

AmeriCorps Member Basics and Best Practices



2016
CV AmeriCorps Start-Up Training

 **CaliforniaVolunteers**
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AmeriCorps Members

Overview

1. Defining Members
2. Member Terminology
3. Member Service Activities
4. Member Management:
Best Practices
 - ★ Recruitment and Selection
 - ★ Training and Development
 - ★ Support and Supervision
 - ★ Reflection and Recognition
5. Additional Resources



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Defining Members

Who are AmeriCorps members?

- ★ Individuals enrolled for a specific term of service with an AmeriCorps program
- ★ Members are not volunteers, interns or employees
- ★ Some members receive a living allowance, health insurance and child care assistance
- ★ AmeriCorps members receive the Segal Education Award upon completing a term of service



AmeriCorps Members vs. Volunteers

- ★ Members have a contract with the program
- ★ Members must be supervised
- ★ Members receive extensive, program specific training
- ★ Members must commit to a specific term of service



AmeriCorps Members



Helping
Communities
Respond to
Disasters



Cleaning
Parks
and
Streams



Tutoring
and
Mentoring
Youth



Building
Affordable
Housing

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Member Terminology

- ★ Living Allowance
- ★ Segal AmeriCorps Education Award
- ★ Member Terms of Service / Slot Types

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Living Allowance

- ★ The stipend an AmeriCorps member receives during a term of service
- ★ CNCS publishes a maximum and minimum living allowance for each member position
- ★ Is not a wage, not calculated on an hourly basis
- ★ Only full-time members are **required** to receive a living allowance



Segal AmeriCorps Education Award

- ★ A benefit provided for completing a term of service in AmeriCorps
- ★ Can be used to pay education costs, educational training, or to repay student loans
- ★ Maximum amount of the education award depends on the type of member position



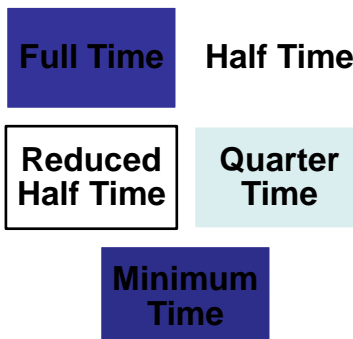
Segal AmeriCorps Education Award

- ★ Funding for education awards comes from the National Service Trust and will not be part of your submitted budget
- ★ Can be used for up to seven years after a term of service has ended
- ★ Is transferable to an eligible child, grandchild or foster child of a member who is 55 years of age or older



AmeriCorps Member Terms of Service/Slot Types

The total MSYs a program requests depends on the number and type of slots/AmeriCorps member positions included in a particular program design.



Member Terms of Service

Member Term	Minimum Hours Served	Maximum Length of Term
Full Time (FT)	1,700	12 months
Half Time (HT)	900	12 or 24 months (usually 12)
Reduced Half Time (RHT)	675	12 months
Quarter Time (QT)	450	12 months
Minimum Time (MT)	300	12 months

Member Term of Service

What is a “Member Term of Service”?

Required Hours

Length of Service/Duration*

+ Other Program Specific Requirements

Member Term of Service

** Members must serve and actively accrue service hours through the end date specified in their executed Member Service Agreement to fulfill the duration requirement.*

Member Term of Service

- ★ The program must define the period that the member must commit to the program to **successfully complete** the program requirements.
- ★ For example, if successful completion of a program requires a 11 month length of service, members in that particular program **are not eligible for an education award simply upon completion of their hours** after 10 months. If 1,800 service hours are required, members are not eligible after completion of 1,700 hours.
- ★ The length of service **must allow for sufficient opportunity** for the member to meet the service hour requirement.
- ★ In planning for the member's term of service, the program must account for holidays and other time off, and must provide each member with **sufficient opportunity to make up missed hours**.
- ★ The program requirements must meet the minimum set by the Corporation.



Member Service Activities

All Activities

Prohibited Activities

Unallowable Activities

Activities outlined in your Grant



Prohibited Activities

Activities that staff, volunteers and members may not engage in while charging time to the AmeriCorps program, accumulating service or training hours, or otherwise performing activities supported by the AmeriCorps program or CNCS



Supplantation, Displacement & Duplication

2540.100 (e) Nonduplication

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

Supplantation, Displacement & Duplication

2540.100 (e) Nondisplacement

- 1) An employer may not displace an employee or position, including partial displacement such as reduction in hours, wages, or employment benefits, as a result of the use by such employer of an AmeriCorps member.
- 2) An organization may not displace a volunteer by using an AmeriCorps member.
- 3) A service opportunity will not be created under this chapter that will infringe in any manner on the promotional opportunity of an employed individual.
- 4) AmeriCorps members may not perform any services or duties or engage in activities that would otherwise be performed by an employee as part of the assigned duties of such employee.
- 5) AmeriCorps members may not perform any services or duties, or engage in activities, that— (i) Will supplant the hiring of employed workers; or (ii) Are services, duties, or activities with respect to which an individual has recall rights pursuant to a collective bargaining agreement or applicable personnel procedures.
- 6) AmeriCorps Members may not perform services or duties that have been performed by or were assigned to any— (i) Presently employed worker; (ii) Employee who recently resigned or was discharged; (iii) Employee who is subject to a reduction in force or who has recall rights pursuant to a collective bargaining agreement or applicable personnel procedures; (iv) Employee who is on leave (terminal, temporary, vacation, emergency, or sick); or (v) Employee who is on strike or who is being locked out.



Member Management:

Best Practices

- ★ Recruitment and Selection
- ★ Training and Development
- ★ Support and Supervision
- ★ Reflection and Recognition



Member Management Cycle



Recruitment

Have a...

- ★ Written description of an "ideal corps" based on community served, needs, program goals & activities;
- ★ Written list of member benefits;
- ★ Written member position descriptions developed in conjunction with stakeholders that detail essential information;
- ★ Written, strategic, innovative year-long recruitment plan, developed with stakeholders that includes various methods, timeline, goals, and responsibilities;
- ★ Use AmeriCorps Portal and create a posting on My AmeriCorps;
 - ☐ Widens the diversity and overall pool of potential members;
 - ☐ California can attract many out-of-state applications

Recruitment

- ★ Conduct targeted recruitment and marketing based upon “type” of member desired;
- ★ Have strong publicity, public relations, and marketing campaigns to build a positive image of the program within the community(ies);
- ★ Actively recruit individuals with disabilities;
- ★ Provide incentives to members who bring in applicants;
- ★ Get feedback from members on how they heard about the program and how they think others can learn about the program.

Recruitment

Recruitment and Retention - Not only a requirement, but an important factor for success

- ★ Recruitment
 - CNCS - 100% recruitment rate
- ★ Retention
 - 100% retention rate
- ★ Impacts: When you recruit the right members for the right positions, you get the best results
 - Retaining members is critical for achieving program targets

Selection

- ★ Provide opportunities for interested applicants to learn about the program and organization first hand;
- ★ Organization is prepared, welcoming and responsive to all prospective applicants;
- ★ Select a diverse pool of members that reflect the communities in which they serve;
- ★ Member Application elicits enough information to determine whether the prospective member is appropriate for organization;

(continued)

Selection

- ★ Selection process assesses volunteer background, skills, accomplishments, motivation, goals, and commitment;
- ★ Selection process involves a diversity of participants that have a stake in the program;
- ★ Match members to appropriate positions and sites, ensuring reasonable accommodations are adhered to and
- ★ Place members in teams of at least two for mutual support, esprit de corps, AmeriCorps presence

Planning for Orientation and Trainings

- ★ Develop a comprehensive handbook for members with key program information, expectations, policies, and procedures
- ★ Provide a comprehensive position description including a list of skills and knowledge members need to do their service;
- ★ Conduct training assessments with members and sites to determine training needs and wants;
- ★ Have a year-long training and development plan
- ★ Build partnerships with other national service programs to expand training opportunities and resources and
- ★ Develop relationships with alums and area organizations that can provide free and/or reduced trainings.



Orientation

- ★ Carry out member pre-service orientation which prepares members for the beginning of their service and to carry out their responsibilities;
- ★ Build teams among members;
- ★ Ensure members understand their position descriptions, prohibited activities, and responsibilities (includes forms, documentation, member contract, etc.) and
- ★ Provide members with an understanding of the larger national service movement and AmeriCorps.



Orientation

- ★ Create a common understanding of the program vision;
- ★ Expose members to the results expected i.e. performance measures;
- ★ Train participants to support successful entry and navigation within organizations and communities;
- ★ Provide members with information on overall organization, sites, supervisors, and communities served and
- ★ Ensure members receive a site specific orientation including: safety protocol, culture of site, site procedures, evaluation tools, etc...

Training and Development

- ★ Provide ongoing opportunities to train participants throughout the year;
- ★ Create opportunities for members to learn about the National Service movement and participate in national service days;
- ★ Effectively train members to support the recruitment and management of volunteers, as applicable to program design;
- ★ Foster positive attitudes with members regarding the value of lifelong civic engagement and service for the common good;

Training and Development

- ★ Provide training to members that raises their competencies around diversity/cultural competency/inclusion;
- ★ Provide year-long training to members around Life After AmeriCorps;
- ★ Train members on topics such as working in teams, leadership, conflict resolution, compassion fatigue, etc.; and
- ★ Seek opportunities to pull members together, provide time for socialization, build esprit de corps and to remind them about the bigger picture



Support and Supervision

- ★ Create a site supervisor training that provides the tools needed to support members;
- ★ Develop comprehensive handbooks for site supervisors with key program information, expectations, policies, and procedures;
- ★ Communicate regularly and equally with all members and sites, evaluate and provide feedback, schedule and document site visits;
- ★ Regularly provide opportunities to get to know members and sites; this will build relationships and trust over time;
- ★ Offer members opportunities to support one another (i.e. member support teams, informal brown bag lunches, site sharing);
- ★ Regularly seek input and feedback from members on the overall program, trainings, placement sites, etc...



Support and Supervision

- ★ Provide each member with an organization point of contact that provides supervision and support;
- ★ Have a member/site agreement that clearly outlines expectations, agreements, and consequences, which is signed by member and organization point of contact;
- ★ Have a written member support and evaluation plan that includes mid and end of term formal feedback as well as opportunities for ongoing informal feedback;
- ★ Regularly provide both 1-1 and group supervision

Reflection and Recognition

- ★ Provide year-long opportunities for members to reflect on their service (in trainings and in meetings);
- ★ Carry out a written plan to formally internally and externally recognize members for their accomplishments and community impact of their service;
- ★ Provide documentation to members that demonstrates their impact on the communities they've served;
- ★ Provide members with a training log they can use to update resumes post service;
- ★ Implement informal means to say thank you throughout the year; and
- ★ Recognize members on special occasions (i.e. birthdays, holidays, etc...)

Additional Resources

- ★ The Knowledge Network
- ★ Program Start-Up Guide
- ★ Your Program Officer!



If You Have Questions...

Contact Your CV Program Officer!



Getting Things Done for America

