

**Catholic Network of Volunteer Service  
AmeriCorps Education Awards Program**

# **Site Supervisor Handbook**



**[www.cnvs.org/ameriCorps](http://www.cnvs.org/ameriCorps)**

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Welcome to the AmeriCorps family!

This handbook has been prepared to assist you, the Site Supervisor, in your important role in this program. It is designed to tell you more about the Catholic Network of Volunteer Service AmeriCorps Education Awards Program (CNVS AEAP), and to answer questions you might have regarding its goals and guidelines. We hope you find it helpful, and we appreciate any feedback you can offer to help us improve this effort.

Congratulations on your decision to join this innovative and exciting program, and we wish you a rewarding year for you and your AmeriCorps members!

## WHAT IS AMERICORPS?

### A. Brief History

In 1993, Congress enacted the National and Community Service Act, creating the Corporation for National and Community Service (CNCS). President Bill Clinton signed the legislation soon after, and **AmeriCorps** was launched the following year.

The Corporation supports a wide range of national service programs and initiatives that improve lives strengthen communities, and foster civic engagement and volunteerism. **AmeriCorps** is one of three national service programs administered by CNCS.

### B. Goals and Philosophy

AmeriCorps is the national service movement that engages Americans of all ages and backgrounds in service to address the most critical problems in our nation's communities in the areas of education, public safety, the environment, and other human needs. In exchange for a specified term of service, AmeriCorps members earn an education award to pay back **qualified** student loans or to finance college, graduate school, or vocational training.

The **mission** of AmeriCorps can be articulated in four parts -

1. **Getting Things Done** through direct and demonstrable service that helps solve community problems.
2. **Strengthening Communities** by bringing together Americans of all ages and backgrounds in the common effort to improve communities.
3. **Encouraging Responsibility** by enabling members to explore and exercise their responsibilities toward their communities, their families, and themselves.
4. **Expanding Opportunity** by enhancing members' educational opportunities, job experience, and life skills.

### C. AmeriCorps Terms

Because of the unique and innovative nature of this program, there are some terms that have been developed to accurately represent details of AmeriCorps. Consistent use of these terms helps reinforce AmeriCorps' common objectives and clarifies AmeriCorps for the public. Some frequently used terms are:

- **Members** - people who participate in AmeriCorps are referred to as "members" rather than volunteers, staff, workers, participants or employees.
- **Service, serve** - members serve, or provide service, in their AmeriCorps assignments; they do not "work".
- **National service** - this term refers to any of the programs affiliated with the Corporation for National Service; in addition to AmeriCorps, national service programs include Learn and Serve America, AmeriCorps VISTA, the National Civilian Community Corps and the National Senior Service Corps.

## CATHOLIC NETWORK OF VOLUNTEER SERVICE AMERICORPS EDUCATION AWARDS PROGRAM (CNVS AEAP)

### A. Introduction

The Catholic Network of Volunteer Service AmeriCorps Education Awards Program (CNVS AEAP) funded by the Corporation for National and Community Service, is a network of faith-based volunteer programs which serves people in low-income and high-poverty communities. CNVS AEAP is one of the Corporation's largest grantees. It is categorized as a National Direct AmeriCorps Education Awards Program.

Participants in CNVS AEAP provide service in nonprofits, faith-based organizations, government departments and educational institutions and receive credit for activities that fall within the description of allowable AmeriCorps activities. They must volunteer their time or receive only a modest living allowance.

This program was designed to increase the number of communities across the country where AmeriCorps members help meet local needs, and to broaden the network of national service programs. It preserves a high level of management flexibility for service programs that are already established and successful in their communities.

CNVS AEAP members must complete a term of service of 1700 hours during a period of 9-12 months to participate as a full-time member, at least 900 hours within a year as a half-time member, and 300 hours within one year as a minimum-time member. Allowable activities that may comprise these hours are described in the "AmeriCorps Activities" section. In addition, CNVS AmeriCorps members may receive a living allowance from their program.

**B. Terms of Service**

Term of Service	Minimum hour requirement	Active Time	Maximum living allowance or stipend (per year)
Full-time	1700 hours	9 to 12 months.	\$22,800
Half-time	900 hours	Up to 12 months.	\$12,070
Minimum-time	300 hours	Up to 12 months.	\$4,025

**C. Living Allowance**

A program in which a CNVS AEAP member serves is encouraged, but not required, to provide a living allowance to that member. The **table** above shows maximum living allowance or stipends that a member may receive based on their term of service. FICA must be paid for any member receiving a living allowance, and all applicable personal income taxes must be withheld from a living allowance.

**D. The Education Award**

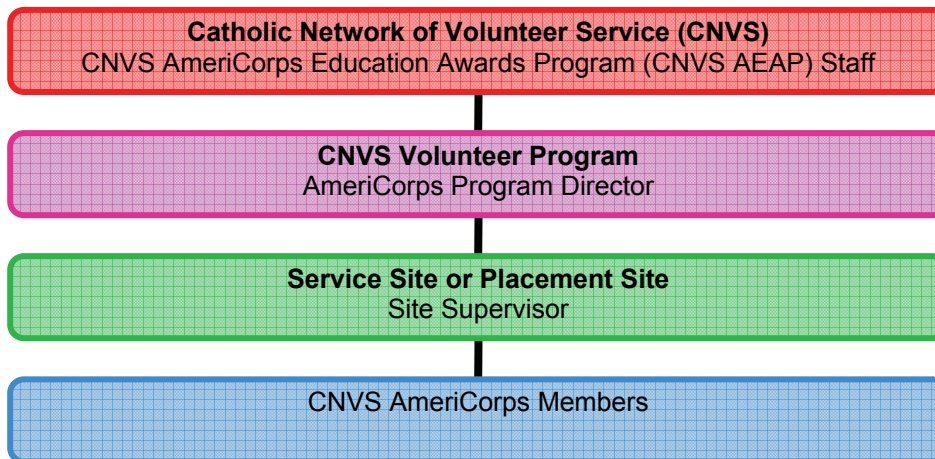
Upon successful completion of a required term of service, a CNVS AEAP member qualifies for an education award. For full-time members this award is \$4,725, for half-time it is \$2,362, and for minimum-time it is \$1,000. Prior to this award being granted, an End of Term/Exit form must be completed by the AmeriCorps Program Director, which, among other things, certifies the hours served. This award may be used to repay existing qualified student loans and to pay the cost of attending a qualified institution of higher education or the expenses incurred in participating in an approved school-to-work program. Members can divide their award to pay a combination of these loans and/or expenses, and have seven years from the end of their term of service to use the award. **The education award is considered taxable income in the years that a member utilizes any amount of the award.**

**E. Personnel Policies**

The CNVS AmeriCorps Education Awards Program recognizes that many organizations in which its members serve already have policies regarding personnel and general office issues. Part of the appeal of the CNVS AEAP is this recognition, and the ability for members to serve in thousands of diverse professional environments. The CNVS AEAP offers management the flexibility to continue to apply its approved policies, and offers this handbook as a guideline for issues you may not have addressed within your organization.

Your existing office policies and guidelines still apply to CNVS AEAP members. However, the policies in this handbook must also be applied to your CNVS AEAP members. The Corporation believes that most CNVS AEAP members will be able to serve within existing professional environments and that any additional requirements of AmeriCorps will be minimal and feasibly implemented. If you identify any requirements in this handbook that contradict your own, please speak with the AmeriCorps Program Director.

## CNVS AEAP PROGRAM STRUCTURE AND ONLINE RESOURCES



The Service Site or Placement Site may be a school, program, project, organization or agency where the member serves.

Some CNVS Volunteer Programs also serve as the service site. In most cases, the CNVS Volunteer Program works with local community partners to place members at various service sites.

- **CNVS AEAP Staff** – These individuals work directly for the prime AmeriCorps grantee, CNVS, to ensure and sustain the quality and integrity of the CNVS AEAP program. They are responsible for monitoring programs that participate in CNVS AEAP, as well as monitoring member hours, files and other paperwork.
- **AmeriCorps Program Director** – this person serves as the main liaison between your organization, the CNVS Volunteer Program, and CNVS AEAP. As frequently referenced throughout this handbook, the AmeriCorps Program Director is one of your most valuable resources. He or she helped develop your partnership with AmeriCorps, and is therefore familiar with many of the details and policies of AmeriCorps. At any time throughout your member's term of service, you should feel free to consult the AmeriCorps Program Director with questions, problems, or comments. He or she can expand on the issues highlighted in this handbook, and help make your affiliation with AmeriCorps rewarding for you, the Site Supervisor, as well as for the member.
- **Site Supervisor** – Site supervisors provide direct guidance and support for CNVS AEAP members as they complete their service. The site supervisor is responsible for supporting members, conducting performance evaluations, and ensuring program compliance at the service site.

All the information in this handbook as well as other resources to support the work of service sites and site supervisors in fulfilling their roles can be found on the CNVS website.

### CNVS AEAP Site Supervisor Web Page

<http://www.cnvs.org/ameriCorps/sitesupervisors.php>

## **SERVICE SITE RESPONSIBILITIES AND BENEFITS**

As the supervisor of a CNVS AmeriCorps Education Awards Program member, you are making a commitment to the experience of your member and to the growth of this exciting national service program. You will find that with a few responsibilities to AmeriCorps come a multitude of rewards and benefits to you, your member, and your service community.

### **A. Service Site Obligations**

As a program receiving federal financial benefits, all programs, service sites, organizations, and individuals participating in CNVS AEAP must abide by the following policies:

- Non-Discrimination and Non-Harassment Policy
- Reasonable Accommodation
- Drug-Free Workplace Policy
- Liability Insurance

Copies of these policies are included in this handbook.

### **B. Provide Supervision and Rewarding Service Opportunities**

In agreeing to place a CNVS AEAP member, a service site agrees to provide an opportunity for direct and meaningful service on the part of the member. Members should be able to learn about themselves and the work of your organization, and the activities should allow for personal growth and learning about the community.

You must provide adequate supervision of the member in order to facilitate the growth and learning described above. An environment should be established in which the member is challenged to fulfill the four-part mission of AmeriCorps outlined in this handbook. You, as the Site Supervisor, should provide them with the information, orientation, guidance, and support to contribute to your programs and to experience personal and professional growth. This includes completing end-of-term performance evaluations for your members.

### **C. Member Management and Reporting Requirements**

- Site Supervisors must sign a **Site Supervisor Contract** at the beginning of the term. Contracts should be signed no later than **30 days** from the members' enrollment date.
- Site Supervisors will review and approve members' reported service hours on members' time tracking tools.
- Site Supervisors will provide immediate oversight and complete two written member performance evaluation for full and half-time members at the mid-term and end-of-term of service. Minimum-time members will have an end-term performance evaluation.
- Site Supervisors will complete a Service Site AmeriCorps Impact Survey at the end of the term of service.
- Make members aware of all available AmeriCorps state trainings and events, and allow their attendance whenever possible.
- Site Supervisors will participate in site visits and evaluation activities, including visits by the program and possible site visits from CNVS AEAP, State Service Commissions and the Corporation for National & Community Service, or other AmeriCorps officials.

### **D. Monitor Service Hours and Activities**

One extremely important role of the Site Supervisor is to monitor the number of hours a member has served, in order to verify the member's eligibility for the education award. The Site Supervisor, therefore, must approve a record of service hours which are submitted to the AmeriCorps Program Director.

Members will either use paper Time Logs or they will log hours online using the Bonner Web-based Reporting System (BWBRs) and print out an Hour Log Report. Regardless of the format, Site Supervisors will be required to sign off their approval of hours. **You should approve service hours on a**

**monthly basis by signing these logs.** Keeping track of member hours is a program-wide responsibility. That is, CNVS AEAP Staff, the AmeriCorps Program Director, the Site Supervisor and the members themselves must be aware of the hours they have served and the hours remaining in order for them to receive their award. Therefore, it is important for you to monitor the rate at which a member is completing their service hours to ensure that s/he will be able to complete the required hours within the specified time period.

Once you have signed off on a member's hours, you must send the original time logs to the AmeriCorps Program Director. **All time logs must be signed within 30 days of the hours reported.** CNVS AEAP also has a submission schedule for time logs that programs must follow. If the time logs are not received according to this schedule, members will risk suspension and/or other penalties. Ask your Program Director for your time log submission schedule.

Specific policies and instructions regarding approval of hours are included on pg. 14. You should be familiar with these policies.

## **E. Service Site Benefits**

- **Education Award:** One of the most obvious benefits to participating in the CNVS AmeriCorps Education Awards Program is the ability to enhance the benefits you offer interns or others providing service for your organization. Simply by joining the AmeriCorps family and meeting the obligations described above, your members are eligible to receive a significant financial award to be used for educational purposes, at no cost to you.

In this partnership, everyone benefits. Your important service activities are bolstered by the activities of the members, and members are assisted in furthering their education. The vast network of AmeriCorps members providing service throughout the country is expanded, helping communities and individuals reach their potential as well.

- **Network of AmeriCorps Contacts:** You, as the Site Supervisor, are now part of a vast network of AmeriCorps programs throughout the country. You may find this network helpful in addressing questions related to your AmeriCorps participation, and also in more general questions related to your service activities.

This network is both formal and informal. The formal network consists of a list of state service commissions. These commissions sponsor service conferences and seminars (often free), and many publish newsletters and various public relations material. Please contact your state service commission to find out more about their activities.

You can find a list of state service commissions on the AmeriCorps Website:  
<http://www.nationalservice.gov/about/contact/statecommission.asp>

Informally, your network will also consist of people you will meet through your members, AmeriCorps Program Directors, and other Site Supervisors. We hope you will be encouraged and energized by the many people who share your commitment to national and community service, and that you will take advantage of the resources this network offers.

- **AmeriCorps Website** [www.americorps.gov](http://www.americorps.gov)  
The Corporation for National and Community Service maintains a website that provides up-to-date information and developments in AmeriCorps and their other national service programs. This includes interesting information from sites throughout the country, AmeriCorps events, and other resources.
- **National Service Resource Center** <http://www.nationalserviceresources.org>  
The National Service Resource Center serves as a central point for collecting effective resources and information for AmeriCorps programs. It maintains a lending library of publications, kits, curricula, and videos on topics relevant to program needs. It also offers a toll-free assistance line and can conduct literature searches for information and resources on specific issues or programmatic needs.

- **Training and technical assistance** in areas such as recruitment and member management can be provided upon request. Please ask your AmeriCorps Program Director for available resources.

## **GETTING STARTED**

### **A. Service Site Member Position Descriptions**

It is an obligation of each service site, under the Site Supervisor Contract, to provide the AmeriCorps Program Director with a service site description and a member position description. **These descriptions should be type-written; position descriptions should be specific to the type of AMERICORPS duties, service activities, and assignments the member will be expected to complete.**

***No religious, political or fund-raising activities (or any prohibited activity) should be recorded in the position description, as these activities cannot be counted toward AmeriCorps hours.***

Keep in mind the following:

- AmeriCorps members are not salaried employees and must not displace, replace, supplant, or duplicate employees.
- Service positions must be based in the U.S. or U.S. territories.
- AmeriCorps members cannot be involved in the administration or management of the AmeriCorps program for the service site.

Guidance on allowable and prohibited AmeriCorps activities is included on page 8..

### **B. Criminal History Record Check Requirement**

Effective November 23<sup>rd</sup>, 2007, all CNVS AmeriCorps members are required to undergo a criminal history record check before beginning service (regardless of their service site and activity). The criminal history check must entail at a minimum:

- National Sex Offender Public Registry (NSOPR) Check: A name-based search of the Department of Justice (DOJ) National Sex Offender Public Registry (NSOPR) at <http://www.nsopr.gov>

AND

- Either a State Criminal Registry Check or FBI Fingerprint Check: A search by name or fingerprint of the state criminal registry for 1) the state in which the placement site operates and 2) the applicant's state of residence at the time of application.

Programs are required to ensure that, until the results from the state criminal registry check (or FBI fingerprint check) have been reviewed, **a member may not have any access to a vulnerable beneficiary** without being accompanied by an authorized program representative who has been previously cleared for such access. Vulnerable populations are defined as children under 18 years of age, persons aged 60 and older, and persons with disabilities (in accordance with the Rehabilitation Act).

Programs are required to verify the identity of a prospective member by examining a government-issued photo ID (e.g., driver's license, state-issued ID, passport). Programs will make and keep copies of the ID. An individual, either prospective or current, who is subject to a state sex offender registration requirement, is not eligible to participate in CNVS AEAP. An individual who refuses to consent to a criminal registry check is not eligible to participate in CNVS AEAP. For members serving a consecutive second term with a break in service of no more than 30 days, no additional check is required after the first term.

In most cases, the criminal history record check is performed by the CNVS Volunteer Program. Ask your AmeriCorps Program Director for information regarding your particular service site.

### **C. Training and Orientation**

At the beginning of a term of service, the AmeriCorps Program Director will provide an orientation for your members. This orientation should be designed to enhance member security and sensitivity to your community and service site. It should cover topics such as member rights and responsibilities, prohibited activities, requirements under the Drug-Free Workplace Act, suspension and termination from service,

grievance procedures, sexual harassment, non-discrimination issues and other topics as necessary.

To supplement the AmeriCorps Program Director's orientation, you should then brief your member on issues that are specific to your service site. For example, you should:

- Fully explain the **mission** of your organization and/or program and describe the **major activities** that help you to achieve your goals.
- Discuss your **expectations** and **performance standards** for your member, and clarify your organization/agency policies. Also, at this time you should explain your member's **major responsibilities and tasks and their role** in your office's activities.
- Provide your members with the **training, skills, knowledge and supervision** to perform well in their assigned service project throughout their term of service. This training should include any specific skills the member may need, as well as background information on the community they are serving.

#### **D. AmeriCorps Poster**

CNVS requests that all CNVS AmeriCorps service sites put up an AmeriCorps poster in their offices or facilities. It should be within the vicinity of wherever your member is located, so members of your staff and service community can identify the member's participation in AmeriCorps. Members and their Supervisors are often extremely proud of this affiliation and appreciate increased visibility of it. Publicizing your participation in AmeriCorps makes a strong positive statement about your member's and your commitment to service. You can obtain posters from the AmeriCorps Program Director.

### **ALLOWABLE AMERICORPS ACTIVITIES**

Allowable service activities are activities appropriate to member's role as AmeriCorps participants and hours spent in those activities are credited towards the minimum hour requirement for their education award. Allowable service activities include: 1) direct service and 2) training and enrichment (indirect service). **While there are some allowable fundraising activities, as of August 1<sup>st</sup>, 2009, CNVS will no longer credit any type of fundraising hours for its AmeriCorps program.**

**1) DIRECT SERVICE** is activity that addresses education, health, public safety, the environment, or other human needs. Direct service means working directly with people (clients, beneficiaries, communities, etc.) to make change, or doing service that is involved in making that direct change. It can be outreach, case management, training, teaching, tutoring, mediating, cleaning, counseling, recruiting volunteers, catching up on paperwork related to clients, preparing for class, coaching, listening, cooking, serving, providing health care, food, or clothing. At least 80% of members' total hours should be direct service hours.

AmeriCorps members may perform capacity-building activities as direct service that improve the organizational and financial capability of nonprofit organizations and communities to meet local needs by achieving greater organizational efficiency and effectiveness, greater impact and quality of impact, stronger likelihood of successful replicability, or expanded scale.

*Examples of Capacity-Building Activities:*

- Enlisting, training, or coordinating volunteers;
- Conducting outreach and securing resources in support of service activities that meet specific needs in the community;
- Conducting research, mapping community assets, or gathering other information that will strengthen the sponsoring organization's ability to meet community needs;
- Developing organizational systems to improve efficiency and effectiveness;

**2) TRAINING AND ENRICHMENT (INDIRECT SERVICE)** is only applicable when the activity reflects the AmeriCorps service or role. Any training that refers to members' direct service would be part of this category. All orientations, including the AmeriCorps orientation, can be included, as well as any state or

regional trainings, seminars, or workshops pertaining to issues related to direct service. Examples would be conflict resolution seminars, teacher development days, team-building exercises or a class on training techniques. No more than 20% of members' total hours can be credited to training, even if more hours are spent in this area.

**Please note that regular staff or planning meetings should be counted as direct service, unless a training is being conducted.**

### **PROHIBITED MEMBER ACTIVITIES**

Members may not engage in the following activities while functioning as an AmeriCorps member and may not count these hours towards their AmeriCorps service commitment.

- **Religious activities**, including engaging in religious instruction, conducting worship services, providing instruction as part of a program that includes mandatory religious instructions 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.
- **Fundraising** for the member's own living allowance 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.
- 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 a Corporation-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.
- Administrative work, unless it directly relates to the member's approved direct service activities.
- Activities that pose a significant safety risk to participants.
- Assignments that displace employees.
- Placement of members into internships with for-profit businesses as part of the education and training component of the program.
- Providing assistance to a business organized for profit.

***However, AmeriCorps members, like private citizens, may participate in religious activities, fundraising, lobbying, political, or advocacy activities as long as it is done on their own time, at their own expense, and at their own initiative. Members may not wear AmeriCorps service gear in such instances.***

## **DURING THE SERVICE TERM**

### **A. National Service Days**

Throughout the year, the Corporation organizes several national days of service for AmeriCorps members, other national service participants, and community volunteers to join together to meet a community need. You should allow your member to participate in these programs as part of their normal service hours. The AmeriCorps Program Director will be informed well in advance of these programs, and will share this information with you. You can also learn more about them from your State Service Commission.

These programs remind the members that they are part of a national network of programs, celebrate their accomplishments, and allow them to work with AmeriCorps members and national service participants from other programs.

The names and dates of these events are as follows:

- Make a Difference Day - late October
- Martin Luther King Jr. Day of Service - mid January
- National Youth Service Day and Volunteer Week - late April
- AmeriCorps Week - mid May

### **B. Prohibited Activities**

There are certain activities that AmeriCorps members may not perform in the course of their duties, while charging time to the AmeriCorps program, or at the request of program staff. Furthermore, members may not engage in any conduct in a manner that would associate the national service program or the Corporation with the prohibited activities. Please become familiar with the specific prohibitions to ensure compliance with these important guidelines.

### **C. Verifying and Recording Hours**

Site Supervisors are responsible for monitoring, verifying and maintaining a record of a member's service hours. ***Site Supervisors should be the member's immediate supervisor, someone who is on-site and can verify the record of hours served.*** This is an extremely important function because eligibility for the education award and interest payments is contingent upon proof of completion of service hours.

The service hours should be recorded by the member on their Monthly Time Logs or BWBRS Hour Log Reports. You should approve service hours on a **monthly basis** and maintain a record of what you have approved. It is important for you to monitor the rate at which a member is completing the service hours to ensure that s/he will be able to complete the full-time or part-time requirement within the specified time period. When monitoring member hours, keep in mind the following restrictions:

- **Direct service** can be up to 100% of members' total hours and at least 80% of total hours must be direct service. A member's total hours may exceed their minimum hour required by their term of service. For example, if a member logs 2000 total hours, direct service hours should comprise at least 80% of 2000 (at least 1600 hours).
- **Training and enrichment (indirect service)** can be no more than 20% of a member's total hours. For example, if a member logs 2000 total hours, indirect service hours should comprise no more than 20% of 2000 (no more than 400 hours).

### **D. Common Errors**

Site Supervisors should be aware that time logs that are submitted with errors will not be processed by CNVS AEAP.

**When approving the Monthly Time Logs or BWBRS hour reports, DO:**

- Ensure the Monthly Time Logs or Hour Reports are filled out correctly.
- Initial and date any corrections you make.
- Approve hours within 30 days of the reporting period.
- Time Logs or Hour Reports must include signature and date of signature.
- Only **original** signatures are accepted (no signature stamps, no electronic signatures, no copies or photocopies of signatures).
- Members may not log more than 18 hours of AmeriCorps service in any one day.
- Ensure that members do not exceed their 20% limit on training and enrichment activities.
- Keep a record of approved hours.

**DO NOT:**

- Use pencil.
- Forget to include the date of the signature.

For more information, see the Time Log Rules at <https://www.cnvs.org/americorps/sitesupervisors.php>

**E. What to Do When the Site Supervisor is out or Changes, or Member Changes Sites or Positions**

- **Site Supervisor is out:** If you, as the Site Supervisor, will be *temporarily* unable to sign timesheets, you may designate someone else at your site that will be able to *temporarily* verify the members' recorded hours and assume Site Supervisor responsibilities. Temporary Site Supervisors should sign timesheet as follows to avoid delays in processing the timesheets:  
Example: *Kristen Wolford (signature of temp) for Ana Carrion (name of site supervisor)*
- **Change in Site Supervisor:** A member may change Site Supervisors during their term of service. If this happens, the new site supervisor must notify the AmeriCorps Program Director to complete a new site supervisor contract. A new site supervisor contract must be sent to CNVS AEAP within **30 days**.
- **Change in Service Site:** Notify the AmeriCorps Program Director. A new service description and site supervisor contract may be necessary.
- **Member Changes Positions:** Notify the AmeriCorps Program Director. A new service description must be submitted.

**F. Performance Evaluations**

A mid-term and an end-of-term performance evaluation is required for full and half-time members. Minimum time members are required to have only an end-term evaluation. **It is important to develop performance criteria that you will use in your evaluation process, and to share these with your member at the beginning of their term of service.** The member should know in advance the performance standards against which they will be evaluated.

**G. Voting**

You should encourage all eligible members to register to vote during their term of service, and should allow them time to register during their service hours. However, you cannot require members to register or to vote, as exercising this individual right is a personal decision. You also cannot attempt to influence

how a member votes.

Members who are unable to vote before or after service hours should be allowed to do so during their service hours without incurring any penalties. You should determine an appropriate length of absence needed to vote, and clearly communicate this to your member.

## **H. Jury Duty**

Serving on a jury is an important responsibility of citizenship. Members should be encouraged to serve jury duty and must not be penalized for doing so. During the time AmeriCorps members serve as jurors, they should continue to receive credit for their normal service hours. Also, they may keep any reimbursements for incidental expenses received from the court.

## **I. Grievance Policy**

All CNVS AmeriCorps programs have grievance procedures. While the AmeriCorps Program Director is responsible for developing and implementing these procedures, you should be aware of them.

If informal efforts to resolve disputes are unsuccessful, then members, labor unions, and other interested parties may seek a resolution through the CNVS AEAP grievance procedure. This procedure includes an opportunity for a hearing and binding arbitration, and also allows for an alternative dispute resolution process such as mediation. The CNVS AEAP grievance procedure is available on the CNVS Site Supervisor web page.

The grievance procedure is not designed to address all issues. Any allegations of fraud or criminal activity in the program must be reported immediately to your AmeriCorps Program Director or CNVS AEAP Staff at 1-800-543-5046.

## **J. Discrimination and Reasonable Accommodation**

The AmeriCorps Program Director is responsible for ensuring compliance with AmeriCorps policies pertaining to discrimination and reasonable accommodations for members with disabilities. However, you should be aware that such policies exist, and be sure that you are familiar with them.

AmeriCorps programs may not discriminate against any member, program staff, or service recipient on the basis of race, color, national origin, religion, sex, age, political affiliation or disability. Programs must also comply with applicable state nondiscrimination laws. A program must also provide reasonable accommodation to otherwise qualified members with known mental or physical disabilities. Accommodation must be based on the member's individualized needs. All selections and project assignments must be made without regard to the need to provide reasonable accommodation.

Programs are not required to provide accommodations that would impose an undue burden. The AmeriCorps Program Director will work with the Corporation to determine whether or not accommodations are reasonable. A copy of CNVS' policies on non-discrimination and non-harassment and reasonable accommodation are included on pages 17-18.

## **END OF SERVICE INFORMATION**

The Corporation recognizes that due to unforeseen circumstances, some members may not be able to complete their required hours of service within the program period. The following guidelines should be applied to these members.

### **A. Leaving for Compelling Personal Circumstances**

If a member elects to leave the program, the CNVS AmeriCorps Coordinator, in consultation with the AmeriCorps Program Director, has the authority to determine whether or not their reason for dropping out is a "compelling personal circumstance." If a decision is made that the member's reason does indeed constitute compelling circumstances, the member may receive a pro-rated educational award or temporarily be suspended from service for up to two years.

While this is ultimately the decision of the CNVS AmeriCorps Coordinator, you should be aware of the general guidelines in this situation. Some examples of reasons that may justify release from service include a member's critical illness, a serious family matter, or death or critical illness in the member's

immediate family. It may also include premature termination of the program or other programmatic problems beyond the member's control.

If a member chooses to terminate their participation to return to school, take a job, or because they are dissatisfied with their assignment, these reasons would not justify a release for compelling circumstances. Determinations will be made on a case-by-case basis. If a member leaves due to a compelling and personal circumstance, they are still required to fill out the AmeriCorps exit paperwork.

## **B. Leaving For Cause**

Programs must release a member for cause if he or she, among other things, drops out without obtaining a release for compelling personal circumstances or is convicted of a violent felony or the sale or distribution of a controlled substance during the term of service.

A service site or program has the option of dismissing members based on grounds related to performance and service related standards. However, these standards must be clearly articulated to the members at the beginning of their service period and any dismissal related to performance should be **well-documented**. If your member is consistently not meeting your standards of service, you should notify the AmeriCorps Program Director immediately to discuss corrective action with the member.

If a member is released for cause, s/he will not receive any part of an education award and may be disqualified from future service through AmeriCorps.

## **C. End of Service Requirements**

- Site Supervisor help complete the following forms:
  - End-of-Term Performance Evaluations (make sure mid-term evaluations have already been sent to the Program Director).
  - Site Supervisors of members' serving in a parochial or religious school will also need to sign the Parochial School Certification Form. This form certifies that the member did not engage in any prohibited activity during their AmeriCorps service.
  - Service Site AmeriCorps Impact Survey will be administered at the end of a member's term of service by CNVS AEAP.

The AmeriCorps Program Director may also have specific performance indicators that he or she will need to collect from you throughout and/or at the end of the program. This information is needed for progress reports submitted to the Corporation on a regular basis. The AmeriCorps Program Director will inform you of these needs ahead of time.

# TIP SHEET: APPROVAL OF HOURS/ACTIVITIES

## Recording Time

- No pencil, no copies or faxes, no copied, faxed or stamped signatures.
- Signatures must be dated within **30 days** of the end of the reporting period.
- No more than 18 hours in any one day.
- If someone other than the Site Supervisor is signing for the Site Supervisor (b/c SS is not there), the person must indicate they are **signing for the Site Supervisor**. It's a problem when the Site Supervisor name and the signatures do NOT match up.
- Any scratches or white-out corrections MUST be initialed AND dated by the author.
- Members should enter **total** hours served, rather than start and end times and time should be entered in 15 minute increments as follows:
  - 15 minutes= 0.25
  - 30 minutes= 0.50
  - 45 minutes= 0.75

## Recording Service Activities

- Members using paper Time Logs, report on back of Time Log. Members using BWBRS will report online.
- Members will report on one primary service area as defined by their service position description. Members can only report within the primary service area, unless their service position and primary service area changes.
- Members report on number of new individuals served in education, health, nutrition, social services/other human needs and community volunteer generation.
- Members can use log-ins, attendance sheets, service site records, or keep a personal journal to keep track of individuals served.
- Members serving with large or transient populations may record number of total people served.

# Service Site Performance Evaluation **Sample**

- Two performance evaluations are required for full-time and half-time members. Minimum-time members require only the end-term evaluation.
- Be sure to fill the form(s) out completely.
- Site Supervisors and Members must date and sign evaluation on page 2 of the form.

**Service Site End-of-Term Performance Evaluation**

Member Name: \_\_\_\_\_ Program Name: \_\_\_\_\_

Service Site: \_\_\_\_\_ Site Supervisor Name: \_\_\_\_\_

*AmeriCorps member development is an important goal of CNVS AEAP. Performance evaluations are intended to be a mutual exchange of information, enabling members to progress toward their optimal performance potential. Therefore, providing candid responses is very important. The following competencies have been identified as areas in which members can continually strive to better themselves. Using the scales provided below, please evaluate the member based on her/his day-to-day performance and your observations as the Site Supervisor. Place an "X" in the rating area that best describes the member's performance.*

Please rate your AmeriCorps member in the areas listed below: (Mark your answers with an X in the appropriate box)	Excellent	Good	Fair	Poor
1. Demonstrates knowledge and preparation to provide service effectively				
2. Fills out and submits all relevant paperwork in a timely manner				
3. Sets realistic goals and follows through with commitments				
4. Honors time commitments and demonstrates time/priority management Skills				
5. Utilizes feedback and constructive criticism				
6. Represents the program professionally				
7. Shows initiative and self motivation				
8. Demonstrates decision-making and organizational skills				
9. Maintains a constructive and mature attitude throughout challenges				
10. Demonstrates resourcefulness in generating solutions to problems				
11. Accepts personal responsibility for learning and contributing				
12. Interacts appropriately with on-site personnel, clientele, or public				
13. Creative and/or resourceful in problem solving				
14. Demonstrates concern for the quality, accuracy, and completeness of tasks performed				

**Service Site End-of-Term Performance Evaluation** v08

Site Supervisor's narrative evaluation:

AmeriCorps Member's self-evaluation:  
 \_\_\_\_\_ I agree with this evaluation    \_\_\_\_\_ I do not agree with this evaluation

Comments:

Member's Signature \_\_\_\_\_ Date \_\_\_\_\_

Supervisor's Signature \_\_\_\_\_ Date \_\_\_\_\_

MEMBER PERFORMANCE EVAL-PART 2 OF 2  
 \*\*\*INCOMPLETE FORMS WILL NOT BE PROCESSED\*\*\*

## Living Allowance and Benefit Information for Programs and Service Sites

*Taken from the AmeriCorps Provisions.*

**FICA (Social Security and Medicare taxes).** Unless the program obtains a ruling from the Social Security Administration or the Internal Revenue Service that specifically exempts its AmeriCorps members from FICA requirements, programs must pay FICA for any member receiving a living allowance. The program also must withhold 7.65% from the member's living allowance.

**Income Taxes.** The program must withhold Federal personal income taxes from member living allowances, requiring each member to complete a W-4 form at the beginning of the term of service and providing a W-2 form at the close of the tax year. The program must comply with any applicable state or local tax requirements.

**Unemployment Insurance.** The U.S. Department of Labor ruled on April 20, 1995 that federal unemployment compensation law does not require coverage for members because no employer-employee relationship exists. Programs are responsible for determining the requirements of state law by consulting their State Commission, legal counsel or the applicable state agency.

AmeriCorps\*National and AmeriCorps\*Tribes and Territories must coordinate with their State Commissions to determine a consistent state treatment of unemployment insurance requirements.

**Worker's Compensation.** Worker's Compensation is an allowable cost to the grant. The grantee is responsible for determining whether state law requires the provision of worker's compensation for members. If a program is not required by state law to provide worker's compensation, the Program must obtain Occupational Accidental Death and Dismemberment insurance coverage for members to cover in-service injury or incidents.

**Family and Medical Leave.** The Corporation's Regulations at 45 C.F.R. §2540.220 describe the circumstances under which AmeriCorps members can take family and medical leave in accordance with the Family and Medical Leave Act of 1993 (FMLA). However, family and medical leave does not count toward the requisite service hours and members may not receive a living allowance during this period.

At the program's discretion, temporary leave may also be authorized for the reasons allowed under FMLA to AmeriCorps members who do not otherwise meet the eligibility requirements for FMLA leave as described in the regulations.

If temporary leave is appropriate, programs have the flexibility to determine the duration of the absence for up to 12 weeks, and may choose to continue providing health benefits to the member during the period of absence.

The length of the leave must be based on two considerations: (1) the circumstances of the situation; and (2) the impact of the absence on the member's service experience and on the overall program. If the disruption would seriously compromise the member's service experience or the quality of the program as a whole, then the program may offer the member the option of rejoining the program in the next class or completely withdrawing from the program

## **CNVS AEAP Non-Discrimination and Non-Harassment Policy**

Programs participating in the Catholic Network of Volunteer Service AmeriCorps Education Awards Program (CNVS AEAP) will not discriminate in the selection and participation of AmeriCorps members based on race, color, religion, sexual orientation, military discharge, sex, national origin, age, disability, or any other characteristic unrelated to the ability to perform the essential functions or basic tenets of programs participating in CNVS AEAP, or any bona fide occupational qualifications.

The majority of our programs have a distinct faith-based heritage, which all applicants will understand represents the spiritual foundation of these programs. If an individual chooses to participate in religious activities separately from the AmeriCorps Education Awards Program (AEAP), any such participation is voluntary and may not be counted towards completing the AmeriCorps term of service, (see AmeriCorps Prohibited Activities).

Programs participating in CNVS AEAP will make reasonable accommodations for qualified individuals with known disabilities, as long as the accommodation does not impose an undue hardship on the program. This policy governs all aspects of the program, including selection, placement assignment, compensation, and access to benefits and training.

Programs participating in AEAP will make every effort to ensure that service sites have similar non-discrimination policies. Any member with questions or concerns about any type of discrimination in their service site are encouraged to bring these issues to the attention of their immediate supervisor, superior, Program Director, and/or CNVS AEAP Staff. If the service site is found to be engaging in such activities, removal of current member(s) (and denial of future members at that service site) can result.

Discrimination on the part of fellow members will also not be tolerated. Anyone found to be engaging in any type of unlawful or harassing discrimination will be subject to disciplinary action, up to and including dismissal from the program.

Programs participating in AEAP will not tolerate harassment of any kind. Harassment includes threatening or insinuating that the refusal to submit to sexual advances will adversely affect admission or program benefits. Harassment may also include conduct such as unwanted sexual flirtation or touches; abusive or degrading language; graphic or suggestive comments; or displaying inappropriate objects or pictures. Any member who believes that he or she has been subject to harassment of any kind, or who has knowledge about harassment of others, should report the harassment to an immediate supervisor, superior, Program Director, and/or CNVS AEAP Staff. Any member who is found to have engaged in harassment will be subject to appropriate discipline, up to and including expulsion from CNVS AEAP.

### **Public Notice of Non-Discrimination**

It is against the law for organizations that receive federal financial assistance from the Corporation for National and Community Service to discriminate on the basis of race, color, national origin, disability, sex, age, political affiliation, or, in most cases, 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. If you believe that you or others have been discriminated against, or if you want more information, contact:

CNVS AmeriCorps Education Awards Program  
6930 Carroll Avenue, Suite 820  
Takoma Park, MD 20912  
1-800-543-5046 (ask to speak to CNVS AEAP Staff)  
or  
Office of Civil Right and Inclusiveness  
Corporation for National and Community Service  
1201 New York Avenue, NW  
Washington, D.C. 20525  
(202) 606-7503 (voice); (202) 606-2799 (TTY)  
(202) 606-3465 (FAX); [eo@cns.gov](mailto:eo@cns.gov)

## **CNVS AEAP Reasonable Accommodation Policy**

Programs and activities must be accessible to persons with disabilities, and the grantee must 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 must be made without regard to the need to provide reasonable accommodation.

By far, the vast majority of accommodations are inexpensive. For those limited cases where reasonable accommodations are more costly, there is a limited amount of money available through State Commissions to provide accommodations for service members. By statute, only Subtitle C competitive State and National Direct AmeriCorps programs may use these funds. The Office of Disability Employment Policy operates a toll-free, confidential, free resource for employers on reasonable accommodation requirements and options for accommodating employees at (800) 526-7234 (voice/TDD), e-mail at [JAN@jan.icdi.wvu.edu](mailto:JAN@jan.icdi.wvu.edu), or website at [www.jan.wvu.edu](http://www.jan.wvu.edu).

Accommodations that impose an undue financial or administrative burden on the operation of the program or fundamentally alter its nature are not reasonable accommodations. However, the program must document and prove any undue burden. Similarly, a person who poses a direct threat to the health or safety to himself or herself or to others, where the threat cannot be eliminated by reasonable accommodation, is not a qualified individual with a disability. In such instances the grantee must document and prove the direct threat.

Contact the AmeriCorps Program Director if you need to request assistance for reasonable accommodations.

## **CNVS AEAP Drug-Free and Alcohol-Free Workplace Policy**

In accordance with the Drug-Free Workplace Act of 1988, the unlawful manufacture, distribution, dispensation, possession or use of a controlled substance (including alcohol) is prohibited in the member's workplace and program.

The member's participation in CNVS AEAP is conditioned upon compliance with the notice requirements. Failure to adhere to this policy may result in disciplinary action, including termination. Programs must notify CNVS AEAP if a member is convicted of any criminal drug statute violation occurring in the workplace no later than five calendar days after the conviction.

## **CNVS AEAP Liability Insurance Policy**

Programs and service sites must have adequate general liability coverage for the organization, employees and members, including coverage of members engaged in on- and off-site project activities. Programs and service sites must institute safeguards as necessary and appropriate to ensure the safety of members. Members may not participate in projects that pose undue safety risks.

## School Placement Eligibility Policy

The number of CNVS AmeriCorps members serving as teachers in public and parochial schools increases each year. The following are CNVS' guidelines for which schools are eligible to be AmeriCorps sites. If your school sites do not fit these guidelines, those sites cannot be considered an appropriate placement for AmeriCorps members. If you have questions regarding the AmeriCorps eligibility of a school site, please contact CNVS/AEAP HQ staff.

- Any school which is categorized as a Title I school is eligible to be a CNVS AEAP placement site. The Title I designation of a school is made on an annual basis and is based on a poverty measure defined by the school's State Education Agency (SEA). The measure most often used is student eligibility for free and reduced price lunches under the National Free School Lunch Act (other poverty measures may also apply). School administrators should be able to provide you with documentation from their SEA that they are classified as a Title I school.
- Any school with a 35% student poverty rate (as determined by the SEA) is eligible to be a CNVS/AEAP placement site. A 35% student poverty rate is used to designate a school as automatically eligible for Title I.
- Any school that is located in a federally-funded Empowerment Zone or Enterprise Community.
- Any school where the census data of the school's catchment area shows that the poverty rate of families with school-aged children is at least 30%.
- Any school where the census data of the school's catchment area shows that at least 35% of families spend at least 30% of their income on rent.
- Any school lacking teachers in a high need subject area (including math, science and/or foreign languages) with at least a 20% student poverty level.

To contact your State Education Agency, please go to the following website:

[www.ed.gov/Programs/bastmp/SEA.htm](http://www.ed.gov/Programs/bastmp/SEA.htm) (website address is case sensitive)

## Confidentiality of Member Records

Programs and service sites must maintain the confidentiality of information regarding individual members. They must obtain the prior written consent of all members before using their names, photographs and other identifying information for publicity, promotional or other purposes. Parental or legal guardian consent must be obtained for members under 18 years of age.

Programs and services may release aggregate and other non-identifying information, and are required to release member information to the Corporation and its designated contractors. Programs and service sites must permit a member who submits a written request for access to review records that pertain to the member and were created pursuant to their participation in the CNVS AmeriCorps Education Awards Program.

## Medical Records and Criminal History Check Results

Any information pertaining to medical records and/or the result of a criminal history record check must be securely stored separately from the general member files. These records should be locked at all times and should only be available to staff with the need for such records in the performance of their duties.

## Retention of Records

Programs must retain and make available all financial records, supporting documentation, statistical records, evaluation and program performance data, member information and personnel records, for 3 years from the close of the three-year grant period.

CNVS requires the following:

<b>Grant Year</b>	<b>Records Kept until</b>
2002-03	January 1 <sup>st</sup> , 2009
2003-04	January 1 <sup>st</sup> , 2009
2004-05	January 1 <sup>st</sup> , 2009
2005-06	January 1 <sup>st</sup> , 2012
2006-07	January 1 <sup>st</sup> , 2012
2007-08	January 1 <sup>st</sup> , 2012

## CNVS AEAP Contact Information

Program Coordinator, xt. 20  
Assistant Coordinator, xt.17  
Program Assistant, xt. 13

CNVS AmeriCorps Education Awards Program  
6930 Carroll Avenue, Suite 820  
Takoma Park, MD 20912

Toll-free number: 1-800-543-5046

Site Supervisor Web Page:

<http://www.cnvs.org/amicorps/sitesupervisors.php>