise Project (2)
7. United Way of Douglas County (1)
8. Eudora Public Library (1)
9. Baldwin City Public Library (1)

**AMERICORPS CNCS PERFORMANCE MEASURE**

**Focus Area:** Capacity Building **Objective:** Access to Care

**Target Outputs:**an output tabulates, calculated or records the actual products or services delivered by a program

25 Volunteers Leveraged; 60 hours of direct client assistance; 1 New, expanded, or updated services to low-income communities

**Target Outcomes:**an outcome indicates progress toward achieving the intended results of a program, which usually represents a change in the situation of beneficiaries of service

Increase in service site capacity in specified area, better client success rates or quality of outcomes as a result of AmeriCorps service

**General Description of Position:** AmeriCorps memberslink people to programs and services to improve health outcomes. Programs and services may include traditional health services, such as primary care, mental health, or dental care, and also programs and services related to the social determinants of health, such as food, housing and employment.

Members will provide, support, and/or facilitate access to services and resources that contribute to improved outcomes for economically disadvantaged people by increasing the capacity of the host-site organization where they serve.

Interventions will be targeted to increase capacity in at least one of the five key domains of organizational capacity, as identified by CNCS. Capacity building activities will support or enhance the program delivery model, respond to the organization’s goal of increasing, expanding or enhancing services in order to address pressing community needs, and/or enable the organization to provide a sustained level of more or better direct services after the AmeriCorps member’s term of service has ended.

Each member provides direct service capacity-building activities 25 hours a week for 12 months, as well as community engagement activities 5 hours a week for 12 months. The remaining 10 hours a week are available for training and professional development, administrative duties, and community awareness and outreach events.

**The AmeriCorps Member**

The AmeriCorps member is sometimes mistaken for an employee or volunteer. It is up to them and their service agencies to inform the community that they actually are enrolled in a national service program which is intended to instill a lifelong commitment of service in the individual member through yearlong service and member development, and to create a positive change in the local community, to meet a need that, without their services, would normally not be met.   
  
The AmeriCorps members’ intent of making a positive change and being committed to national service is reflected in their pledge.

**The AmeriCorps Pledge**

*I will get things done for America -*

*to make our people safer,*

*smarter, and healthier.*

*I will bring Americans together*

*to strengthen our communities.*

*Faced with apathy,*

*I will take action.*

*Faced with conflict,*

*I will seek common ground.*

*Faced with adversity,*

*I will persevere.*

*I will carry this commitment*

*with me this year and beyond.*

*I am an AmeriCorps member,*

*and I will get things done.*

**Pre-service Requirements**

To ensure that individuals who join UWDC are well qualified and have a strong potential to be productive and successful, it is the policy of UWDC to check the employment references of potential hires. Criminal background checks are also conducted at the time of employment and may be conducted during employment at management’s discretion.

UWDC will respond to requests for references on former employees based on the former employee’s written authorization, which is completed at the time of the exit interview. If no form is completed, UWDC will only confirm dates of employment and position(s) held.

Because the service you provide is a part of American National Service it is important that we verify you are an American citizen, U.S. national or permanent alien resident of the United States. In addition, out of concern for your education or continued development it requires that members either have a high school diploma/GED or state that they will obtain one before they draw their Education Award. Here is a list of the AmeriCorps pre-service requirements:

All AmeriCorps Members must:

\*be age 17 or above and are required to certify, under penalty of law, that they have completed high school or its equivalent or will obtain a high school diploma prior to using the education award.

\*be an American citizen or permanent alien resident.  You must bring a valid passport or certified birth certificate (if a permanent alien resident your program director will specify the documentation).

\*must sign a written agreement to a CNCS approved state criminal history registry check for the State of Kansas, and for the state in which they resided at the time of application, this check must at least be initiated on or before the first day of service; or Complete the TrueScreen online forms;

\*must sign a written agreement to a national FBI Fingerprint check or set an appointment through Fieldprint, if their service will involve recurring access *(the ability on more than one occasion to approach, observe or communicate with an individual either through physical proximity, including electronic or telephonic communication)* to a vulnerable population *(age 60 or over ; the disabled; those 17 age of years or younger);* this check, if applicable, must at least be initiated on or before first day of service;

\*must have a National Sex Offender Public Registry website check run within eight days of enrollment.

\*be eligible for employment.

**Conduction of Criminal Background Checks**  
A minimum of 2 background checks must be run on all applicants for AmeriCorps membership, and 3, if said membership would give the member recurring access to a **vulnerable population**.

1. **The National Sex Offender Public Website (NSOPW)** - This website will be checked, and results returned before a potential member may be enrolled. This is applicable to all members.
2. **Corporation for National and Community Service (CNCS) approved State Criminal History Registry** - This check will be initiated for all members before a member is enrolled. If results are not back by the time of service, the member must be physically accompanied by a cleared Program representative if they have access to a vulnerable population.
3. **National FBI Fingerprint Background Check** - This will be initiated for all members who will have recurring access to a vulnerable population on or before the first day of service. If results are not back by the time of service, the member will be physically accompanied by a cleared Program representative whenever the member has access to a vulnerable population.

**INELIGIBILITY**

In addition to eligibility criteria established by the Program, an individual shall be ineligible to serve in a covered position if the individual:

(a) Refuses to consent to a criminal registry check described in regulation § 2540.202 (State Criminal Background Check Registry; National FBI Fingerprint Check if applicable)

(b) Makes a false statement in connection with a inquiry concerning the individual’s criminal history;

(c) Is registered, or required to be registered, on a state sex offender registry or the National Sex Offender Registry; and

(d) Has been convicted of murder, as defined in section 1111 of title 18, United States Code.

**Enrollment Contingency**  
Your acceptance into AmeriCorps is contingent upon the requirements listed above and upon the supporting documentation being provided. In addition, your enrollment, or continued enrollment, is contingent upon the findings of the criminal history background check results. (Members will always be given the right to review and contest findings.) If you are enrolled before the criminal history results have been returned you must always be accompanied by a cleared legal representative of your service program whenever you have access to a vulnerable population.

**Nepotism Policy**

The employment of relatives in the same area of an organization may cause serious conflicts and problems with favoritism and employee morale. In addition to claims of partiality in treatment at work, personal conflicts from outside the work environment can be carried over into day-to-day working relationships.

For purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage.

Relatives of current employees may not occupy a position that will be working directly for or supervising their relative. UWDC also reserves the right to take prompt action if an actual or potential conflict of interest arises involving relatives or individuals involved in a dating relationship who occupy positions at any level (higher or lower) in the same line of authority that may affect the review of employment decisions.

In other cases where a conflict or the potential for conflict arises because of the relationship between employees, even if there is no line of authority or reporting involved, the employees may be separated by reassignment or, if no other alternative exists, terminated from employment.

**Your Rights**

Participation in the Corporation and its programs and projects must be based on merit and equal opportunity for all, without regard to factors such as race, color, national origin, sex, sexual orientation, religion, age, disability, political affiliation, marital or parental status, military service, or religious, community, or social affiliations.

You have a right to reasonable accommodation for disabilities. Programs must furnish reasonable accommodations for the known physical and mental limitations of qualified AmeriCorps members.

If you believe your rights have been violated, you may report such violations to the Director of your program, who has a procedure for filing and adjudicating certain grievances. You may also file discrimination-related grievances with the Equal Opportunity Counselor of the Corporation for National and Community Service (see contact information below under “Notice of Nondiscrimination).

**GRIEVANCE PROCEDURES**

* 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.
  3. In the event that informal efforts to resolve disputes are unsuccessful, AmeriCorps members, labor unions, and other interested individuals may seek resolution through the following grievance procedures. These procedures are intended to apply to service-related issues, such as assignments, evaluations, suspensions, or release for cause, as well as issues related to non-selection of members, and displacement of employees, or duplication of activities by AmeriCorps.
  4. **OPTIONAL ALTERNATIVE DISPUTE RESOLUTION (ADR)**: ADR is available, but must be selected within 45 days of the underlying dispute. If an aggrieved party chooses ADR as a first option, a neutral party designated by the program will attempt to facilitate a mutually agreeable resolution. The neutral party must not have participated in any previous decisions concerning the issue in dispute. ADR is confidential, non-binding, and informal. No communications or proceedings of ADR may be referred to at the grievance hearing or arbitration stages. The neutral party may not participate in subsequent proceedings. If ADR is chosen by the aggrieved party, the deadlines for convening a hearing and of a hearing decision, 30 and 60 days respectively, are held in abeyance until the conclusion of ADR. At the initial session of ADR, the neutral party must provide written notice to the aggrieved party of his or her right to request a hearing. If ADR does not resolve the matter within 30 calendar days, the neutral party must again notify the aggrieved party of his or her right to request a hearing. At any time, the aggrieved party may decline ADR and proceed directly to the hearing process.
     1. **GRIEVANCE HEARING**: An aggrieved party may request a grievance hearing without participating in ADR or, if ADR is selected, if it fails to result in a mutually agreeable resolution. The aggrieved party should make a written request for a hearing to the CEO of United Way of Douglas County. A request for a hearing must be made within one year after the date of the alleged occurrence. At the time a request for a hearing is made, the program should make available to the aggrieved party information that it relied upon in its disciplinary decision. The program will arrange for one or more pre-hearing conferences at a time mutually convenient to the parties. Pre-hearing conferences are not a substitute for a hearing. They are intended to facilitate a mutually agreeable resolution of the matter to make a hearing unnecessary or to narrow the issues to be decided at the hearing. The format of the pre-hearing conference may be flexible, involving meetings with one party at a time and/or with both parties together. Pre-hearing conferences are conducted by the CEO of United Way of Douglas County. The hearing will be conducted by the Board President of United Way of Douglas County. The person conducting the hearing may not have participated in any previous decisions concerning the issue in dispute. A hearing must be held no later than 30 calendar days after the filing of the grievance, and a written decision must be made no later than 60 calendar days after filing.
     2. **BINDING ARBITRATION**: An aggrieved party may request binding arbitration if a grievance hearing decision is adverse or if no decision is made within 60 days of the filing of the grievance. The arbitrator must be independent and selected by agreement of the parties. If the parties cannot agree on an arbitrator, the Corporation’s Chief Executive Officer will appoint one within 15 calendar days after receiving a request from one of the parties. An arbitration proceeding will be held no later than 45 calendar days after the request for arbitration, or no later than 30 calendar days after the appointment of an arbitrator by the Corporation’s CEO. An arbitration decision will be made no later than 30 calendar days after the commencement of the arbitration proceeding. The cost of arbitration will be divided evenly between the parties, unless the aggrieved party prevails, in which case the program will pay the total cost of the proceeding as well as the prevailing party’s attorneys’ fees.

**Notice of Nondiscrimination**

Recognizing that the fabric of our society is strengthened by the diversity of its citizens, the policy of the Corporation for National and Community Service is to ensure a mutual respect for all differences among us.

Participation in the Corporation and its programs and projects will be based on merit and equal opportunity for all, without regard to factors such as race, color, national origin, sex, sexual orientation, religion, age, disability, political affiliation, marital or parental status, military service, or religious, community, or social affiliations.

By adhering to this policy, the Corporation will be able to foster civic responsibility, strengthen ties that bind us together as a people, and provide educational opportunity for those who make a substantial commitment to service.

It is unlawful to retaliate against any person or organization that files a complaint about discrimination. Discrimination complaints may be raised through the AmeriCorps program grievance procedure. Members can file complaints with local and state agencies that are responsible for resolving discrimination complaints or may bring a complaint to the attention of the Corporation for National Service. If you believe that you or others have been discriminated against, or if you want more information, contact either of these organizations:

|  |  |
| --- | --- |
| Equal Opportunity Office Office of Civil Rights and Inclusiveness  Corporation for National and Community Service  1201 New York Avenue, NW  Washington, D.C. 20525  (202) 606-7503 (voice); (202) 565-2799 (TTY)  (202) 565-3465 (FAX); eo@cns.gov (e-mail) | **Equal Employment Opportunity Commission**  (816) 889-5100  (816) 889-5106 (TDD) |

**Your Responsibilities**

To earn an education award, you must satisfactorily complete your program requirements and your full term of service. Satisfactory service includes attendance, compliance with applicable rules, a positive attitude, quality service, and respect toward others in the program and in the community.

You will be asked to sign a contract stating your rights and responsibilities while in AmeriCorps. You must abide by this contract and follow the rules of your program. You may be suspended or terminated if you violate the stated rules of behavior. Your contract outlines the grievance procedure that you should follow should you ever need this process.

**Terms of Service/Contracts**Every member serves a mutually agreed upon term of service of no more than 365 days.  Every member shall sign a contract which specifies a mutually agreed upon number of service hours during the term and agrees to abide by all rules and regulations established by United Way of Douglas County.

**Service Hours**

AmeriCorps Members are responsible for providing regular service in their assigned role until the end of their term of service, as decided by their host agency. AmeriCorps Members will arrange a regular schedule for their site activities with the site supervisor based on the site’s needs.

**There may be times in which you will provide service hours outside of your regular service site. Please remember that ANY service hours you wish to claim outside of your regular service site, and not under the purview of your regular site supervisor must be pre-approved and appropriately documented. Never provide service hours outside of your regular schedule and site on your own initiative without first making sure that those hours will be acceptable to the Program Director. *All service hours must be approved by your site supervisor.***

The member’s term of service begins on September 1, 2020 and ends on August 31, 2021. The Program and the member may agree, in writing, to extend this term of service for the following reasons:

1. The member’s service has been suspended due to compelling personal circumstances;
2. The member’s service has been terminated, but a grievance procedure has resulted in reinstatement.

**Hours**   
The member shall complete the minimum number of service hours as follows:

Full Time, 1700 Hours

Reduced Full Time, 1200 Hours  
Half Time, 900 Hours   
Reduced Half Time, 675 Hours  
Quarter Time, 450 Hours   
Minimum Time, 300 Hours  
AmeriCorps Affiliate, 100 Hours

There must be a minimum of 80% direct service hours; a maximum of 20% education/training hours; and a maximum of 10% for allowable fundraising activities.

**Training**

You are asked to participate in all scheduled trainings and all AmeriCorps events. If for some reason it is impossible for you to attend, or if a scheduled training does not in any way meet your needs, please discuss this with the Program Director well in advance of the training and you may be excused, depending on circumstances. Please provide feedback about what training would be most useful to you in your AmeriCorps position and for your own personal growth and development. You are required to document all training on your monthly timesheets and datasheets. Please remember that you may only have up to 20% of your 1700 service hours in training.

**Service Plan and You**  
Service expectations will be outlined upon your arrival and revisited at regular intervals, ensuring that you have a clear understanding of what you should accomplish over the course of the year. You should have personal objectives, but you should also see how those can fit into the program objectives. Program objectives should focus on outcomes within the community which are clearly linked to the service activities you will be performing and the program’s performance measures which are used to show the state and nation how successful you, and the other members have been.

**Civic Engagement**  
During your time of service, you are encouraged to always see the “bigger picture” and think beyond “the box” of your specific local activity. Your individual service is always an integral part of a much larger national service movement. Civic engagement is anything that makes you a better American citizen; anything that promotes a commitment to lifelong service to your community, state and nation. At least two group civic engagement opportunities will be offered during the year. United Way AmeriCorps members are also encouraged to take initiative in devising their own plans for civic engagement.

**National Service Days**

There are several opportunities throughout the year when AmeriCorps members and volunteers honor their commitment to service and our nation, such as Martin Luther King, Jr (MLK) Day of Service, National Volunteer Week, September 11 National Day of Service & Remembrance, and AmeriCorps Week. Programs and AmeriCorps members are asked to consider scheduling public service events around these times. The event itself does not necessarily have to be a strict part of the regular program design. (So, for example members that mentor school children may feel free to paint houses as a special service event.) In addition, there are many other notable events around which you could center service events, such as Kids Care Week, Family Volunteer Day, etc.

**Required Documentation**

**Monthly Time Sheets/Reports**

Even though your service is not considered employment, time logs will still need to be completed for every disbursement period. This time and attendance record is used to document your eligibility for in-service and post-service benefits. You will be responsible for maintaining an online time log through the OnCorps reporting system at ***ks.oncorpsreports.com***. Please ***“enter”*** and ***“save”*** your hours under the appropriate category at the end of every day you serve.

On the last day of the month, you may ***“submit”*** your monthly timesheet. This triggers an email to your service site supervisor. The online time logs must be electronically signed (approved) by Site Supervisors within 5 days after the last day of each month. Site Supervisors can reject or request revision of time logs at which a time log will be unlocked and you will have to revise the time log and return it to your supervisor for approval. Time logs will still be due by the 5th day of the following month regardless of revision.

Documenting your service hours is a requirement for receiving that month’s living allowance. If time logs are not approved by 5th day of the following month, your living stipend may be held by the United Way until the time log is completed and approved by a supervisor, and the direct deposit can be rescheduled. Site Supervisors will address concerns about a Corps Member’s absence or tardiness.

**You should place a high priority on timely and accurate completion of your time logs.**

Time and attendance records of members’ service should:

* Separate out and track time for direct service, capacity building, training, and fundraising
* You are responsible for ensuring that all service activities for which service hours are claimed are within the program design and can be attested to by yourself, your Site Supervisor and/or Program Director.
* If you record hours that are outside of your service agency, training hours or fundraising hours, you must “comment” on the activities performed. (i.e. “attended a training on Motivational Interviewing through the United Way. Learned valuable communication skills for interacting with clients.”) These hours must be approved by Site Supervisors prior to service. Ask your supervisor on their particular policy as some may require a request for off-site hours to be submitted.

**You should always review your time log for accuracy and completeness.**

**Required Reporting Related to Service Outcomes and Outputs**

Members will work with their supervisor to collect data on output and outcomes that will be reported quarterly to the United Way. Outputs and outcomes will include specifics related to service and capacity building.

 AmeriCorps members are also required to submit a “Great Story” quarterly. This story can include and is not limited to: personal growth, positive outcome or intervention with agency, personal interest story, accomplishments of member and/or agency.

**Absences**

You are expected to fulfill the commitment to your site, which may involve daytime, evening, and weekend hours.  Your service is vital to the success of your team, and to our Corps as a whole in meeting our objectives and in our relationships with partners.

It is imperative that you arrive at your site on time and remain throughout the duration of your service obligation.  If for some unforeseen reason you are unable to meet these requirements, it is your responsibility to contact your Site Supervisor to inform him/her of your compelling situation and be excused. Consistent absences, regardless of the reason for the absence, may jeopardize an AmeriCorps Member’s ability to successfully complete a term of service.  Chronic absence from service may compromise the Member’s education award eligibility.

AmeriCorps programs are required to terminate any Members who cannot reasonably expect to complete their hours of service, unless the Member can document a compelling personal circumstance that prevents them from meeting service hour requirements.

**Sick Days**

AmeriCorps Members do not have ***“sick days”.*** Members who will be absent due to illness are required to notify their service site supervisor as soon as possible. As an AmeriCorps Member, you must provide documentation if you are sick for 3 days or more, if asked to do so by your site supervisor.Failure to notify your site supervisor of an absence will result in disciplinary action. Hours not served while ill must be made up at another time.

**Holiday Policy**

Members must be aware of the impact that holidays have on their service hours and adjust accordingly, as they do not receive hours if their host site is closed. Members may participate in special service activities on these holidays to earn service hours.

**Vacation Time**

Members do not receive any vacation time. A suggestion is to “bank” hours in advance, so that vacation time taken will not affect the accumulation of hours negatively. Members should request approval from their supervisor in writing at least two (2) weeks prior to the desired absence.

**Armed Forces Reserves/National Guard**

To the extent that it is possible, AmeriCorps Members should seek to minimize the disruption in service as a result of discharging responsibilities related to their reservist duties.  If Members have a choice of when to fulfill their annual two-week active duty requirement, they should do so when it will not disrupt their AmeriCorps service.  In instances where the dates of active duty are inflexible and conflict with AmeriCorps service, Members will be granted leave of absence for the two-week period of active duty service in the Reserves.  Members may not receive time off for additional Reserves-related service beyond the two-week active duty service.  AmeriCorps Members will receive credit for their regularly scheduled service hours during their two-week active duty requirement.  No AmeriCorps service credit is earned for the once-a-month weekend service in the Reserves.  There will be no interruption in Members’ benefits while serving their two-week active duty.

**Jury Duty**

AmeriCorps Members may serve on a jury and will not be penalized for doing so.  During the time AmeriCorps Members serve as jurors, they will continue to receive credit for their normal service hours with no interruption to their benefits. Members must provide a copy of the jury duty summons to be excused.

**Registration to Vote**

AmeriCorps Members are encouraged to register and vote.  Members who are unable to vote before or after service hours will be allowed to vote during their service hours without incurring any penalties.  Members may not participate in voter registration drives as a part of their service.  Nor may they participate in any partisan political activity.  Members may not wear or display any partisan buttons, posters, bumper stickers, etc. on their AmeriCorps uniform at their sites or even on their cars if their car also has an AmeriCorps logo on it.

**Member Benefits**

**Full Time Member Benefits**All full time members are entitled, if eligible, to receive the following benefits/coverage:

1. Stipend / Living Allowance
2. Health Insurance Coverage
3. Child Care
4. Worker’s Compensation Coverage
5. Member Development Training
6. Education Award
7. Loan Forbearance (must be applied for by member)
8. Interest Accrual Payments (must be applied for by member)

**Stipend/Living Allowance**

All members are entitled to receive a stipend while actively serving in the 2020-2021 program year as designated by contractual agreement. Adequate progress towards achieving the 1,700 service hours requirement must be demonstrated or service and benefits may be suspended until an action plan is developed that reflects reasonable attainment of goals. In addition, once a member is terminated from the active roles for any reason, the stipend stops the day of termination.

The distribution of the living stipend by-weekly starting with the first disbursement period being September 1-September 13 and automatic deposit occurring on the following Friday. This disbursement is dependent upon the start and end dates of the service assignment. The maximum full-time living stipend for 2020-2021 is $15,000.

The living stipend is not a wage but rather a stipend to help with normal living expenses while serving. Several points to consider regarding the living stipend:

* The living stipend is taxable income.
* The living stipend will cease immediately upon resignation, termination, or completion of the position.
* *AmeriCorps positions* ***are not eligible for unemployment compensation benefits****.  The U.S. Department of Labor ruled on April 20th, 1995 that the federal unemployment compensation law does not require coverage for AmeriCorps members because there is no employer-employee relationship.*  The receipt of the living stipend will not be counted towards time as being employed. Members are participants in a national service program and not considered employees.

**Health Care**

Basic health care coverage is provided at no charge to full-time Members (but not their families) who do not have existing coverage.  Corps Members who are covered by other means of health care are not eligible for AmeriCorps coverage. Members shall review the option of health insurance being provided to them and either accept said insurance coverage or waive it.

Healthcare insurance must be provided to full time members serving a 1700-hour full-time term who are not otherwise covered by a healthcare policy at the time each begins his/her term of service.

The member understands that all full-time members must be covered by health insurance through the extent of the service year. As a member you may maintain your current health insurance policy by staying on parents’ or spouse’s plan.

Or you may enroll in the health insurance plan that is currently offered by the program. The United Way of Douglas County AmeriCorps Program utilizes The Corps Network Coverage, which meets the Affordable Care Act for Minimum Essential Coverage.

The member understands that the minimum coverage includes the following:  
a. Physician services for illness or injury

b. Hospital room and board

c. Emergency room

d. X-ray and laboratory

e. Prescription drugs

f. Limited mental/nervous disorders

g. Limited substance abuse coverage

h. An annual deductible of no more than $250 charges per member

i. No more than $1,000 total annual out-of-pocket per member

j. A 20% co-pay or a comparable fixed fee with the exception of a 50% co-pay for mental and substance abuse care  
k. A maximum benefit of at least $50,000 per occurrence or cause

\*Healthcare policies will also be considered acceptable if the program purchases an Affordable Care Act approved Minimum Essential Coverage policy directly through an insurance carrier or broker.

**Child Care**

AmeriCorps will pay child care costs for full-time Members who are income-eligible and who utilize a pre-approved child care provider.  Reimbursement rates will be based on local rates established under the Child Care Development Block Grant.  Specific details and arrangements need to be negotiated between you, your child care provider, GAP Solutions, Inc. Members are responsible for applying for this benefit.

GAP Solutions, Inc.

AmeriCorps Childcare Program

12054 North Shore Drive

Reston, VA 20190

Toll-Free: (855) 886-0687

Fax: (800) 521-5415

E-mail: [AmericorpsChildCare@gapsi.com](mailto:AmericorpsChildCare@gapsi.com)

## Worker’s Compensation

AmeriCorps members are covered by the United Way of Douglas County’s worker’s compensation insurance. The total cost of this coverage is paid by UWDC. If you are injured or disabled while on the job, you are entitled to certain benefits in accordance with applicable state laws. If you are injured, notify the AmeriCorps Program Director immediately. If not available, notify the United Way CEO.

In compliance with state law, UWDC will pay the medical insurance premiums for an injured employee while the employee is still employed and is eligible for or receiving Worker’s Compensation payments. After that time the employee will be eligible to continue group health insurance coverage according to the provisions of the State Law (SB 704).

**Injury or Accident**

Members are required to abide by all safeguards and use safety equipment provided to ensure that service will be performed with the least amount of risk possible.  Members who do not abide to risk management procedures will be subject to disciplinary action.

In the event a Member sustains a life-threatening injury or exposure, 911 should be called for immediate assistance.  On-site staff or another AmeriCorps Member must notify the Site Supervisor and provide them with the details of the incident and where the Member was taken for treatment.

Minor injuries that do not require treatment must be documented on an incident/accident report within 24 hours.  This documentation is required in the event that complications arise at a later date (e.g. injury from a slip and fall that may not develop for several days or weeks).

Members that miss more than five days of service because of an injury or exposure will be placed on suspended status and will require physician authorization to return to service.  Members will not receive a living allowance during any whole month(s) that they are on suspended status.  When a Member returns to service his/her term of service may be extended for the length of time that they were on suspended status.

**Member Development**

Working with your service site agency you should design a yearlong program with topics that are designed to help you grow as an American citizen, and as an individual committed to lifelong community service.Your service experience can help you achieve the skills and education needed for productive, active American citizenship.

**Member Development Plan**  
You are asked to create a “Member Development Plan” which outlines personal development goals to be achieved during the term of service. The program staff, including the AmeriCorps Program Manager and your service site supervisor, can then partner with you to support attaining these goals.

Developing a personal plan might mean:

* Reviewing the specific responsibilities of your service year;
* Establishing goals and objectives for personal success as a member;
* Serving on projects, and performing tasks, and assignments throughout the year that allow the you to develop and exercise leadership;

Examples of training to help you grow professionally and personally might include the following:

* conflict resolution
* diversity / cross-cultural sensitivity
* communication skills
* tutoring/mentoring skill development
* resume writing
* CPR/first aid
* disaster response
* personal goal setting
* appearance and presentation skills
* personal wellness / safety
* personal budget planning
* computer and Internet literacy
* life after AmeriCorps
* Motivational Interviewing
* Preventing burnout/compassion fatigue

You will be given a schedule for all required trainings. These events may involve occasional weekend or evening events. Be sure and determine whether events are mandatory or not.

Your time as a national service AmeriCorps member is not only about making a positive impact on the community and nation, but also upon YOURSELF. It is meant to be a time in which you can grow as a person, as a community member, as an American citizen. In order to get the most out of your time of service it’s a good idea to come up with goals you can work toward as you serve. Talk to your Program Director and Site Supervisor about the training you’d like to receive during this time of service.

**Education Award**

Members will earn an education award by successfully completing your required term of service: up to $ 6,195.00 for Full-Time AmeriCorps participation (1700 hours between 9-12 months).

When you successfully complete your service, you will receive an Education award that you can use to:

* Pay the current cost of attendance at **qualified** Title IV (Title IV relates to administration of the federal funds for student financial aid) institutions of higher education (includes non-degree earning courses)

Pay the current cost of attendance at **qualified** Title IV vocational schools: For credit or degree courses, the cost of attendance may include: Tuition, Books, Supplies, Transportation, Room, Board, and other expenses (may include computer). Each school's financial aid office determines a student's cost of attendance (COA) based upon standard U.S. Department of Education guidance. Please check with your financial aid office if you have questions. Never assume something is covered in the COA.

* Repay **qualified** Title IV educational student loans (Title IV loans are loans backed by the federal government under Title IV of the Higher Education Act; *except PLUS Loans to parents of students, or under Titles VII or VIII of the Public Health Service Act.)  
    
  You may consolidate your loans but the resulting consolidated loan must be a Title IV loan.* ***Qualified*** *loans include:*
* *Stafford Loans*
* *Perkins Loans*
* *William D. Ford Direct Loans*
* *Supplemental Loans for Students*
* *Primary Care Loans*
* *Nursing Student Loans*
* *Health Education Assistance Loans*
* *Loans issued to AmeriCorps members by the Alaska Commission on Postsecondary Education*

To qualify for an education award, you must successfully complete the required "term of service" for your program and you will have had to have earned your high school diploma or its equivalent before you can draw the award.   
Successful completion of the term of service and eligibility for the education award is based upon the following:

* Completing all service requirements set by your service agency,
* a satisfactory performance review conducted by your service agency and the United Way of Douglas County AmeriCorps Program,
* serving the full number of time contracted for (i.e. just because you finish your hours early in the year does not mean you will be released early unless your agency gives permission),
* and completing the full number of service hours required.

**Taxable**  
An education award is not considered a wage by AmeriCorps however the IRS does treat it as income and they are subject to tax when drawn.

**Time Limit**  
You have up to seven years from the completion date of your term of service to claim the award. A reminder will be sent toward the end of the window. You can apply for extension in My AmeriCorps.

**Number of Education Awards**  
You can earn up to the equivalent of 2 Full Time education awards (no matter what stream of service) over the course of up to 4 terms in AmeriCorps State and National. Recent legislative changes did not change the number of terms you may serve in VISTA (3 terms) or NCCC (2 terms).

**Award Transfers**

The Serve America Act allows for the transfer of AmeriCorps State and National and Silver Service education awards under specific conditions which are stated in the Act. The individuals who have earned the awards have to have been at least 55 years old when they began their terms of service and each person to whom an award is transferred has to be the transferring individual’s child (including step-child), grandchild (including step-grandchild), or foster child.

Each award can be transferred only once. The entire unspent balance can be transferred or a portion of the balance can be transferred.

To transfer an award, an individual must:

* have earned an education award in an AmeriCorps State and National or a Silver Scholar term of service;
* have been at least 55 years of age before beginning the term of service for the subject award;
* have begun this term of service on or after October 1, 2009;
* transfer the award before the original expiration date;
* designate all or a portion of the unused award for the transfer; and
* complete the forms authorizing the transfer, which includes providing information and certifying eligibility to make the transfer.

**Loan Forbearance**

AmeriCorps Members may have payments on certain qualified Title IV educational loans put into forbearance during their term of service. You can request forbearance from the school or loan company that holds your loan through your My AmeriCorps account. You should receive notification of your forbearance within a few weeks from your lender(s) and that you do not need to make payments while you remain in service.   
  
**Already in Forbearance**Loans that are already in forbearance cannot be switched to forbearance due to AmeriCorps service and further are not eligible for the interest accrual payment option. Please contact the Trust directly with questions for specific situations such as this.

**Interest Accrual Payments**  
If a Member successfully completes his/her term of service, the Corporation will pay for the interest accumulated on a loan put into forbearance during the Member's term of service. This interest payment is considered income and is taxed. Over your term, the interest on your loan will continue to grow. The National Service Trust will pay off the interest that accumulated once you complete all phases of your service. After you have finished your term, completed the exit paperwork, and your program has submitted the paperwork to CNCS, you can request an interest payment through your My AmeriCorps account.

**Will the National Service Trust pay off ALL the interest that accumulates?**

For most full time terms, yes, however check out our accrued interest formula resource:   
<https://www.nationalservice.gov/programs/americorps/segal-americorps-education-award/use-your-education-award>

**POLICIES AND PROCEDURES**

Your service contract outlines the responsibilities of AmeriCorps Members during your term of service, the benefits you receive, the guidelines you must follow, the method in which you will be evaluated, and the disciplinary procedures of the program.  Each Member signs a copy of this agreement at the beginning of their term of service. By doing so, Corps Members confirm that they understand their rights as well as their responsibilities and agree to make a commitment to following the policies and procedures as written.

**AmeriCorps Service Gear / Uniform Policy**

When providing direct service, AmeriCorps Members must wear AmeriCorps Service Gear to identify them as a Member and to promote the program. AmeriCorps gear includes official AmeriCorps clothing that has the AmeriCorps logo on it (t-shirt, polo shirt, sweatshirt, patch, decal, or lapel pin).  Clothing with appropriate patches can be used as uniforms.  These patches can only be ironed or sewn on to solid color shirts, hats, and sweatshirts. **The** **National Logo cannot be altered or defaced in any way.**  **United Way AmeriCorps members will be provided with a nametag that includes the AmeriCorps logo and the United Way logo. These nametags should be worn at all times during service hours.**

AmeriCorps gear will identify the individual as a Member of the AmeriCorps program, and distinguish the Member as a National Service Member who is making a positive impact on the community.  AmeriCorps gear also connects the Corps Members with the National AmeriCorps program.  Care must be taken to represent the AmeriCorps program in the best possible manner at all times.  Remember, even when in social settings you are still representing AmeriCorps.

 AmeriCorps gear shall not be worn during prohibited activities (See “Prohibited Activities”).  Further, gear shall not be worn while consuming alcohol.  A member must act in a professional manner whenever wearing AmeriCorps gear.

**Prohibited Activities**

As stated in your service contract, the following activities are AmeriCorps-prohibited activities:

* Providing abortion services or referrals for receipt of such services.
* Participating in efforts to influence legislation, including lobbying for your program.
* Organizing a letter-writing campaign to Congress.
* 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.
* Printing politically charged articles in an AmeriCorps funded newsletter or listserv.
* Taking part in political demonstrations or rallies.
* Engaging in any efforts to influence legislation, including state or local ballot initiatives.
* Voter registration drives.
* Organizing or participating in protests, petitions, boycotts, or strikes.
* Assisting or deterring union organizing.
* Impairing existing contracts or collective bargaining agreements.
* Religious Activities, including 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.
* Activities that pose a significant safety risk to participants.
* Assignments that displace employees.
* Internships with for-profit businesses as part of the education and training component of a program.
* Providing a direct benefit to a business organized for profit or a nonprofit organization that fails to comply with the restrictions contained in section 501(c)(3) of U.S. Code Title 26.
* Raising funds for your living stipend or other costs of the AmeriCorps program; raising funds for an organization’s operating expenses or endowment; writing grant applications for AmeriCorps funding or for any other funding provided by the Corporation for National and Community Service; or writing grant applications for funding provided by any other federal agencies.
* Administrative work, unless it benefits your approved direct service activities.

*\* However, AmeriCorps members, like private citizens, may participate in lobbying, political, or advocacy activities on their own time, at their own expense, and at their own initiative.  Members* ***may not*** *wear AmeriCorps service gear in such instances and* ***may not*** *earn service hours.*

**Reasonable Accommodation**

Programs and activities must be accessible to persons with disabilities. United Way of Douglas County will provide reasonable accommodation to the known mental or physical disabilities of otherwise qualified members, service recipients, applicants, and program staff. All selections and project assignments will be made without regard to the need to provide reasonable accommodation.

**Children/Guests**

As an AmeriCorps program, we hold ourselves to high standards.  In everything we do, we strive to ensure that we are safe and professional.  In addition, we value the families that we have come to know through our Corps community.  We love to include families and guests in our service and All-Corps days whenever possible.

However, in order to ensure professionalism and safety, it is not appropriate to include children, families, and guests in our day-to-day service and All-Corps activities.  These include, but are not limited to:  AmeriCorps trainings, emergency response missions, service sites, overnight service projects.

**Use of Privately Owned Vehicles**

In the event that the program requires an individual Member to drive their private vehicle in service, or to attend a special training or conference, any provision for reimbursement for gas must be made with the Site Supervisor in advance. Members must abide by the Host Agency’s policy on transporting clients/students in a private vehicle. The United Way of Douglas County takes no responsibility for injury or accident that might happen while a member is using a privately owned vehicle while accumulating service hours.

**Drug and Alcohol Free Service Place**

**AmeriCorps purpose in implementing this policy is to provide a drug- and alcohol-free service place in order to ensure a safe, healthy and productive service environment for all Members.**  In addition to being concerned about the well-being of our Members, we are equally concerned that our positive image not be compromised in any way.

Definitions as used in this policy:

* “Substance” means alcohol or drugs.
* “Alcohol” means any intoxicating beverage such as wine, liquor, beer, cooler or champagne.
* “Drugs” means any substance taken into the body, other than alcohol, that may impair one’s mental faculties and/or physical performance.
* “Abuse” means any use of any illegal drug, or use of any drug (including alcohol, over the counter or prescription drugs) where that use does not conform to prescription requirements, or circumstances where use is not permitted.

Alcohol and drug abuse have an adverse effect on service performance, create dangerous situations, and serve to undermine the community’s confidence in AmeriCorps.

Our policy concerning drug and alcohol use and abuse is as follows:

* Members must report to service in a fit condition to perform their duties.  Being under the influence of drugs or alcohol is not acceptable.
* Any Member, whether on AmeriCorps premises or during the performance of AmeriCorps-related activities, is prohibited from purchasing, manufacturing, distributing, transferring, dispensing, using or possessing illicit drugs or from using alcohol or prescription drugs in any way that is illegal or counter to written policy.  Members who violate any of these prohibitions may be terminated.
* Members will not be disciplined for voluntarily seeking assistance for a substance abuse problem. However, continual attendance or behavioral problems may result in disciplinary actions, up to and including termination.
* Members who have physician-prescribed medication must notify their Program Coordinator or the Program Director if there is a likelihood that such medication could affect service performance and safety.
* Members arrested for off-the-job drug or alcohol involvement may be considered to be in violation of the substance abuse policy and may be subject to termination.

**Note**: Your site supervisor, or their designee, will be the judge of whether a Corps Member is intoxicated or under the influence of drugs, and will rely on appearance, smell, and behavior in forming their judgments.

**UNITED WAY OF DOUGLAS COUNTY LEADERSHIP**

TheAmeriCorpsProgram Director provides overall management of the AmeriCorps program. They maintains relationships with key partners and other community organizations, communicates with the Kansas Volunteer Commission and the Corporation for National and Community Service, monitors compliance with Federal regulations, evaluates and markets the projects, provides risk management, and administers the finances.  In addition, the AmeriCorps Program Director has direct support responsibility for: maintaining Members’ personnel records, tracking service hours, monitoring and evaluating performance, and responding to issues of Corps Member development. The AmeriCorps Program Director facilitates regular communication, trainings, and supervision meetings to ensure continuous quality. The Program Director is the primary contact for the agency staff and project partners for issues concerning the AmeriCorps program and its Members.

**I will look beyond the problems to the solutions**

**I will look beyond the obstacles to the opportunities**

**I will look beyond the impossible to the possibilities.**

# Site Supervisors

Site Supervisors are members of the agency staff who are the primary contacts for the AmeriCorps Members at service sites. As such, they provide a linkage between the Corps Members and the site staff. Site Supervisors work with their site teams and the Project Director to ensure that the needs of the sites are met within the guidelines for their site and the AmeriCorps Program. Corps Members are required to keep in close communication with the Site Supervisors throughout their year of service. Each Site Supervisor meets formally with the member(s) and Program Director to document success and to make any necessary changes to ensure future success. Your Site Supervisor is your anchor.

**AMERICORPS MEMBERS**

A Corps Member’s responsibility is to United Way and to their site or project.  Fulfillment of this commitment may require daytime, evening, and/or weekend hours. **All Members are expected to participate in periodically scheduled All-Corps projects, training, and other events.**  Generally, these will be of short duration – one to three days – and will be scheduled well in advance to accommodate personal and site/project needs.  There are several AmeriCorps “Signature Events” in which Members participate locally, statewide or nationally, such as Days of Service and AmeriCorps Week.

**All AmeriCorps Members:**  In times of local, wide-spread, or sustained disasters, AmeriCorps Members may be requested to assist in emergency operations, particularly if a disaster occurs.

**AMERICORPS MEMBER TRAINING**

 Professional development and personal growth opportunities are an important part of the AmeriCorps program. Training for AmeriCorps Members is provided on an ongoing basis and focuses on further development of the Corps Members’ personal, professional, and career skills. Scheduled training dates are listed on the calendar of events. Additional training may be offered, and/or required throughout the year.

**Professionalism**

When you serve as an AmeriCorps member, you become a representative not only for yourself, but also for your service site, United Way of Douglas County, and the entire National Service Network.  During these moments you should demonstrate pride, composure and above all, professionalism. The term “professionalism” can be ambiguous depending on when and how it’s used. More often than not, your own organization’s work culture and goals define professionalism.

**EVALUATION**

There are several evaluation components occurring on an ongoing basis to both measure and ensure the effectiveness of the AmeriCorps program.

**Program Evaluation**

To evaluate progress toward project goals, the AmeriCorps program receives input from AmeriCorps Members and site staff. In addition, information is gathered from community partners, community residents, parents, and students to help determine the effectiveness of Member service.

AmeriCorps Members are required to submit online monthly time logs to account for each month of service.  Hours are coded to reflect service, training and fundraising.  AmeriCorps Members are also required to submit online data that includes the required information that must be submitted in our AmeriCorps program reports.

**Member Evaluation**

Every Corps Member participates in both a mid-term and an end-of-term performance evaluation with his/her Site Supervisor and Program Manager. These performance evaluations are a required part of your permanent record and will be geared towards helping each Corps member achieve personal and professional goals as well as the following:

* Whether the Corps Member has successfully completed assignments.
* Whether the Corps Members has met the general performance criteria established for the community and specific performance criteria established with his/her Site Supervisor
* Whether the Corps member has completed the required number of days and hours

Members will also complete a member development plan to aid in members own future planning and ensure our member development objectives are met.  AmeriCorps staff may also receive input from other key staff and service providers regarding the performance of individual Corps Members.  We will gladly make copies of letters of commendation that you receive for your personal portfolio/résumé.

**TIPS FOR GETTING THINGS DONE AS A TEAM**

* **LISTEN** Talk less, listen more.
* **ENCOURAGE** Be a cheerleader.
* **GUIDE GENTLY** When it is necessary to give constructive advice, do it gently by suggesting rather than ordering.
* **BE POSITIVE** Set the tone for action by being enthusiastic and positive.
* **ASK FOR HELP**  Getting your friends or neighbors involved starts with a simple… “Could I ask for your help?”
* **START SOME THING** One person can make the difference … be the one to initiate
* **BE HELPFUL** Make a goal to do something for someone every day.
* **BE SENSITIVE** Good team players can relate to their teammates without making them feel inferior, intimidated, or put down.  “ Everybody can be great because everybody can serve”.
* **GIVE CREDIT AWAY** Even if you know the idea was yours and you did most of the work, give the credit to others who helped.
* **TAKE CARE OF YOURSELF** It can’t all be done in a day.  Relax, things will happen when the time is right.  Be patient.

***AmeriCorps Pledge***

*I will get things done for America -*​

*to make our people safer,*​

*smarter, and healthier.*​

​

*I will bring Americans together*​

*to strengthen our communities.*​

​

*Faced with apathy,*​

*I will take action.*​

​

*Faced with conflict,*​

*I will seek common ground.*​

​

*Faced with adversity,*​

*I will persevere.*​

​

*I will carry this commitment*​

*with me this year and beyond*​