

# 2018-2019 AmeriCorps State Program Director Handbook

Serve DC – The Mayor’s Office on Volunteerism  
*DC Commission on National and Community Service*



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# Message from the Chief Service Officer and Executive Director

Greetings AmeriCorps Partners:

Serve DC – The Mayor’s Office on Volunteerism is the DC Commission on National and Community Service, one of more than 50 State Service Commissions that administer federal Corporation for National and Community Service funds and coordinate national service initiatives at the state and local level. As the DC Commission and the District Government agency dedicated to promoting service as a solution to the challenges we face as a community and a nation, Serve DC strengthens the District’s spirit of service through partnerships, national service, and volunteerism.

As an agency, Serve DC focuses on three primary functions – we administer funding for AmeriCorps national service programs in the District of Columbia; we train and mobilize residents to respond in the event of a disaster or an emergency; and, we promote episodic service opportunities to engage District residents in meaningful community service. In a larger sense, what our office does is provide District residents and community-based organizations with the tools and resources to address pressing social issues. However, Serve DC knows firsthand that we cannot do this alone. The support and engagement of partners like you is critical to achieving and sustaining community-driven progress and positive change. We know it takes collective efforts, resources, and skills to make DC a safer-stronger community where people work, live and play.

We encourage you to get involved with and stay connected to our agency’s work and mission.

In service,



Delano Hunter

Chief Service Officer and Executive Director

Serve DC – The Mayor’s Office on Volunteerism

# Introduction and Overview

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

## *Corporation for National and Community Service*

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

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

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

- helps communities recover and rebuild from natural disasters
- leads efforts to preserve our nation's natural resources in parks and public lands
- stands behind veterans and military families during deployment
- provides assistance to help soldiers transition into the workforce or get an education after they come home from deployment
- improves health by supporting independent living for seniors, reducing childhood obesity and preventing disease
- reduces and/or prevents prescription drug and opioid abuse
- creates economic opportunity for individuals and communities by helping people graduate, pursue higher education, gain career skills, and find employment

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

## *AmeriCorps*

AmeriCorps engages more than 75,000 Americans in intensive service each year at nonprofits, schools, public agencies, and community and faith-based groups across the country. AmeriCorps programs move communities forward by providing opportunity for young people entering the workforce where they learn valuable work skills, earn money for education, and develop an appreciation for citizenship.

## *AmeriCorps State and National Direct*

AmeriCorps State and National Direct members are hosted by national, state, and local public and nonprofit organizations. To meet the specific needs of the communities they serve, these local AmeriCorps host sites recruit and train AmeriCorps members. Funding for National Direct AmeriCorps programs comes directly through CNCS while

AmeriCorps State programs come through the State Service Commissions (Serve DC). More information about the larger National Service network and state-by-state national service program information please follow the link <http://www.nationalservice.gov/about/contact-us/state-service-commissions/>.

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

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

### ***AmeriCorps VISTA (Volunteers In Service To America)***

VISTA was founded as Volunteers in Service to America in 1965 as a national service program designed specifically to fight poverty in America. In 1993, VISTA was incorporated into the AmeriCorps network of programs. AmeriCorps VISTA members work full time in the communities they serve, creating programs that continue after they complete their service term.

### ***AmeriCorps NCCC (National Civilian Community Corps)***

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

## ***Serve DC – The Mayor’s Office on Volunteerism***

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

### ***History of Serve DC***

Serve DC was established in 2000 by a Mayoral Executive Order to facilitate volunteerism and service initiatives throughout the District of Columbia. Serve DC engages District communities and residents through three distinct program areas: National Service, Emergency Preparedness, and Volunteerism.

### ***Seasons of Service Days***

Serve DC promotes the District’s spirit of service and engages residents in meaningful volunteer opportunities throughout the year with its Seasons of Service Days. Seasons of Service Days are international, national and local service events and opportunities designed to empower individuals, strengthen communities and bridge barriers. Serve DC requires that all programs have their members participate in at least one Serve DC sponsored national day of service, such as Global Youth Services Day, Nelson Mandela Day of Service, September 11 Day of Service and Remembrance, World AIDS day, DCPS Beautification Day or Martin Luther King, Jr. Day of Service. Participation in Seasons of Service counts toward member service hours. For additional information about Seasons of Service Days, visit Serve DC’s website at [www.serve.dc.gov](http://www.serve.dc.gov).

## ***National Service***

Serve DC is the DC Commission on National and Community Service. It is one of more than 50 State Service Commissions that administer federal Corporation for National and Community Service funds and coordinate national service initiatives in the District. Serve DC manages the AmeriCorps State national service program, which provides ongoing service opportunities and addresses critical community needs, including funding, monitoring, and supporting AmeriCorps State programs in the District of Columbia.

Based on the 2016-2017 CNCS “National Service in Your State” report, more than 3,500 people of all ages and backgrounds are helping to meet local needs, strengthening communities, and increasing civic engagement through national service in the District of Columbia. Serving at more than **420** locations throughout the district, these citizens tutor and mentor children, support veterans and military families, provide health services, restore the environment, respond to disasters, increase economic opportunity, and recruit and manage volunteers. This year, the Corporation for National and Community Service (CNCS) will commit more than **\$28,060,000** to support District of Columbia communities through national service initiatives. Through a unique public-private partnership, this federal investment will leverage an additional **\$24,410,000** in other resources to strengthen community impact, build local support, and increase return on taxpayer dollars.

Serve DC also administers CNCS funds to support national service program development, training, and a State Service Planning. As a convener for national service in the District, Serve DC supports cross-collaboration, continuous improvement of programming and resource development to ensure that national service sites are inclusive, comprehensive, and responsive to local community needs.

## ***Emergency Preparedness***

Serve DC recruits and trains District residents to respond and assist during emergencies – ensuring residents play a major role in making their communities safer, stronger and better prepared to address threats of terrorism, crime and disasters. As the District’s lead for emergency volunteer and donations management, Serve DC provides critical volunteer support to the city’s official emergency response effort in the first 72 hours of a crisis.

Serve DC provides free Community Emergency Response Team training (CERT), First Aid, Automated External Defibrillator (AED), CPR training, and hands only CPR. We also provide Emergency preparedness training to children through our Commander Ready Program and active shooter training for schools, religious organizations and businesses.

## ***Communications & Special Initiatives***

Serve DC promotes volunteerism and service across the District with strategic community outreach and engagement. Serve DC manages a portfolio of service days, connects residents with meaningful volunteer opportunities, and establishes partnerships and collaboration among community and faith-based organizations, the private sector, and local and federal government.

## ***Serve DC Commission***

By virtue of the Mayoral Order, a governing body of Commissioners plays an important role in the function of Serve DC. Commissioners are responsible for reviewing and approving all grant decisions for funds from CNCS. Within the District, the Mayoral-appointed Commission is responsible for recommending innovative and creative citywide service programs to increase volunteer participation for all age groups, set policy and program priorities, provide training and assistance, support national days of service, and promote service and volunteering.

## ***District of Columbia State Service Plan***

The State Service Plan is a State Commission’s three-year strategy for coordinating national service and volunteer service activities across all streams of service. The State Service Plan creates a blueprint for addressing needs through service and expanding opportunities for District residents to serve to the fullest extent of their skills and abilities. By addressing

local and national priority areas, the State Service Plan serves as a living document to guide focused activities around identified programmatic priority areas, demographic and inclusion priorities, collaboration, and accountability. The District of Columbia State Service Plan can be found online at <http://serve.dc.gov/publication/dc-state-service-plan>.

### ***Serve DC Staff Roles***

#### ***Chief Service Officer and Executive Director***

The Executive Director provides oversight for all Corporation for National and Community Service sponsored grants; sets program goals; recommends, develops and implements policies and procedures; manages and tracks match requirements; and compliance monitoring.

#### ***Deputy Director***

The Deputy Director creates, coordinates and evaluates the financial systems of programs; processes reimbursement requests; prepares program needs assessments and reports; and monitors program financial compliance.

#### ***AmeriCorps Program Director***

The AmeriCorps Program Director is responsible for setting program goals; planning, coordinating, and implementing program evaluation; sub-grantee and site development and compliance monitoring; working jointly with AmeriCorps program staff to resolve program-related issues; and, processing reimbursement requests. The AmeriCorps Program Director also assures that sub-grantees are informed about, grant requirements, policies and procedures and best practices.

#### ***Grants Management Specialist***

The Grants Management Specialist reviews Progress Expense Reports (PERs) of sub-grantees, reviewing grant applications and provides feedback, reviews member time records and assists with monitoring policies and procedures (i.e. checking to see if sub-grantees meet the CNCS requirements set for background checks) and facilitating the DC AmeriCorps Leadership Council.

#### ***VGF Grants Manager***

The VGF Grants Manager is the lead staff person on the Volunteer Generation Fund that assists non-AmeriCorps sub-grantees with volunteer capacity building; selects VGF sub-grantees; monitors performance measures and data collection; and plans and implements the annual Volunteer Recruitment Fair (MBK) and the AmeriCorps All Member Conference.

#### ***Communication Director***

The Communications Director's responsibilities include promoting service and volunteerism, national days of service, and Serve DC special events; and updating Serve DC's various social media platforms and developing the newsletter.

#### ***Community Outreach and Special Initiative Director***

The Community Outreach and Special Initiatives Director is responsible for the planning and implementing 6 Seasons of Service Days, Mayor's Day, and AmeriCorps Week; maintaining strategic partnerships with Martha's Table, the National Park Service, and Capital Area Food Bank; and spearheading volunteer opportunities and emergency preparedness for seniors 55+.

# AmeriCorps Grants

The information in this section outlines foundational information related to activities associated with AmeriCorps grants.

## *AmeriCorps Rules and Regulations*

- *The Statute* is The National and Community Service Act of 1990 (Public Law 101–610, Nov. 16, 1990, 104 Stat. 3127) (42 U.S.C. 12501 et seq.) [As Amended Through P.L. 111–13, Enacted April 21, 2009]. The statute authorizes the federally funded initiative of AmeriCorps.
- *The Edward M. Kennedy Serve America Act (SAA)* was signed into law on April 21, 2009. Public Law (Pub. L.) 111-13 Requires National Service Criminal History Checks for individuals who serve in positions that receive living allowances, stipends, national service educational awards, or salaries from the Corporation for National and Community Service. Section 1612 expanded the types of programs requiring the criminal history background checks and Section 1614 mandates enhanced criminal background checks for individuals in these programs who will work with vulnerable populations. Vulnerable populations.
- *The Regulations* are CNCS’s interpretations of the statute and sets the agency's purpose and powers, and the circumstances of applying the statute. Regulations are published in the Code of Federal Regulations (CFR). The AmeriCorps regulations can be found in Title 45 of the Code of Federal Regulations, Chapter 25, beginning with section 2520.10. Citations for Regulations are written like this: 45 C.F.R. §2522.230 or abbreviated as §2522.230.
- *AmeriCorps Provisions* are additional grant requirements. New Provisions are issued each year. Citations for Provisions are written like this: [AC I. B.2].
- *AmeriCorps State and National Policy FAQs* consist of links to various FAQs and policy guidance provided to grantees and sub-grantees.

**Reference:** AmeriCorps website, “Managing AmeriCorps Grants” section: <http://www.nationalservice.gov/build-your-capacity/grants/managing-ameri-corps-grants>

## Other Requirements

- **State Laws:** AmeriCorps program staff must be aware of state laws as applicable to the AmeriCorps program. This includes state laws pertaining to taxes, workers compensation, background checks, etc.
- **Uniform Administrative Requirements, Cost Principles and Audit Requirements for Federal Awards – 2 CFR 200** issued by the federal Office of Management and Budget (OMB) and outlines administrative requirements and cost principles for nonprofit organizations, state and local governments, and educational institutions using federal funds. Understanding Uniform Administrative Requirements is critical to operating a compliant federal grant. More information can be found online at <https://www.whitehouse.gov/omb/offices/offm>

## *AmeriCorps Prohibited Activities*

The following activities must not be engaged in while charging time to the AmeriCorps program, accumulating service and/or training hours, or performing activities supported by the AmeriCorps program or CNCS staff and members. The sub-grantee also must not use grant funds (either Serve DC or matching funds) to support the following activities:

- Attempting to influence legislation
- Organizing or engaging in protests, petitions, boycotts, or strikes
- Assisting, promoting or deterring union organizing
- Impairing existing contracts for services or collective bargaining agreements
- Engaging in partisan political activities or other activities designed to influence the outcome of an election to any public office

- Participating in, or endorsing, events or activities that are likely to include advocacy for or against political parties, political platforms, political candidates, proposed legislation, or elected officials
- Engaging in religious instruction; conducting worship services; 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 engaging in any form of religious proselytizing
- Providing a direct benefit to:
  - For-profit entities
  - Labor unions
  - Partisan political organizations
  - Organizations engaged in the religious activities described in the preceding sub clause, unless grant funds are not used to support the religious activities
  - Nonprofit entities that fail to comply with the restrictions contained in section 501(c) (3) of U.S. Code Title 26
- Organizing or conducting voter registration drives. In addition, Corporation funds may not be used to conduct a voter registration drive.
- Providing abortion services or making referrals to such services.
  - Providing abortion services is limited to:
    1. Performing abortions.
    2. Being present in the room during an abortion in support of the woman or the procedure.
    3. Obtaining or providing medications to induce a medical abortion.
  - Referrals for abortion services is limited to:
    1. Scheduling or arranging for an abortion-related appointment, including any pre-procedure appointment required by law to obtain an abortion.
    2. Providing or organizing transportation for patients to obtain an abortion when the AmeriCorps member or assigning staff member has actual prior knowledge that the purpose of the visit is to obtain an abortion.
    3. Accompanying or providing translation services for patients obtaining an abortion.
    4. Providing counseling or support before or during the procedure, including explaining what the procedure will be like, explaining what's required to obtain an abortion in a given state, explaining or obtaining signed abortion consent forms from clients interested in abortions, negotiating fees or insurance coverage for a particular abortion, or other activity that promotes or encourages an abortion.
    5. Providing information such as the name, address, website, telephone number, or other relevant factual information (such as whether the provider accepts Medicaid, etc.) about an abortion provider.
    6. Promoting or encouraging use of abortion as a method of family planning.
- Other activities, as Serve DC determines will be prohibited upon notice to the AmeriCorps State sub-grantee.

Individuals may exercise their rights as private citizens and may participate in the above activities on their initiative, on non-AmeriCorps time and using non-Corporation funds. The AmeriCorps logo should not be worn while doing so.

Also, a Member's service activities may not include:

- Raising funds for his or her living allowance
- Raising funds for an organization's operating expenses or endowment
- Writing grant applications for AmeriCorps funding or for any other funding provided by CNCS
- Writing grants applications for funding provided by any other federal agency

## ***Self-reporting Prohibited Activities***

Sub-grantee should any prohibited activities that AmeriCorps Members participated in knowingly or unknowingly as soon as possible to Serve DC. The report should include:

- The name of the member
- The type prohibited activity
- The time the activity took place and the duration of the activity
- Any corrective action or disciplinary action in which the member was required to participate
- A monitoring and/retraining plan that will be implement to prevent such activities in the future

## ***AmeriCorps Eligibility***

There are several requirements to be eligible for AmeriCorps membership. This section outlines detailed information regarding citizenship/allowable legal status, educational attainment, and criminal history background checks. All information pertaining to AmeriCorps eligibility can be found in 45 C.F.R. §2522.200. Once members complete the process to determine if they meet the eligibility requirements program staff must approve the member and the document the approval in writing. All documents to determine member eligibility must be maintained in member files.

### ***Citizenship or Allowable Legal Status Requirement***

To be eligible to serve as an AmeriCorps Member, an individual must satisfy the Citizenship Requirement at time of enrollment.<sup>1</sup> A significant change in documenting citizenship is that sub-grantees will no longer need to provide proof of citizenship documents in the Member File, unless the member's citizenship cannot be verified in the member portal. From CNCS website:

*In 2012, the Corporation announced that the process for verifying the identity and citizenship status of individuals applying to serve in AmeriCorps has been automated. By law, to serve in an approved AmeriCorps position, an individual must be a citizen, national, or lawful permanent alien of the United States (42 U.S.C. 12602(a)(3)). With the signing of this agreement, upon an individual accepting a position, the individual's information will be automatically reviewed by the Social Security Administration within 3 business days. If the individual's information is verified, the AmeriCorps grantee or sponsor will not need to do anything. The individual's status will appear as "Verified" in their My AmeriCorps account and in eGrants for your records. If the individual's information cannot be automatically verified by the Social Security Administration, sub-grantees will receive an email regarding next steps which will include a request for documentation. For both grantees and sponsors in this scenario, the grantee or sponsor will need to review and verify the individual's documentation and provide copies to CNCS. Within eGrants, the status of an individual's identity and citizenship review can also now be seen at any time and this information must be accessible to Serve DC staff for monitoring and auditing purposes.*

Additional information can be found online at:

[https://www.nationalservice.gov/sites/default/files/documents/id\\_citizenship\\_ver\\_process\\_faqs.pdf](https://www.nationalservice.gov/sites/default/files/documents/id_citizenship_ver_process_faqs.pdf)

### ***Educational Attainment***

CNCS requires that AmeriCorps members have a high school diploma or GED by the time they utilize the Eli Segal Education Award.<sup>2</sup> Members are allowed to complete classes towards their GED during their year of service to satisfy this requirement if necessary. An AmeriCorps member will not be eligible to utilize the Award unless they have satisfied the Educational Attainment Requirement.

- **High School Diploma/GED:** In cases such as the Tutoring Program Requirement, where members must meet education requirements, each site must obtain a written declaration from the member that they have received their high school diploma or GED. It is strongly encouraged that programs obtain a copy of the member's diploma, GED, or official transcript and place it in their member file; a program can place a memo-to-file if they have attempted to obtain the required document and have been unsuccessful. College diplomas do not satisfy the requirement.

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<sup>1</sup> Sec. 2522.200 of 45 CFR.

<sup>2</sup> Sec. 2522.200 a.2 and Sec. 2522.200 b of 45 CFR.

A program may accept a self-certification from the potential member as proof of high school graduation. Applicants do not have to produce a high school diploma or an equivalency certificate nor are programs required to retain a copy of the high school diploma or other documents confirming education level, such as an official transcript. However, a self-certification must include the person's signature, under penalty of law, specifically certifying that he, she or they has completed high school or its equivalent or will obtain a high school diploma prior to using the education award<sup>3</sup>.

**GED Agreement Letter:** If a member does not have a GED or a high school diploma, the member must sign the GED Agreement Letter which states that the member will obtain a GED by end of the service term. The letter must also include a projected date of completion and the stated penalty of loss of Education Award if the GED is not obtained. *An example of a GED Agreement Letter can be found in Appendix 4.*

The program must also provide support to members who are earning their GED during service. This support can be individualized as part of the member development plan. At the beginning of the service year, members should outline their personal learning goals, while they are in the program, including getting a GED and program staff will then help the member to plan to achieve his or her personal goal.

### ***Criminal History Background Check Requirements***

All sub-grantees must conduct National Service Criminal History checks on all employees, participants, and others who receive a salary, national service education award, living allowance, or stipend under CNCS grants, even if their activities do not involve service with vulnerable populations. (Vulnerable populations include children age 17 or younger, persons age 60 and older, and/or individuals with disabilities. "Individuals with disabilities" has the same meaning given to the term in the Rehabilitation Act in 29 U.S.C. 705(20)(B), and includes any person who has a physical or mental impairment which substantially limits one or more major life activities, has a record of such an impairment, or is regarded as having such an impairment.) They must receive the checks prior to beginning employment or service. The criminal history check consisting of a State of service and/or a state of residence Criminal History check and National Sex Offender Public Website (NSOPW). An FBI check, which serves as a third check, must be administered only those who have recurring access to vulnerable populations.

An individual is ineligible to serve in an AmeriCorps program if they:

- 1) Refuse to consent to a State Criminal Registry and FBI Check
- 2) Make a false statement in connection with a Program's inquiry concerning the individual's criminal history
- 3) Are registered or required to be registered on a State Sex Offender Registry
- 4) Have committed murder

Programs must be able to document scanned or an attached consent form including a signed statement from the candidate agreeing to undergo checks and candidate's understanding that the position is contingent on results. *Please see Appendix 6 for National Service Criminal History Check Consent Form Language.*

Requirements and specifics of background checks are listed below<sup>4</sup>:

- **National Sex Offender Public Website (NSOPW):** This check must be completed on the potential member upon application to your program, using the National Sex Offender Public Website ([www.nsopw.gov](http://www.nsopw.gov)). The information provided on this website is public information and no fees are charged. This check must be completed and documented (date of search must be included in the print out or electronic copy) before the covered position has access to a vulnerable population and the covered position starts their term of service. If the check did not have all states or territories reporting, you must recheck the NSOPW to rule out the possibility that the applicant may be registered in the State(s) system(s) that was not connected to the NSOPW system when you performed the first check. If all states are not reporting for NSOPW, go to the individual states not reporting and search database from

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<sup>3</sup> AmeriCorps FAQ B.11

<sup>4</sup> Sec. 2540.203 of 45 CFR

state website. Finally, as a prudential action, all sub-grantees when conducting a search of the name-based NSOPW, should include not only the applicant's current legal name, but also any previous names or aliases by which the applicant may have been known. Individuals cannot begin serving under the grant until this check is complete.

- *Statewide Criminal Registry*: The regulations require AmeriCorps programs to search the designated statewide criminal repository for the State in which the program operates **and** the State in which the applicant resides at the time of application. **This check must be initiated by the AmeriCorps Program upon enrollment or hiring of the individual into the program.** Initiation is one step more than getting permission to conduct the checks. This could include fingerprinting mailing requests to obtain checks to the State repository, having forms for checks filled out by candidates, etc. You must be able to document how and when checks were initiated. You must also have policies and procedures outlining how you initiate checks and consistently apply them.<sup>5</sup>

The CNCS Designated Repository Agency for Washington, DC is the Metropolitan Police Department Records Department. Please <https://mpdc.dc.gov/service/police-clearances-arrest-and-criminal-history-section>. Listing of Required State Criminal History Information Repositories and Alternatives can be found online at [https://www.nationalservice.gov/sites/default/files/documents/table-of-designated-state-repositories-and-alternates-2-23-2018\\_508.pdf](https://www.nationalservice.gov/sites/default/files/documents/table-of-designated-state-repositories-and-alternates-2-23-2018_508.pdf)

- *Federal Bureau of Investigation (FBI)*: The National Service Criminal History Check will consist of three parts for individuals who are predicted to have recurring access to a vulnerable population (those who are 17 or younger, 60 and older, or have a disability). CNCS defines "recurring access" as "the ability on more than one occasion to approach, observe, or communicate with an individual through physical proximity but not limited to, electronic or telephonic communication."<sup>6</sup>

Currently, unless a program is operated by a law enforcement agency, programs cannot request or directly receive FBI checks. Some programs obtain them by:

- Using the State Repository: Many State criminal history repositories that offer finger print-based statewide checks also offer FBI checks. The FBI prefers that programs use State repositories to obtain FBI Criminal History Record Information (CHRI), and State repositories can be the fastest way to obtain the FBI check. Some State repositories have identified a point of contact in their office, informed them of CNCS's requirements, to assist our programs.
- Asking the individual to request his/her own FBI check. Individuals can ask the FBI for their own NSCHC. These records arrive unscreened, presenting the full FBI database information. See: <https://www.fbi.gov/services/information-management/foipa/requesting-fbi-records>
- Using local law enforcement agencies. Some programs work with their local law enforcement agencies to obtain FBI and statewide checks.
- Using CNCS's designated channeler Fieldprint. In September 2015, the Corporation for National and Community Service (CNCS) executed a contract with Fieldprint, Inc., to provide grantees with FBI fingerprint-based checks in order to expedite requests for checks from sub-grantees through the FBI's background check system. For more information and to learn how to set-up a Fieldprint account see: [http://www.nationalservice.gov/sites/default/files/resource/Using\\_Fieldprint\\_as\\_an\\_FBI\\_Channeler-A\\_Guide\\_for\\_CNCS\\_Grantees.pdf](http://www.nationalservice.gov/sites/default/files/resource/Using_Fieldprint_as_an_FBI_Channeler-A_Guide_for_CNCS_Grantees.pdf)

### ***Episodic Access***

Congress granted those individuals in covered positions with recurring access to vulnerable populations an exception to the FBI fingerprint-based criminal history check requirement when their access to vulnerable populations is "episodic in nature or for a [one]-day period." For the purpose of this final rule, CNCS defines "episodic" as access that is not regular,

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<sup>5</sup> FAQ s 11/30/12

<sup>6</sup> Sec. 2510.20 of 45 CFR

scheduled, and anticipated component of an individual's service activities. If access to vulnerable populations is not regular, scheduled, and anticipated component of an individual's service activities, the sub-grantee is not required to conduct a finger-based FBI criminal history check. However, the sub-grantee must conduct the other component of the National Service Criminal History Check. CNCS recommends that sub-grantees specifically address contact with vulnerable populations in each position description, service agreement, or similar document describing an individual's service activities<sup>7</sup>.

### ***Criminal History Check Training***

Sub-grantees must complete CNCS National Service Criminal History Check training every year. The CNCS designated e-course provides a thorough overview of the requirements and can be found at:

<https://www.nationalservice.gov/resources/criminal-history-check>. Sub-grantees must identify a minimum one relevant staff person to fulfill this requirement on behalf of the program. The program must retain the certificate of completion and assign staff to retake the course annually prior to the expiration of the certificate. Programs should save certificates of completion from each year as part of grant record.

### ***Cost Disallowance***

The penalty for noncompliance is cost disallowance. The disallowance amount will depend, in part, on what a sub-grantee has done in the absence of full compliance. For every instance of noncompliance with currently serving individuals in covered positions, the grantee must immediately demonstrate the eligibility of the individual by conducting all applicable NSCHC checks consistent with the regulations, including rechecking any individuals screened through a noncompliant process, and ensure they have the training and systems in place to avoid noncompliance in the future. As a general rule, CHC disallowance will be capped at 25% of the CNCS federal share of the award.

For more information regarding cost disallowance see <https://www.nationalservice.gov/CHCEnforcement>

### ***Accompaniment***

While results from the State or FBI criminal history check components of the National Service Criminal History check are pending, sub-grantees may allow individuals in pending positions with recurring access to vulnerable populations to begin work or start service, the individual must be accompanied by:

- an authorized sub-grantee representative who has previously been cleared for such access
- a family member or legal guardian of the vulnerable individual
- an individual authorized by the nature of his or her profession to have recurring access to the vulnerable individual, such as an education or medical professional

Accompaniment is a higher standard than supervision in that it requires the individual with recurring access to vulnerable populations to be in the physical presence of the accompanying individual<sup>8</sup>.

### ***Criminal History Background Check Policies and Procedures***

An AmeriCorps site must have procedures in place for soliciting, completing, and documenting both Criminal History Checks. *A National Service Criminal History Check Documentation Checklist can be found in Appendix 7. Procedures must include the following:*

- Verification of identity of the individual
- Acquiring prior, written authorization to complete the State Criminal Registry and FBI Check (not required for the NSOPR check). *For National Service Criminal History Check Consent Form Model Language, please see Appendix 6.*

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<sup>7</sup> Sec. 2540.207 of 77 CRF

<sup>8</sup> Sec. 2540.205 of 77 CFR

- Documenting the individual's understanding that selection is contingent upon the review of both Criminal History Checks
- Providing reasonable opportunity for the individual to challenge the factual accuracy before action is taken
- Providing safeguards to ensure confidentiality
- Ensuring individuals with pending State Criminal Registry checks are accompanied while interacting with vulnerable populations
- Document identity was verified/checks performed
- Maintaining all original documentation with date verification (printout)
- Document that selection of the member was based on results
- Program pays for the costs of the check.

*Please Note:* CNCS considers the cost of this required National Service Criminal History Check a reasonable and necessary program grant expense, such costs being presumptively eligible for reimbursement. In any event, a sub-grantee should include the costs associated with its screening process in the grant budget it submits to CNCS for approval. This rule codifies CNCS' guidance that a grantee may not charge an individual for the cost of a check unless CNCS has given written permission to do so.

- NSCHC for members with consecutive terms of service. If the member has less than 120-day break in service, your organization does not need to re-check the covered position, as long as the original check is a compliant check. A NSCHC background check is conducted following a member's break in service exceeding 120 days or if the member is serving with a new sub-grantee.
- Requesting of alternate search protocol when necessary.

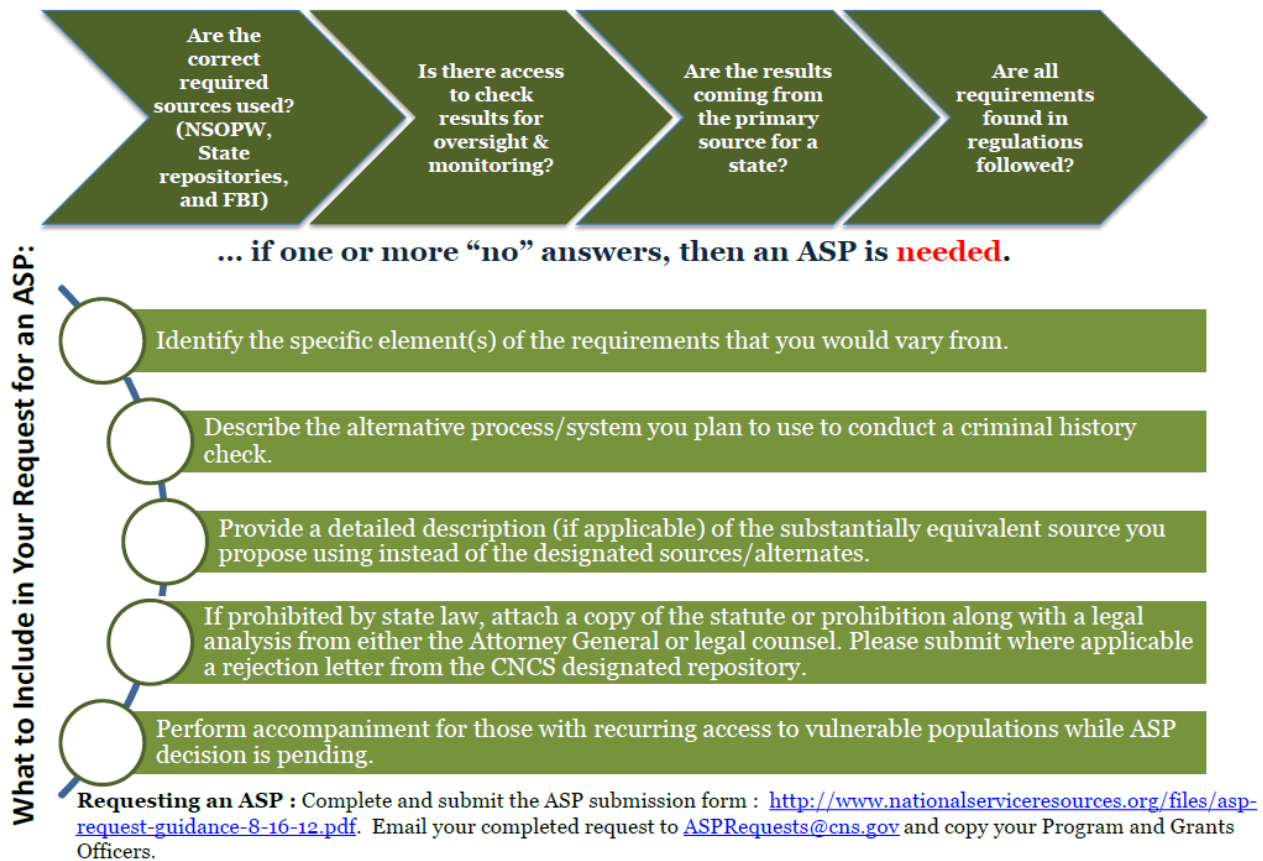
#### ***Alternative Search Protocol***

If the program would like to use an alternative criminal background check, different from those listed above, the program must obtain an Alternate Search Protocol (ASP) from CNCS. This applies to those who use alternate searches provided through school systems, commercial vendors, and screening authorities (other than National Center for Missing and Exploited Children, no approval needed) instead of the statewide criminal history repository. The program must first request approval from Serve DC who will then seek the ASP from CNCS. CNCS maintains instructions for requesting an ASP on Knowledge Network website under "Alternate Search Procedure (ASP) and Exemptions"

<https://www.nationalservice.gov/ASPExemptionsGuidance>

Please complete and submit the form included in the guidance as part of your submission.

## ALTERNATE SEARCH PROCEDURE (ASP)



**If you are receiving clearance letters instead of the actual results from a partner or non-designated source/alternate,** please include a copy of the written agreement you have in place to ensure that murder and sexual offenses deem an individual ineligible to serve and that no appeals can overturn this eligibility determination for the purposes of serving/working under a National Service program.

**If you are using a vendor,** secure an analysis of the product/services as they relate to our requirements on a state-by-state basis. For vendors going to CNCS designated sources, please ensure they are not limiting their search to 7 years, but go as far back as the designated source has records. Also, ensure that if they are retaining the results on behalf of the program, that the records are accessible for monitoring and oversight purposes for the required length of time for your program. Please see CNCS Vendor guidance for more information:  
[http://www.nationalservice.gov/sites/default/files/resource/nschc\\_vendor\\_guidance.pdf](http://www.nationalservice.gov/sites/default/files/resource/nschc_vendor_guidance.pdf).

CNCS has approved an Alternative Search Procedure (ASP) to continue its current policy on accompaniment. This ASP applies to all programs and projects with individuals in covered positions with recurring access to vulnerable populations. This means that for individuals in covered positions for whom a National Service Criminal History Check requires both state and FBI components<sup>9</sup>, the program or project may elect to cease accompaniment of the individual when it has received results from either the state component or the FBI component and does not need to receive results from both components before electing to cease accompaniment.

<sup>9</sup> Sec. 2540.203 of 45 CFR.

**Please Note:** An individual may not serve or work in a covered position prior to completing the nationwide NSOPW search component<sup>10</sup>.

This limited ASP does not relieve programs of any other National Service Criminal History Check obligations or requirements.

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

AmeriCorps program websites must use the AmeriCorps logo and the Serve DC logo. Grantees and sub-grantees must use the AmeriCorps name and logo on service gear and public materials such as stationery, application forms, recruitment brochures, recruitment materials, orientation materials, member curriculum materials, signs, banners, press releases, and publications related to their AmeriCorps program in accordance with CNCS requirements.

**Reference:** “Graphic Standards: A Users Guide” at [http://www.nationalservice.gov/pdf/graphic\\_standards.pdf](http://www.nationalservice.gov/pdf/graphic_standards.pdf). Programs can also order/download free National and Community Service materials from the CNCS website: <https://pubs.nationalservice.gov/Default.aspx>. For the Serve DC logo, please contact the AmeriCorps Program Officer.

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<sup>10</sup> Sec. 2540.206 of 45 CFR.

# AmeriCorps Recruitment, Selection and Orientation

## *AmeriCorps Member Position Description*

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

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

- Overview of your agency and member expectations
- A paragraph describing your organization’s mission and work
- A list of the duties and responsibilities of the member position (Programs cannot use language similar to “all other duties as assigned” due to restrictions around prohibited activities, duplication and displacement.
- A list of required and preferred qualifications which include
  - 1) Citizenship or proof of legal residency
  - 2) High School or GED education
  - 3) 17 years of age or older
- Education Award amount
- A description of benefits, if applicable: stipend amount, health insurance, loan deferment, and other benefits, tangible and otherwise
- A list of all the necessary criminal history background checks Members must agree to conduct – National Sex Offender Public Registry, State criminal check, and FBI check
- A short sentence or two about any unique opportunities offered—advanced training in a particular skill, for example, or anything that is unique about your community
- Contact or resource for requesting additional information;
- Equal Employment Opportunity Council and American with Disabilities Act language (“will not discriminate against a member on the basis of race, color, religious creed, ancestry, union membership, age, sex, sexual orientation, national origin, disability, nor political affiliation”)
- Term of service and hours requirement

## *My AmeriCorps Portal*

The CNCS-hosted website <https://my.americorps.gov/mp/login.do> allows AmeriCorps programs, once approved for funding, to post available AmeriCorps positions free of charge and provides a searchable database for prospective members. Organizations can post service opportunities to the My AmeriCorps Portal through the Member Management Portal in eGrants. For step-by-step instruction on posting a service opportunity in the My AmeriCorps portal go to: <https://search.usa.gov/search?utf8=%E2%9C%93&affiliate=www.nationalservice.gov&query=list+service+opportunity+on+egrants>

## *AmeriCorps Member Enrollment*

Once your organization has recruited qualified individuals to serve in your AmeriCorps Program, it will be time to enroll the members into your organization and into the required AmeriCorps systems. Enrollment in the My AmeriCorps Portal must be done within 5 days of the member start date. For more information on how to enroll members in MyAmeriCorps see the 2018 Member Enrollment Process at <https://www.nationalservice.gov/sites/default/files/page/Member-Enrollment-Process-6.29.18.pdf>. Additionally, Serve

DC requires all sub-grantees to enroll members into the OnCorps system. This is required for member timekeeping, progress reports, and approval of Periodic Expense Reports (PERs).

### ***Service Location Designation***

In the My AmeriCorps Portal, programs are required to create accurate operating sites and service locations for their members. This requirement allows for better tracking of resources, increasing transparency, aligning with federal-wide open government initiatives, enhancing communication among national and state stakeholders, and building capacity to accurately tell the story of national service. Service locations must be assigned to members within 30 day of members' selection for a term of service.

### ***Member Forms***

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

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

### ***Enrollment Policy***

Member enrollment refers to the number of slots filled divided by the number of slots awarded. Programs that are not able to reach 100% enrollment may be required to develop a corrective action plan and low enrollment rates adversely affect the program's risk level and may reduce the amount of grant allocation in future years. Serve DC reserves the right to recommend a smaller amount of AmeriCorps members in a sub-grantees' second or third year of funding based on enrollment, retention, and graduation rates.

### ***Refill Policy***

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

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

Sub-grantees who refill slots must have their members complete their service year within 9 months after the grant year has expired. In other words, if the grant expires August 30, members who have accepted refill slots will need to have completed their service hours by May of the following year.

### ***AmeriCorps Member Supervision***

Quality supervision and mentorship is critical in helping to maximize the benefits of service for the member and the organization. AmeriCorps Members should be supervised by qualified staff of your organization. AmeriCorps Members cannot be supervised by other AmeriCorps Members because it potentially violates the non-displacement requirement

of the AmeriCorps Regulations<sup>11</sup>. Additionally, AmeriCorps Members look to their supervisors for guidance, mentorship, and other professional development opportunities.

Always provide supervision to your AmeriCorps Members. AmeriCorps Members cannot acquire service/training/fundraising hours during time when they are unsupervised. For more information on Member Supervision, see <http://www.nationalservice.gov/resources/member-and-volunteer-development/encorps/supervisors-toolkit>

Remember to:

- Provide ongoing supervision through regularly scheduled meetings with your member(s). Focus on reviewing and developing service plans to achieve objectives;
- Maintain open communication with member(s);
- Identify and document training needs and opportunities for professional development for the member;
- Involve the member in appropriate staff meetings, retreats, and training events;
- Provide direct and honest feedback on all aspects of the member's performance on a regular basis-positive aspects as well as constructive criticism.

### ***Member Safety***

An important aspect of member supervising members is to ensure their safety and making sure members and staff know what to do in case of an emergency. Serve DC is requiring that all sub-grantee inform us within 24 hours if the following apply:

- Whenever a Member is hospitalized due to a service related injury
- Whenever a police report is completed that involves a Member
- If a member needs to exit their term of service early, due to an injury or an unsafe work environment
- If a Member files a formal grievance due to an unsafe work environment
- If a news worthy story involves an AmeriCorps Member (i.e. active shooters at a school)
- Whenever you feel it is better to over communicate regarding a safety issue

Please include the name, phone number and email address of the Member (s) involved. Include the time, date, location and a brief description of the incident. Serve DC will discuss with the program staff if the Member should be contacted by someone from the Commission. This will be determined on a case-by-case basis and only as a way to offer additional support to the Member. If Members would prefer not to be contacted by Serve DC, please ensure that they have the AmeriCorps Program Directors name, address, phone number and email address if they decide to contact someone at the Commission later.

### ***Service Objectives***

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

In order to facilitate the full understanding of member expectations:

- Review specific responsibilities of the service year
- Outline goals and objectives for program success
- Provide projects, tasks, and assignments throughout the year that allow the member to develop and exercise leadership
- Communicate periodically regarding the progress and attainment of goals and objectives

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<sup>11</sup>Sec. 2540.100, Subpart A of 45 CFR

- Revisit objectives periodically and revise them if necessary. Please be sure to keep the AmeriCorps Program Director informed of any changes that may require Serve DC approval
- Ensure supervisors/site partners delegate activities to AmeriCorps Members that are allowable:
  - a. The AmeriCorps members may perform direct service activities that will advance the goals of your program, will result in a specific identifiable service or improvement that otherwise would not be provided, and that are included in, or consistent with, your CNCS-approved grant application.
  - b. Direct service activities generally refer to activities that provide a direct, measurable benefit to an individual, a group, or a community
  - c. Examples of the types of direct service activities AmeriCorps Members may perform include, but are not limited to, the following:
    - Tutoring
    - Helping to run an after-school program
    - Engaging in community clean-up projects
    - Providing health information to a vulnerable population
    - Teaching as part of a professional corps
    - Providing relief services to a community affected by a disaster
    - Conducting a neighborhood watch program as part of a public safety effort<sup>12</sup>

Please note that service activities should NOT include clerical work, research, or fundraising unless such activities are directly related to the service project and do not exceed the percentage established by CNCS. Regulations state that Fundraising hours cannot exceed 10% of the member's total time; training hours cannot exceed 20% of the member's total time.<sup>13</sup>

### ***AmeriCorps Member Service Agreement/Member Contract***

This is the contract that Members and supervisors must sign before the start of service that details the arrangements for their term of service, including requirements of their service, duties, and discipline policies.<sup>14</sup> Failure to sign before the start of service may result in loss of accrued time and reported expenses if signed after the start of service. Additionally, the program should have the agreement signed before commencement of service so that members are fully aware of their rights and responsibilities. The signed service agreement, at minimum, includes the following (*an example AmeriCorps Member Contract can be found in Appendix 2*):

- Member position description
- The term of service including start date and end date (these *must* fall within the grant year awarded to your organization) and the service type, (full-time, half-time, etc.)
- Minimum number of service hours (as required by statute) and other requirements (as developed by the sub-grantee) necessary to successfully complete the term of service and to be eligible for an Education Award
- Amount of the Education Award being offered for successful completion of the terms of service in which the individual is enrolling
- The benefits associated with term of service
- Standards of conduct, as developed by the grantee or sub-grantee
- Prohibited activities, including those specified in the regulations at 45 § CFR 2520.65
- Non-duplication and non-displacement requirements as specified in the regulations at 45 § CFR 2540.100 (e)-(f)
- Fundraising requirements as specified in the regulations at 45 § CFR 2540.100
- Requirements under the Drug-Free Workplace Act (41 U.S.C. § 701 et seq.)
- Civil rights requirements, complaint procedures, and rights of beneficiaries
- Suspension and termination rules
- Specific circumstances under which a member may be released for cause

<sup>12</sup> Sec. 2520 – 2520.65

<sup>13</sup> Sec. 2520.45 and 2520.50 of 45 CFR.

<sup>14</sup> AmeriCorps Provision 2014 IV.D.2

- Member signature and date (before or on service start date)
- Grievance procedures
- Other requirements established by the sub-grantee

### ***Member Orientation***

Members who begin their service year well oriented to their placement site have the greatest potential for increased productivity and personal growth. All AmeriCorps sub-grantees are required to document that each member has received an orientation. Documentation includes a copy of the orientation agenda(s). This information can be kept with program administration files.

Orientation should include:

- Review the history and background of the organization to include mission, goals, structure, and current programs.
- Provide appropriate equipment, materials, and a workspace to members to ensure an adequate and safe working environment.
- Cover member rights and responsibilities, including the program's, code of conduct, requirements under the Drug-Free Workplace Act, suspension and termination rules, sexual harassment, and other non-discrimination issues.
- Provide a handbook and written materials about your organization and community.
- Enable the member to spend time with other program staff, board members, and community residents in order to get a broader picture of the organization and the community.
- Instruct members on prohibited activities and what to do if a partner from a site asks a member to participate in a prohibited activity.
- Share organizational norms and rules. Although AmeriCorps members are technically not staff or volunteers, they should be treated as "first-year employees" with regard to policies and procedures.

Formally introduce the member to the service placement site stakeholders and discuss goals and expectations.

Program staff should set aside time to formally meet with the member to provide an opportunity for clarifying organizational expectations regarding:

- AmeriCorps Member Agreement\*
- Organization Policies and Procedures
  - Sick leave, vacation, personal leave and holiday policies\*
  - Grievance procedures\*
  - Work schedule and lunch breaks\*
  - Time and attendance reporting\*
  - Reimbursement policies for service related travel
  - Dress code and/or uniform
  - Reasonable accommodation\*
  - Telephone and computer protocol and etiquette
  - Participation in meetings and trainings
  - Formality and language (addressing others by last or first name, titles)
  - Rules of confidentiality (customer/client information, organizational information)
  - Representation (including who may speak to the press)
  - Fundraising
  - Professionalism
- AmeriCorps Member benefits\* (as applicable to the term of service, most benefits are only available to full-time members)
  - Living Allowance
  - Health Insurance
  - Child Care
  - Loan Forbearance
  - Education Award

*\*These items must be reviewed by all AmeriCorps members serving with your organization.*

### **AmeriCorps Pledge**

During the orientation, members should be asked to take 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.*

### **AmeriCorps Member Benefits**

#### **Loan Forgiveness, Forbearance and Interest Accrual Payments**

Members must be made aware that they can request forbearance to a loan holder via MyAmeriCorps Portal. Members enrolled in an AmeriCorps project are eligible for forbearance and interest accrual payment for most federally-backed student loans. Member files must document that the member is aware of this benefit. For other types of student loans, the member should ask their loan holder if their AmeriCorps service qualifies them for a deferment or forbearance. To access and complete the forms for forbearance or interest accrual payment, the member must be registered at [My.AmeriCorps.gov](https://my.americorps.gov). Once a Member successfully completes a term of service, they can request CNCS to pay for the interest accrued on their loans while they had been in forbearance.

**Note:** The interest accrual payment is considered taxable income during the year that CNCS provides it to the member.

#### **Health Insurance**

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

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

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

- Staying on parents' or spouse plan
- Insurance obtained through the Federal Health Insurance Marketplace of at least the Bronze level plan
- Insurance obtained through private insurance broker
- Medicaid, Medicare or military benefits
- AmeriCorps programs purchasing their own health insurance for members must ensure plans are minimum essential coverage (MEC) and meet the requirements of the Affordable Care Act.

### ***Living Allowance***

AmeriCorps Programs must provide a modest living allowance to all Full-Time AmeriCorps Members and programs have the option of providing living allowances to less than Full-Time members. Pay periods are determined by the program. Deductions should be made for federal and state income taxes (where applicable) and FICA. Members must submit timesheets for each service period to the program. Members who have an extended break in service can be suspended in eGrants. A program cannot provide the member a living allowance while they are on long-term suspension.

<b>Service Term</b>	<b>Minimum # of Hours</b>	<b>Minimum Living Allowance</b>	<b>Maximum Total Living Allowance</b>
Full-time	1700	\$13,732	\$27,464
One-year Half-time	900	n/a	\$14,539
Reduced Half-time	675	n/a	\$10,905
Quarter-time	450	n/a	\$7,270
Minimum-time	300	n/a	\$4,847

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

### ***Paid Absences***

Vacation, holiday, and sick time will vary with each program. Members must follow policies and procedures indicated in the member contract for requesting paid time off. Paid absences are not counted as service.

### ***Childcare***

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

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

- The State and National member's household income must not exceed 75% of the state's median income for a family of the same size; this limit is different for each state and may change annually. The total household income is used to determine your income eligibility excluding your AmeriCorps State & National living allowance.
- The member must not currently receive a child care subsidy from another source at the time of acceptance into the program (including a parent or guardian) which would continue to be provided while the member serves in the program.
- The member must be the parent or legal guardian of a child under the age 13.
- The child must reside with the member.
- The member must certify that he or she needs child care in order to participate in the AmeriCorps State and National program.

Members are not eligible for child care benefits while under suspension. However, if a member is put in a temporary suspended status and meets all of the below requirements, that member may be eligible to receive up to 12 consecutive weeks of continued benefits:

- The Member may not be suspended for cause and/or other disciplinary actions (an example of a qualifying suspension would be if a member was given a temporary suspension under the Family Medical Leave Act);
- The Member must intend to return to service;
- Member must certify he/she needs the continued benefit in order to be able to return to service.

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

AmeriCorps Child Care Benefits Administration GAP Solutions, Inc. (GAPSI) administers the AmeriCorps Child Care Benefits Program for the Corporation for National and Community Service and therefore members must apply directly to GAPSI for the child care benefit. Interested and eligible members should visit the GAP Solutions, Inc. website at: <https://www.americorpschildcare.com/> or call toll-free at 855-886-0687 for more information.

For more information regarding eligibility see:

[http://www.nationalservice.gov/sites/default/files/documents/AMERICORPS\\_childcare\\_overview\\_eligibility.pdf](http://www.nationalservice.gov/sites/default/files/documents/AMERICORPS_childcare_overview_eligibility.pdf)

### ***Change in Member Status Related to Childcare Benefits***

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

### ***Eli Segal AmeriCorps Education Award***

Members are eligible to receive an Education Award upon successful completion of all program requirements. The Award amount will be based on the term of services and the number of service hours completed. The Award can be used to pay for attendance at a qualified institution of higher education and to repay qualified student loans for a period of up to seven years after the completion of service. The award is considered taxable income in the year(s) that it is used. Please see <https://www.nationalservice.gov/programs/americorps/segal-americorps-education-award> for additional information. Programs must confirm Education Award Amounts by the fiscal year. As of 2018 the Segal Education Awards were for the Amounts listed below.

<b>Term of Service</b>	<b>Minimum Number of Service Hours</b>	<b>Segal Education Award Amount</b>
Full-Time	1,700	\$5,920.00
Reduced Full-Time	1,200	\$4,144.00
Half-Time	900	\$2,960.00
Reduced Half-Time	675	\$2,255.24
Quarter-Time	450	\$1,566.14
Minimum-Time	300	\$1,252.91
AmeriCorps Affiliate	100	\$333.16

### ***Education Award Transfer***

The Edward M. Kennedy Serve America Act law authorizes individuals to transfer the Education Award with limitations on who can transfer an award and who can receive a transferred award. The Education Award can be transferred to an individual's child, grandchild, or foster child.

To transfer an Education Award, an AmeriCorps member must:

- have earned the award in an AmeriCorps State or National Direct Program
- have been aged 55 or older on the date the approved term of service began

- have begun that term of service on or after October 1, 2009

The member may transfer all or a portion of the unused Education Award. Once transferred, it is still possible to revoke any unused amount prior to the expiration of the Award. However, please note that a transfer for each eligible Award can only take place once. The recipient to whom the award is transferred can use the award to pay the cost of attendance at qualified institutions of higher learning or to pay qualified student loans. The recipient can receive transfers from multiple Awards but only up to the current value of two full-time Awards. If a member wishes to transfer the Award, they can do so by logging in to their [My.AmeriCorps.gov](http://My.AmeriCorps.gov).

The maximum numbers of terms that members can serve AmeriCorps State and National programs is four (4); however, members are only eligible for a maximum for two (2) full-time equivalent education awards. Full-time, half-time, reduced half-time, quarter time, and minimum time terms of service each count as one term of service.

### ***Government Benefit and Assistance Programs***

Depending on the type of service program and the type of government benefits, it is critical that AmeriCorps members are aware of how AmeriCorps service may impact eligibility and access to government benefit and assistance programs. Benefits.gov is a website that provides citizens with easy, online access to government benefit and assistance programs. Each program description provides citizens with the next steps to apply for any benefit program of interest.

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

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

The Social Security Administration (SSA) administers Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI). The HEART (Hero Earnings Assistance and Relief Tax) Act of 2008 specifies that any cash or in-kind benefit paid to a participant in the AmeriCorps program is excluded from the SSI income calculation. This means that SSI recipients can freely serve as AmeriCorps members without the fear of losing their SSI. Knowing that the impact of service on eligibility for government benefits is critical, program managers can take the following steps to increase participation, alleviate concerns, and ensure retention of individuals with disabilities in service programs:

- Inform all applicants and participants that guidance is available regarding the relationship between participation and eligibility for government benefits.
- Encourage participants to notify the government benefits agency (e.g., Social Security Administration) that they will be participating in service to identify any potential problems as well as ways to address those problems.
- Emphasize the availability of work incentives and other policies that might lessen any adverse impact on SSI or SSDI benefits.
- Develop working relationships with local Social Security offices and with local organizations to raise the level of awareness among all involved about ways to ensure that participation in national service will not result in a loss or reduction in disability benefits.

**Resource:** National Service Inclusion Project website online at <http://www.serviceandinclusion.org/>

### ***Supplemental Nutrition Assistance Program (SNAP)***

An AmeriCorps member with less than \$2,000 in assets (checking and savings accounts) may qualify for SNAP assistance. SNAP benefits can be used to purchase food and seeds, but they cannot be used for alcoholic beverages, tobacco, hot foods, pet foods, soap and paper items, or other non-food items. The U.S. Department of Agriculture funds the SNAP program, but each state administers the program. Programs in D.C., Maryland, and Virginia have slightly different procedures for obtaining food stamps and members should contact the appropriate state office to learn more about eligibility and the application process.

**Resource:** <http://www.fns.usda.gov/snap>

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

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

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

# AmeriCorps Member Management

## *Performance Evaluation*

Supervisors play a crucial role in fostering a member's professional and personal development. Program managers have the ability to observe member performance and give feedback to support member development.

Serve DC has the following expectations regarding member performance:

- All Full-Time and Half-Time AmeriCorps members must be assessed at the mid-point of the term of service. AmeriCorps programs may complete these evaluations for less than half-time members, but it is not required. This document must include the number of hours completed to date and how many hours the member has left to serve. Mid-Term Evaluations must be signed by the program supervisor. Mid-Term Performance Evaluations are not required for members who exit before the mid-point of their terms, but an End-of-Term Performance Evaluation must be completed for these members.
- Evaluate the member mid-term and at the end of his/her/their agreed upon term of service.
  - Use your organization's appraisal form if it more accurately reflects the feedback process established with the member.
  - A copy of both the mid-term and the end of term evaluations must be placed in the member's file. Both evaluations must be signed and dated by the member and the supervisor.
- The evaluation should provide a summary of the feedback given to the member over time and a summary of the member's service hours at the time of the evaluation.

End-of-Term Evaluations must include the following:<sup>15</sup>

- Whether the member completed the required number of hours making them eligible for an Education Award
- Whether the member was released with compelling and personal circumstances making them eligible for an Education Award
- Whether the member was released for cause making them ineligible for an Education Award
- A discussion of the member's ability to satisfactorily complete assignments
- Whether the member has met other performance criteria that were clearly communicated at the beginning of the term of service.

## *Rules of Conduct*

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

- Demonstrating mutual respect toward others
- Following supervisor directions and working on assignments in a reliable and conscientious manner
- Keeping accurate and precise time records that are checked and signed by the site supervisor and forwarded to the local service site at the agreed upon time
- No proselytizing or assisting religious activities, influencing legislation or an election, aiding a partisan political organization, helping or hindering union activity, or aiding a for-profit business

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<sup>15</sup> AmeriCorps Provision 2014 IV.D.5; AmeriCorps Rulemaking published in the Federal Register Vol. 73, No. 181

- No verbal or physical harassment that disrupts or interferes with another's performance or which creates an intimidating, offensive or hostile environment
- No sexual harassment
- No insulting, denigrating or hitting program participants

### ***Disciplinary Action***

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

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

### ***Terms of Service***

#### ***Release from Service***

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

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

- A participant's disability or serious illness;
- Disability, serious illness, or death of a participant's family member if this makes completing a term unreasonably difficult or impossible; or
- Conditions attributable to the program or otherwise unforeseeable and beyond the participant's control, such as a natural disaster, a strike, relocation of a spouse, or the nonrenewal or premature closing of a project or program, that make completing a term unreasonably difficult or impossible;

Those that CNCS, has for public policy reasons, determined as such, including:

- Military service obligations;
- Acceptance by a participant of an opportunity to make the transition from welfare to work; or
- Acceptance of an employment opportunity by a participant serving in a program that includes in its approved objectives the promotion of employment among its participants.

**Note:** Acceptance to a college or university or the acceptance of an employment offer does not constitute a compelling personal circumstance.

A participant who is released for compelling personal circumstances and who completes at least 15% of the required term of service is eligible for a pro-rated Education Award. The amount of the Award is calculated based on the percentage of successful hours completed. The member has the primary responsibility for demonstrating that compelling personal circumstances prevent the participant from completing the term of service. The program must document the basis for any determination that compelling personal circumstances prevent a participant from completing a term of service.<sup>16</sup> If a member is to be released from service for either of the above reasons, the program must complete all required paperwork (Exit Form and End-of-Term Performance Evaluation) and place them in the member's file along with substantive documentation of compelling personal circumstance.

## ***Extended Terms of Service***

### ***Compelling Personal Circumstances***

The program may place a member on suspension and extend the member's term of service beyond one calendar year due to the same compelling personal circumstances listed above. Please consult with the AmeriCorps Program Director for approval and appropriate procedure as this may require approval from CNCS.

If the member is placed on suspension due to compelling personal circumstances as described above, the member will cease to receive benefits including the stipend under the program. The member's new end-of-term date will be extended by the number of days the member was on leave. Once the member is reinstated, the member must begin receiving their stipend until completion of service.

### ***Second-Term Eligibility***

A second year of service should not be considered as a member's right or entitlement. To be eligible for a second year of service with AmeriCorps:

1. Members must receive satisfactory end of year performance reviews and demonstrated an expanded scope of responsibilities at their site
2. Funds must be made available through CNCS and Serve DC

### ***Retention***

Retention refers to the number of AmeriCorps members that exit the program successfully with either a full Education Award or a partial/pro-rated Education Award. Serve DC and the Corporation expect programs to maintain an 85% retention rate. Those who meet less than an 85% retention rate will be assessed more closely and may be required to provide a Corrective Action Plan.

Serve DC will take any written and documented retention difficulties into consideration when reviewing an application and monitoring a program. Recruitment and retention percentages may be used to determine a program's risk designation and may be taken into consideration when determining funding decisions that could result in the loss of funding. Retention percentages will be assessed prior to a formal site visit, when the Grantee Progress Report is due in December, and at the end of the year.

## ***Living Allowance Distribution and Member Time/Attendance***

### ***Living Allowance Distribution***

Please also see [AC IV.G.1]. A living allowance is not a wage. Sub-grantees must not pay a living allowance on an hourly basis. Sub-grantees should pay the living allowance in regular increments, such as weekly or bi-weekly, paying an increased increment only on the basis of increased living expenses such as food, housing, or transportation. Payments

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<sup>16</sup> Sec. 2522.230 of 45 CFR.

should not fluctuate based on the number of hours served in a particular time period, and must cease when the member's service ceases.

If a member serves all required hours and is permitted to conclude his or her term of service before the originally agreed upon end of term, the grantee may not provide a lump sum payment to the member. Similarly, if a member is selected after the program's start date, the grantee must provide regular living allowance payments from the member's start date and may not increase the member's living allowance incremental payment or provide a lump sum to make up any missed payments.

AmeriCorps Education Award Programs may provide a living allowance or other in-service benefits to their members, but are not required to do so. Full-cost and other Fixed Amount grantees must provide a living allowance to their members.<sup>17</sup>

### ***Taxes and Insurance***

Requirements related to member living allowances and benefits are in [45 C.F.R. §2522.240 and §2522.250]. In addition, sub-grantees must ensure that the following procedures are followed:

- a. *Liability Insurance Coverage*: The sub-grantee is responsible for ensuring adequate general liability coverage for the organization, employees and members, including coverage of members engaged in on and off-site project activities.
- b. *FICA (Social Security and Medicare taxes)*: Unless the sub-grantee obtains a ruling from the Social Security Administration or the Internal Revenue Service that specifically exempts its AmeriCorps members from FICA requirements, the grantee must pay FICA for any member receiving a living allowance. The sub-grantee also must withhold 7.65% from the member's living allowance.
- c. *Income Taxes*: The sub-grantee 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 sub-grantee must comply with any applicable state or local tax requirements.
- d. *Worker's Compensation*: Worker's compensation is a requirement in the District of Columbia.

### ***Member Time and Attendance***

Serve DC prefers that AmeriCorps Members keep track of their time using the OnCorps System. The OnCorps System tracks the time members spend on direct service, fundraising and training and provides a balance so that members know exactly how many hours they need to complete in order to qualify for an education award. Alternative arrangements can be made for tracking member timesheets.

At a minimum any time tracking system must include a program manager verifying the accuracy of member timesheets, monitoring the number of training and fundraising hours and signing member timesheets in ink or electronically

- Members are responsible for completing their own timesheets and submitting them to the site supervisor for review and verification.
- Members must sign their completed timesheets. Qualified supervisors are responsible for verifying the accuracy of and signing the timesheets. Supervisors cannot sign and date a timesheet before members have signed and dated their service log.
- Member timesheets keeps track of the member's time and ensures completion of the required number of hours to qualify for an Education Award.
- The timesheets must account for time related to training, direct service, and fundraising. Timesheets distinguish between the member's hours to comply with all federal regulations to include no more than 20% of member time on training and no more than 10% of member time on fundraising.
- Document where the member's service is completed at a service location

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<sup>17</sup> AmeriCorps Provision 2014 IV.G.1

**Please Note:** Travel time to and from activities does not count towards service, fundraising, or training hours. However, if travel is needed during the service day to fulfill the essential functions of the job, those hours can be counted as service hours. It is recommended that members providing more than 8 hours of service a day be provided a lunch break and the break be recorded on their timesheets. Lunch breaks are not allowed to be counted toward service hours. The program must develop a policy about lunch hours and other non-service hours and train members on the policy. Lunch should be noted in “comments” section of OnCorps.

### ***Archiving Timesheets on OnCorps***

Programs should download member timesheets quarterly. This will serve as backup in case OnCorps is not accessible. Program directors can download by going to *Timekeeping>Member Hours>Print or ZIP* member hours. You can either download the files as one large PDF or “zip” set of member timesheets categorized by member.

## ***AmeriCorps Member Records***

### ***Electronic Recordkeeping***

The sub-grantee must maintain records, including the position description, sufficient to establish that each member was eligible to participate and that the member successfully completed all program requirements for 3 years after the submission of the final FFR. In the case of an audit starting prior to the expiration of the 3-year period, the records must be retained until the audit findings have been resolved and final action taken. A program may store member files electronically if the program can ensure that the validity and integrity of the record is not compromised. CNCS will recognize electronically stored files where:

The electronic storage and signatures procedures must be compliant with 21 CFR Part II:

- Be validated to ensure accuracy, reliability, consistent intended performance, and the ability to discern valid or altered records
- Be able to generate accurate and complete copies of records in both human readable and electronic form suitable for inspection, review, and copying
- Clear and accurate label all records
- Ensure records are protected
- A system providing for back-up and recovery of records
- Limit access to authorized individuals
- Use secure, computer-generated, time-stamped audit trails to independently record the date and time of operator entries and actions that create, modify, or delete electronic records.

Records without electronic or physical signatures, when required, are considered incomplete.

### ***AmeriCorps Member File Documents***

A critical administrative responsibility for AmeriCorps Program Managers is the maintenance of AmeriCorps member files. These files are required by CNCS and Serve DC to ensure compliance with statutory regulations. The following are the content requirements of the member file. Discrepancies in files or additional information related to the member file must be documented and requires a “memo to file”. A sample AmeriCorps Member File Checklist can be found at <http://www.nationalservice.gov/sites/default/files/resource/member-ho1-file-checklist-4-13-12.pdf>.

- **Member Enrollment Form:** Programs must demonstrate that members have been enrolled in the MyAmeriCorps Portal.
- **Member Application or Resume:** include the completed member application and/or the resume submitted to apply for the position.
- **Photo Identification:** For background check purposes an official picture I.D must be included in the member file.

- **Proof of citizenship or allowable legal status:** a print-out from Portal or provide hard copies if citizenship status information is rejected from the Portal.
- **Proof of Age:** AmeriCorps members must be at least 17 years of age to be able to serve.<sup>18</sup> If a member is under 18 at the time of enrollment, they must get parental consent to serve.<sup>19</sup> Your organization must solicit parental consent for the member to serve before the member begins their term of service. The parental consent form must be maintained in the AmeriCorps member's file.
- **Educational Attainment Document(s):** Proof of GED or high school diploma or statement that member agrees to earn one prior to using the Education Award. *Please see Appendix 4 for a GED Agreement Letter Example.*
- **Tutoring Requirement (if applicable):** documentation that members who are tutors have met the tutoring qualification requirements established [Sec. 2522.900-950]. *Please see Appendix 3 for a Tutoring Requirement Checklist.*
- **I-9 Federal Employment Eligibility Form (if SSN and Citizenship is not verified by the MyAmeriCorps Portal):** A standard employment form can be found here: <https://www.uscis.gov/i-9>
- **W-4 Tax Withholding Form:** A standard employment form that is required if the member will be receiving a living allowance. For a copy of this form, visit: [www.irs.gov/pub/irs-pdf/fw4.pdf](http://www.irs.gov/pub/irs-pdf/fw4.pdf).
- **Criminal Background History Checks:** Printed copies of National Sex Offender Public Registry Check (with date of printing), State Criminal Background Check, and FBI Criminal History Check. Programs must be able to document dates of checks, initiation, and accompaniment while check results were pending. Please see <http://www.nationalservice.gov/sites/default/files/resource/steps-in-the-nschc-process.pdf> for a National Service Criminal History Check Documentation Checklist.
- **Written Consent for Criminal History Checks:** Scanned or attached consent form, including a signed statement from candidate agreeing to undergo checks and candidate understands that position is contingent on results. *Please see Appendix 6 for an example form.*
- **AmeriCorps Member Agreement/Contract:** [http://www.nationalservice.gov/sites/default/files/resource/member\\_ho3\\_agreement\\_4-13-12.doc](http://www.nationalservice.gov/sites/default/files/resource/member_ho3_agreement_4-13-12.doc)
- **Proof of Health Care Enrollment or Health Care Enrollment Waiver:** To provide proof of health insurance either a health insurance card or an official letter stating the member's health plan information must be included in the member file. If a Full-Time member already has health insurance coverage for the duration of the term of service, programs must include documentation of that coverage in the member file. **Note:** Please do not include medical condition information or disability disclosure/accommodation information in the member's file. These documents should be placed in a separate locked file cabinet/box.
- **Child Care Benefit Enrollment Documents or Waiver of Benefit:** If a member decides to utilize this benefit, the AmeriCorps program must maintain documentation in the member's file. All full-time AmeriCorps members must sign a waiver of this benefit if they decide not to utilize this benefit. The waiver must also be maintained in the member's file.
- **Media Release:** Members must sign a photo release form (or include it in the Member Contract/Agreement) that will enable their pictures to be used in publications.<sup>20</sup> Members under 18 years of age must have parental consent.
- **Documentation of Loan Forbearance:** Must document to verify members are aware of benefit of ability to request forbearance to loan holder via MyAmeriCorps Portal (loan forbearance is only available to full-time members).

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<sup>18</sup> Sec. 2522.200 of 45 CFR.

<sup>19</sup> AmeriCorps Provision 2014 IV.C.2.

<sup>20</sup> AmeriCorps Provision 2014 IV.G.3.

- Serve DC recommends that programs consolidate all enrollment and waiver information into one acknowledgement form or into the member contract for members to sign off on. *See Appendix 5 for a sample form.*
- **Member Timesheets:** Time and attendance records of members' service are required in OnCorps. *Please note* timesheets are not required to be printed and put in a member's file. Timesheets must:
  - Note location of service performed
  - Separate time for direct service, training, and fundraising
  - Separate lunch hours (lunch hours cannot be counted towards hours required for completion of the program)
  - If a program is using another electronic system in addition to OnCorps it must meet the following three conditions:
    - A written policy is in effect establishing the use of electronic timekeeping system as your system of record
    - A secure, verifiable electronic signature system (a) identifies and authenticates a particular person as the source of the electronic signature; and (b) indicates such person's approval of the information contained in the electronic message
    - Once appropriate electronic signatures have been applied, no changes may be made unless there is a clear, auditable record of the revision
  - Hardcopy timesheets are permitted however Serve DC prefers that programs use OnCorps as the sole member time recorder. If a program chooses to use hardcopies in addition to OnCorps, timesheets must be signed in ink by both the AmeriCorps Member and their direct supervisor within a reasonable amount of time from the date of the service performed.
- **Mid-Term Performance Evaluation:** Required for Half-Time or Full-Time Members.
- **Documentation of Member Discipline and Change of Status:** All programs must maintain copies of 'Change of Status' forms from the eGrants Member Management System and document suspensions of service in the Member File. Member Files must include documentation of release of any member for compelling circumstances or for cause.
- **End of Term/Exit Form:** The member exit process qualifies members for the Education Award and also documents early exits. As this process takes place in the My AmeriCorps Portal/eGrants system, it is sufficient for programs to confirm that information in the Portal. Members must be exited in the Portal within 30 days of the end of the term of service.
- **End-of-Term Performance Evaluation /Exit Interview:** These forms must include required hours and if the member's service was satisfactory completed. If programs are unable to get excited members to sign off on exit documents the program should document attempts to reach the unresponsive member(s). Those attempts must be added to the member file.

# AmeriCorps Training and Development

## *AmeriCorps Member Training*

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

*Resources (Please see Appendix 9 for an AmeriCorps Training Survey Example)*

- <http://www.nationalservice.gov/resources/performance-measurement/ameriCorps>
- <https://www.nationalservice.gov/resources/edaward>
- <http://www.nationalservice.gov/resources/online-courses>
- <http://www.nationalservice.gov/resources/member-and-volunteer-development/encorps/training-and-development-topics>

## *Member Development Plan*

Each program will consider members' service experiences to help them achieve the skills and education needed for productive and active citizenship during the members' service year and beyond. Specifically, supervisors work with members to create an "Individual Development Plan" which outlines personal development goals to be achieved, and how the AmeriCorps Supervisor will support attaining these goals.

Planning for life after AmeriCorps should begin during your member's service year. This calendar has been adapted from Nedra Klee Hartzell's Next Steps: Life After AmeriCorps:

- **MONTH 1:** Members set general goals for post-service; for example, members maybe going to undergrad or grad school.
- **MONTH 2:** Begin self-assessment process by looking at what skills members already have, what skills they're gaining during service, and what they'll need to meet their future goals.
- **MONTH 3:** Help members continue to explore interests.
- **MONTH 4:** Have members look at values and personal considerations. Continue doing self-assessment exercises and using "personality type" tools.
- **MONTH 5:** Ask members to summarize the self-assessment process in writing and have them share in a guided discussion.
- **MONTHS 6 and 7:** Promote information-gathering activities that match the self-assessment needs.
- **MONTH 8:** Facilitate decision-making and goal-setting
- **MONTHS 9–12:** Help members pursue individual options
- **MONTH 12:** Encourage reflection, review, and closure. Use the surveys and evaluations to help members reflect on their service and how it will help them in the future. Design end-of-service ceremonies to focus on where members are heading, rather than where they've been.

For more information see <http://www.nationalservice.gov/resources/member-and-volunteer-development>.

## *DC AmeriCorps Leadership Council*

Serve DC manages the DC AmeriCorps Leadership Council (DCALC) to provide current National Service members with a leadership opportunity to organize service, social and professional development opportunities for other AmeriCorps members serving in Washington, DC. In addition to proving member contact information for DCALC communications, Serve DC encourages Program Directors to share information about the DCALC to your members and encourages members to serve on the council. By having your program represented in the DCALC, your organization will have an ongoing link to the rest of the AmeriCorps community in the District. Members who serve on the DCALC will gain leadership opportunities and build skills. They will bring information back to the entire corps, create partnerships with other AmeriCorps teams, and help build your team's spirit of service. Selected DCALC members commit to monthly

meetings from the fall through June. Serve DC will release application information late summer. Additional information on the DCALC can be found on the Serve DC website at <http://serve.dc.gov/page/dc-ameri-corps-leadership-council>.

### ***AmeriCorps Program Staff Training and Technical Assistance***

Each fall, Serve DC distributes an online training and technical assistance assessment to gauge the performance level of National Service program directors. Each program manager must submit a complete Training and Technical Assistance Needs Assessment Survey. Results from the assessment are used to create Serve DC's yearly training and technical assistance calendar.

As an AmeriCorps program funded by Serve DC, the program manager or his/her/thier designee must attend program manager meetings, orientations, training events and statewide special events, as stated in the AmeriCorps State Grant Award Agreement. Serve DC offers individualized training and technical assistance to AmeriCorps State sub-grantees if the requested training is not listed on the yearly training calendar. An AmeriCorps sub-grantee must submit a request in writing to the AmeriCorps Program Officer for additional training and technical assistance.

### ***Training and Technical Assistance Resources***

#### ***Serve DC Newsletter***

Serve DC distributes a monthly Serve DC Newsletter to National Service sites operating in the District of Columbia. It provides up-to-date information about upcoming trainings, meetings, and events coordinated by Serve DC and community partners. Each AmeriCorps program manager is automatically added to the distribution list for this newsletter. If other AmeriCorps organization staff would like to be added to the distribution list, please visit the Serve DC website at [www.serve.dc.gov](http://www.serve.dc.gov).

#### ***Websites***

##### ***Serve DC***

The Serve DC website, [www.serve.dc.gov](http://www.serve.dc.gov), includes information related to agency initiatives, events, and professional development opportunities related to National Service, Emergency Preparedness, and Communications and Special Initiatives. From the Serve DC website you can also link to agency social media.

##### ***Corporation for National Community Service***

The Corporation for National Community Service website, [www.nationalservice.gov](http://www.nationalservice.gov), includes all information relevant for National Service programs and includes program and fiscal guidance for grants management and updates on national initiatives related to CNCS.

##### ***Knowledge Network***

The Corporation's National Service Knowledge Network website, <http://www.nationalservice.gov/resources>, is a one-stop for National Service resources including an effective practices database where programs can post effective practices; conference and training calendar; online tutorials; and service-related links. Tutorials for AmeriCorps sub-grantees: <http://www.nationalservice.gov/sites/default/files/resource/checklist-for-new-staff-of-ameri-corps-sub-grantees-or-sites.pdf>.

##### ***National Service Learning Clearinghouse***

The National Service Learning Clearinghouse website, <https://gsn.nylc.org/clearinghouse>, is a one-stop for service learning models, techniques, and methodologies that includes online publications; effective practices database; funding sources and resources; and service-learning resources.

### EnCorps

The EnCorps website, <http://www.nationalservice.gov/resources/member-and-volunteer-development/encorps/encorps-resources-support-member-recruitment-and>, is focused on assisting National Service program staff in finding and sharing proven practices for recruiting and developing successful National Service participants. It includes resources for member recruitment, selection, management, and support.

### **Listservs**

#### CNCS /AmeriCorps State and National

All AmeriCorps State programs are encouraged to subscribe to CNCS listservs for AmeriCorps State and National. This forum is an opportunity for AmeriCorps State and National programs to ask questions, share best practices, and keep up-to-date with AmeriCorps. It includes relevant CNCS updates. A directory of CNCS listservs can be found: <http://www.nationalservice.gov/programs/ameriCorps/ameriCorps-state-and-national>.

### **Disability Inclusion Initiative**

Serve DC encourages individuals with physical or mental disabilities to participate as AmeriCorps members through AmeriCorps programs operating in the District of Columbia. **Sub-grantees must ensure that AmeriCorps Members are aware of disability inclusion policies and procedures to include reasonable accommodations.** All information related to the Serve DC Disability Inclusion policies and procedures can be found on the Serve DC website at [www.serve.dc.gov](http://www.serve.dc.gov).

#### Disability Definition

According to the Americans with Disabilities Act (ADA), with respect to an individual, the term "disability" means a physical or mental impairment that substantially limits one or more of the individual's major life activities; a record of having such an impairment; or being regarded as having such an impairment. "Major life activities" mean functions such as caring for oneself, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning, working, etc. Additionally, a "qualified individual with a disability" is an individual with a disability who, with or without reasonable accommodations, meets the essential eligibility requirements for the receipt of services or the participation in programs or activities provided by the program.

#### Policy

Under Federal law, any program that receives federal funds is required to comply with the requirements of the ADA and Section 504 of the Rehabilitation Act. In compliance with the Federal law, all National Service programs prohibit any form of discrimination against persons with disabilities in recruitment, as well as in service. No qualified individual with a disability shall, by reason of disability, be excluded from participation in or be denied the benefits of the program, services, or activities of the program, or be subjected to discrimination by the program. Nor shall the program exclude or otherwise deny equal services, programs, or activities to an individual because of the known disability.

#### Serve DC Disability Inclusion Guide Plan

AmeriCorps State programs will use a Guide Plan to develop steps towards a more inclusive service environment.

### **Reasonable Accommodation**

A reasonable accommodation is any modification or adjustment to a program site that will enable a qualified applicant, National Service participant, or National Service-funded employee with a disability to participate in the application process or to perform essential service or job functions. Reasonable accommodation also includes adjustments to assure that a qualified individual with a disability has rights and privileges in service equal to those of individuals without disabilities. All National Service programs shall make reasonable accommodations in practices and/or procedures when the accommodations are necessary to avoid discrimination on the basis of disability. Accommodations are "reasonable" when they are practical or feasible. The program does not have to provide reasonable accommodations that would impose undue hardship on the operation of the program.

## ***Providing Members with Reasonable Accommodations***

An AmeriCorps Member or volunteer notifies a supervisor, verbally or in writing that a change is needed due to a disability or medical condition; or a supervisor recognizes a service member or volunteer with a disability is experiencing difficulty performing service functions. The following actions should be taken:

- Respond to the individual who requested the accommodation as soon as possible and involve that individual with the disability throughout every stage of the accommodations process.
- Identify what specific service tasks, environments, equipment, or policies are creating barriers to successful performance.
- Perform an assessment to determine if it is necessary to modify the service position, an organizational policy, the physical environment, or obtain a product (assistive technology).
- Choose the accommodation.
- Redefine the accommodation situation, if necessary. The accommodation process may not always end with a successful outcome but it is important to exhaust all possibilities
- Ensure confidentiality for the AmeriCorps member or volunteer.
- Explain the accommodation to other AmeriCorps Members, volunteers and service site partners and that the accommodation is for legitimate reasons or in compliance with federal law.
- Check-in with the member or volunteer to determine whether the accommodation provided is effective
- Recognize that the need for accommodations may change over time

## ***Monitoring Reasonable Accommodation***

*Serve DC will review a grantee's reasonable accommodations policy at our annual monitoring visits. If a sub-grantee's policies and practices are out of compliance Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act, Serve DC will require the policies to be updated resubmitted within 30 days of receiving the site visit response letter. If a sub-grantee fails to make that deadline they will be given another written letter and 30 more days to respond. If the issues continues to go unaddressed the after repeated requests to comply Serve DC is within its right to proceed with terminating the contract with the sub-grantee.*

## **Procedure for Requesting Reasonable Accommodation**

Unless otherwise indicated in Serve DC sponsored-event registration instructions, when requesting reasonable accommodations for a Serve DC-sponsored event where a National Service member is serving in the capacity of his or her service program, Serve DC asks that the program site submits their request to Serve DC at least ten business days prior to the event. Any requests for a non-Serve DC sponsored event must include submission of the reasonable accommodation application per the outlined guidelines. If the request is submitted past this date, Serve DC cannot guarantee completion of the request. All requests for reasonable accommodation must be submitted by the National Service program on behalf of a National Service member acting in that capacity.

The Review process for Reasonable Accommodation Requests and all relevant materials, policies, and procedures can be found on the Serve DC website at [www.serve.dc.gov](http://www.serve.dc.gov).

# AmeriCorps Program Management

As an AmeriCorps Program Manager, your responsibilities include, but are not limited to, recruiting and selecting members, supervising and training members, observing programmatic and fiscal responsibilities, enrolling and exiting members, and reporting to Serve DC and CNCS as appropriate.

You will find the requirements for AmeriCorps programs in the following documents:

- AmeriCorps State Grant Agreement issued by Serve DC
- Terms and Conditions for AmeriCorps State and National Grants  
<http://www.nationalservice.gov/resources/terms-and-conditions-cnsc-grants>
- General Grant and Cooperative Agreement Terms and Conditions <http://www.nationalservice.gov/resources/terms-and-conditions-cnsc-grants>
- §200 CFR Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards  
<http://www.nationalservice.gov/resources/uniform-guidance>
- Public Law 103-82 [H.R. 2010] The National and Community Service trust Act of 1993  
[http://www.nationalservice.gov/pdf/cnsc\\_statute\\_1993.pdf](http://www.nationalservice.gov/pdf/cnsc_statute_1993.pdf)
- AmeriCorps proposal (application) and modifications to it that may have been negotiated
- AmeriCorps State budget, which contains the maximum amount of CNCS funds provided and obligations for matching funds.

## ***AmeriCorps State Site Grant Award Agreement***

All programs will receive an AmeriCorps State Grant Award Agreement that outlines all responsibilities of the grant. The agreement will outline terms and conditions for the grant as related to local and Federal requirements. The full award agreement package must be kept on file by the program and available for review by Serve DC staff.

### ***Program Amendments***

It is required that a program reports to Serve DC staff turnover in management or supervisory positions, changes in partner/sponsor relationships, significant participation attrition, service sites, curriculum or scope of service and other significant changes that could potentially effect program outputs and outcomes. Programs are required to notify the Serve DC AmeriCorps Program Officer within 10 days of the change regardless of whether you will include the information in your next progress report. An email to the AmeriCorps Program Officer is acceptable. Please include what the change is, why your program is making the change and how the change will affect the program.

## ***Slot Conversions and Corrections***

### ***Slot Conversion***

Programs are permitted to convert one Full-Time position to up to three Quarter-Time positions. A slot conversion is necessary when a program wants to convert an unfilled slot into less time slots. All conversions will be Trust neutral, are subject to availability of funds in the Trust, and will comply with all assumptions on which Trust prudence and continued solvency are predicated.

This policy allows AmeriCorps slots to be converted in accordance with the grant award (AmeriCorps General Provision, Section 8, Terms of Service) but without regard to the limitation therein on increasing the number of slots in the program. Thus, when converting a slot to one requiring fewer hours, the sub-grantee is not limited to a one-for-one slot conversion, and may increase the number of members correspondingly. However, the total number of MSYs and education award amounts in the grant may not increase as a result of the slot conversion.

For example:

- 1 full-time member position (1 MSY and a \$5,920 education award) may be converted into 2 half-time slots (2 x .5 members = 1 MSY) and a total education award amount of \$5,920 (2 x \$2,960).
- 1 full-time member position may not be converted into 4 quarter-time positions as the education awards would total \$6264.56 (4 x \$1,566.14); in this example, the maximum number of allowable quarter-time positions would be 3.

Sub-grantees may also combine and convert less than full-time positions to full-time positions as long as such changes do not increase the total MSYs or total education award amounts awarded in the grant.

From zero to 90 days after the program start, programs are permitted to request slot conversions based on the slot conversion policy and the chart below. All slots starting out less than 1700 hours will be converted one to one (i.e. one 900-hour slot can be converted to one 675-hour slot). All other requests will be dealt with on a case by case basis and does not guarantee approval by the AmeriCorps Program Officer. Once approved, the request will be sent to the CNCS grants officer.

Although the MyAmeriCorps Portal allows for sub-grantees to make their own slot conversions, all Serve DC sub-grantees must follow the above procedure to request slot conversions. If a program plans to makes a slot conversion, approval must be obtained from the Serve DC AmeriCorps Program Director to ensure the change is compliant.

Following is a list of conversions and timelines which are acceptable. However, we would appreciate that a formal request be filed prior to making a substantive adjustment.

	After 90 Days	After 180 Days	After 225 Days
Full-Time (1700-hour)	Converts to Half-Time	Converts to Quarter-Time	Cannot be filled
Reduced Full-Time (1,200)	<b>MUST BE APPROVED BY CNCS</b>		
Half-Time (900-hour)	Converts to Quarter-Time	No change	Cannot be filled
Reduced Half-Time (675-hour)	Converts to Quarter Time	No change	Cannot be filled
Quarter-Time (450-hour)	Converts to Minimum Time	No change	Cannot be filled
Minimum-Time (300-hour)	No change	No change	Cannot be filled

### ***Slot Correction***

A slot correction is necessary when a program needs to increase or decrease the number of slots awarded in the grant. The number of MSYs specified in the grant contract will be altered by this request. A slot correction can only be processed by the Serve DC AmeriCorps Program Director. Once approved, the request will be sent to the CNCS grants officer. The program must contact the AmeriCorps Program Director if such a correction needs to be made.

### ***Performance Measures***

Serve DC requires that all AmeriCorps State sub-grantees track their progress toward performance measures as indicated in their AmeriCorps applications through ongoing data collection. Performance measures are evaluated using program outputs, intermediate outcomes, and end outcomes. In an effort to streamline and codify all data of AmeriCorps State sub-grantees, Serve DC developed two performance measures in the areas of participant development and volunteer mobilization. Sub-grantees are also requires sub-grantees to choose one nation performance measure. The results of the data collected through periodic progress reports will establish concrete results of national service in District of Columbia communities.

- **OUTPUTS:** Outputs can be the count of beneficiaries receiving service, amount of service delivered, or number of participants conducting service.
- **INTERMEDIATE OUTCOMES:** Intermediate outcomes are the changes or benefits experienced by your service recipients within the timeframe of your program.

- **END OUTCOMES:** The end outcomes are the positive changes that your project ultimately hopes to achieve for participants and beneficiaries.

For information on tracking performance measures see CNCS Performance Measure Instructions

<https://www.nationalservice.gov/sites/default/files/documents/2018%20Performance%20Measures%20Instructions%20Final.pdf>

### ***Performance Measures Modification***

Modification requests must be made in writing and sent to the Serve DC AmeriCorps Program Director and approved before reporting on the modified objectives in a Progress Report. Before programs go through the process of modifying your performance measures, please consult with the Serve DC AmeriCorps Program Director. Refer to the AmeriCorps grant agreement and exhibits for additional information. Please note that the request must be sent before the end of the 3<sup>rd</sup> quarter of the program year. An email is acceptable. Please note that a performance measure modification may be approved by Serve DC before it is changed in the eGrants or OnCorps reporting system. If this is the case, the program will note the change in the narrative section of the performance measure in OnCorps.

### ***DC State Performance Measure: Volunteer Generation***

AmeriCorps State Members will recruit, train and support volunteers for one-time and ongoing service projects in their communities as documented by the organizations project attendance records, project evaluation materials, and project registration materials. Only report on volunteers that your members assisted in recruiting, training and supporting. These volunteers must have volunteered for at least 2 hours to be counted in a report. In an effort to report uniformly and codify our state results, Serve DC- has developed a performance measure to track volunteer generation. All programs **must** submit Volunteer Generation Reports using the OnCorps Reporting System. Additionally, programs must submit monthly volunteer generation reports to the AmeriCorps Program Director in the form of an email.

### ***DC State Performance Measure: Member Development***

The Member Development Performance Measure captures the number of training hours for AmeriCorps State members as well as the types of training members receive to successfully complete their service and prepare for “Life after AmeriCorps.”

### ***Identify Data Types and Sources***

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

Sub-grantees will identify the data needed to be measured to accurately report on outcomes and outcomes and make and complete a data collection plan that indicates: (See Appendix 13)

1. What type of existing data needs to be collected?
2. What type of program generated data will need to be collected?
3. Where will the data be collected?
4. From whom does the data get collected?
5. Who collects the data?
6. Who checks the data for errors? (This cannot be the same person who collects the data)
7. Where will the data be stored

## ***Timing for Data Collection***

Timing is a critical element in data collection because certain types of data may be available only on certain schedules or people who can access existing data may be less available at certain times of the year. Once sub-grantees identify what existing data is needed, they will need to determine when that data is collected. They will also determine what program-generated data needs to be collected and when.

## ***Train Data Collectors***

To ensure that data collection is consistent and accurate, sub-grantees will provide training to the data collectors.

Points to remember for training data collectors:

1. Walk through the instrument with data collectors to point out specific instructions.
2. Provide an example of a completed instrument.
3. Provide clear instructions for data collectors to follow.
4. If conducted interviews or focus groups, allow interviewers and focus group facilitators to practice by “role playing.”
5. If more than one data collector, make sure they are recording data in the same way.

## ***Data Monitoring***

Each sub-grantee will develop an internal data monitoring system and include that in the data collection plan.

Internal data monitoring can be based on the monitoring process that Serve DC will use to monitor sub-grantees on validity, completeness, consistency and accuracy.

Serve DC’s monitoring checklist consists of the following:

1. Review data collection tools; compare to objectives and performance measures.
2. Review data collection plans
3. Request a completed data collection tool
4. Check the list of data submissions
5. Check source documentation to ensure there is no double-counting and the numbers are reported accurately
6. Request data during quarterly reporting

## ***Corrective Action for Invalid, Incomplete, Inconsistent and Inaccurate data***

For issues related to invalid tools, incorrect protocols, or wrong definitions sub-grantees will:

1. Report error to Serve DC, who will determine if the program will be required to switch to the correct tool/protocol/definition immediately if feasible; if not, switch in the next program year
2. Not report data collected using incorrect tool/protocol/definition
3. Document reasons for not reporting

For issues related to incomplete reporting, math errors or double-counting/double-reporting sub-grantees will:

1. Report error to Serve DC, who will determine if a new report needs to be submitted; comments added to the next quarterly report
2. Correct the values
3. Revise and submit quality control procedure
4. Develop a system for retaining source data
5. Not report on values for which there is little/no evidence
6. Document reasons for not reporting

## ***AmeriCorps Program Reporting***

Sub-grantees are expected to meet all reporting deadlines established by Serve DC. Due dates for all reports are listed in Contract Addendum #1 of the AmeriCorps grant agreement. Reports received after the due date and without an

approved extension may delay the sub-grantee's next funding reimbursement. A sub-grantee must request an extension at least 24-hours before the report is due. A sub-grantee's ability to meet due dates is evaluated by program staff as a part of the monitoring process.

### ***Quarterly Progress Reports***

Programs submit quarterly reports which address accomplishments and outcomes as they occur. Reports are due every three months (e.g. a report for April, May, and June is to be submitted in July). Due dates are specified in each sub-grantee's Contract Addendum #1.

### ***Periodic Expense Report (PER)***

PERs are submitted on a monthly basis with the sub-grantee's Request for Reimbursement. PERs and the sub-grantee's requests are due the last day of the month following the report month.

### ***Service Host Site Management***

In order to ensure a positive experience for members at the service site, it is critical to establish a clear understanding of expectations for the member role and responsibilities. Serve DC monitors sub-grantees to ensure that proper host site management is taking place by evaluating the following:

- Established Memorandum of Understanding/Partnership Agreements between sub-grantees and service host sites
- Verification that subcontractors/Service Host Sites follow AmeriCorps and other federal policies. (Sub-grantee should be able to provide policies and procedures of service sites)
- Established protocol for sub-grantees to monitor service sites (schedule, tool, feedback form, follow up, etc.) and verification that monitoring is taking place at the service sites

### ***Serve DC Monitoring and Evaluation***

A monitoring site visit is an on-site assessment by Serve DC staff to determine if the program is in compliance with the Grant Award Agreement, AmeriCorps Grant Provisions, and Federal Regulations. The monitoring visit will cover all areas of program operation. Source documentation to be reviewed may include: data collection sheets, member files, financial documents, and any other documents that will substantiate data reported in progress reports and/or financial reports. Achievement of program objectives will be verified by examining source data on several separate objectives.

#### ***Monitoring Site Visit***

Each year, Serve DC staff prepares a site visit schedule as a part of the risk-based monitoring policy.

##### ***1 month prior to the visit***

The program will be contacted via email or letter to arrange a mutually convenient date for the visit. Both program and financial staff should be consulted in arranging the date for the visit.

##### ***2-3 weeks prior to the visit***

Written confirmation of the site visit date and requirements will be emailed to the program director and the financial staff contact. Confirmation will include a reminder of the length of time the visit is expected to take and what items need to be present during the visit.

##### ***1-5 days prior to the site visit***

Serve DC staff will:

- Send a brief agenda for the visit.

- Review OnCorps and e-grants reports, rosters, member forms, etc.
- Identify most recent audit report and management letter on file and note any material findings or questioned costs related to the program.
- Identify all recent site visit reports and associated follow-up for the program and note any identified findings/concerns and the associated continuous improvement/corrective action measures.
- Survey all Serve DC staff to determine if there are any outstanding issues other than those identified above.
- Based on previously discovered issues, reports and any risk factors or specific monitoring plans identified in individual project risk assessments, identify all criteria within the following table to be monitored.

#### On the day of the visit

Serve DC staff will:

- Follow the agenda and make every attempt to stay on schedule.
- Document the review process – keep all notes and copies, identify which files were reviewed, etc. For any findings, document by provision number the discussion, testing or other event leading to the finding AND document that the finding was discussed with appropriate staff both at the time it was noted and during the exit interview.
- Obtain copies of all relevant items requested.

#### Following the visit

- Within 2-4 weeks (or when all immediate follow-up requested items have been received), Serve DC will complete the formal written site visit report.
- The site visit report will be sent to the program director. The report will note any concerns or findings identified at the site visit. The program must return the Site Visit Summary Acknowledgement which acknowledges they received the formal site visit report.

#### Follow-up

- Programs are required to respond to the site visit summary within 30 business days.
- If the program has significant findings, the AmeriCorps Program Officer will conduct a follow up visit.
- The AmeriCorps Program Officer will then close-out the site visit with a close-out letter.

#### **Mid-Year and End-of-Year Member Online Survey**

In order to assess and obtain information about the experiences of members in AmeriCorps State programs, Serve DC will distribute an online survey for members to complete and provide feedback twice a year (mid-year and end-of-year). These surveys inform Serve DC's monitoring and technical assistance efforts with AmeriCorps State programs.

#### **Personnel Policies and Procedures**

The following policies and procedures are a requirement of the AmeriCorps grants. These policies apply to all grant funded staff and members. During site visits Serve DC staff will check sub-grantee personnel policies and procedures to ensure they are included.

#### **Drug-Free Workplace Certification**

Through the enactment of Senate Bill 1120 (Chapter 1170, Statutes of 1990), the Drug-Free Workplace Act of 1990 ("the Act") was established, which requires sub-grantees to assure Serve DC that they will comply with the requirements of

Government code Sections 8350-8357. Serve DC is required by law to obtain written certification of compliance. The Drug-free Workplace Certification must be signed by the designated individuals authorized to sign the grant award and will become part of Serve DC grant agreement.

Reference: <http://www.nationalservice.gov/sites/default/files/resource/drugfreepolicy.pdf>

### ***Grievance Procedures***

AmeriCorps State programs must develop and distribute CNCS-approved grievance procedures to all AmeriCorps members and staff supported by the AmeriCorps State grant. It is imperative that programs be able to demonstrate that they have grievance procedures that resolve disputes concerning member's suspension, dismissal, service evaluation or proposed service assignments, and that, as a participant of the program, he/she may file a grievance in accordance with the program's approved grievance policy.

Grievance Procedures should include (at a minimum):

- Grievance must be filed within one calendar year of the alleged occurrence (except in cases of fraud or criminal activity).
- Within 30 days of the filing of a grievance, a hearing must be held.
- Within 60 days of the filing of a grievance, a decision must be made.
- If no decision is made within 60 days of the grievance filing, or if the decision is adverse to the aggrieved party, the aggrieved party may request binding arbitration. Binding arbitration must be held within 45 days of request.
- If the parties cannot agree on an arbitrator within 15 calendar days after receiving a request from one of the grievance parties, the CNCS Chief Executive Officer will appoint an arbitrator from a list of qualified arbitrators.
- An arbitration proceeding must be held no later than 45 calendar days after the request for arbitration, or, if the arbitrator is appointed by the Chief Executive Officer, the proceeding must occur no later than 30 calendar days after the arbitrator's appointment.

### ***Non-Discrimination Policy***

The sub-grantee must include information on civil rights requirements, complaint procedures and the rights of beneficiaries in member service agreements, handbooks, manuals, pamphlets, and post in prominent locations, as appropriate. The grantee must also notify the public in recruitment material and application forms that it operates its program or activity subject to the nondiscrimination requirements. Sample language, in bold print, is **"This program does not and shall not discriminate on the basis of race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, political affiliation, or military status, in any of its activities or operations."** Where a significant portion of the population eligible to be served needs services or information in a language other than English, the grantee shall take reasonable steps to provide written material of the type ordinarily available to the public in appropriate languages.<sup>21</sup>

### ***Non-Supplantation, Non-Duplication and Non-Displacement***

#### ***Non-Supplantation***

CNCS assistance may not be used to replace State and local public funds that had been used to support programs of the type eligible to receive CNCS support. For any given program, this condition will be satisfied if the aggregate non-Federal public expenditure for that program in the fiscal year that support is to be provided is not less than the previous fiscal year.

#### ***Non-Duplication***

Assistance provided under the national service laws shall be used only for a program that does not duplicate, and is in addition to, an activity otherwise available in the locality of such program.

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<sup>21</sup> AmeriCorps Provision 2014 V.F.1

Private Nonprofit Entity—Assistance made available under the national service laws shall 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 that such entity resides unless non-displacement requirements are met.

**Non-Displacement**

An employer shall not displace an employee, position, or volunteer (other than a participant under the national service laws), including partial displacement such as reduction in hours, wages, or employment benefits, as a result of the use by such employer of a participant in a program receiving assistance under the national service laws.<sup>22</sup>

***Prohibited Activities Restrictions***

The sub-grantee ensures that grant-funded staff is compliant with prohibited activities restrictions.

***Reasonable Accommodation***

The grantee ensures the provision of reasonable accommodation to qualified individuals.

***General Liability Coverage***

The sub-grantee is responsible for ensuring adequate general liability coverage for the organization, employees and members, including coverage of members engaged in on- and off-site project activities.

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<sup>22</sup> 42 U.S. 12584A

# AmeriCorps Financial Management

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

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

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

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

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

## ***Itemized Receipts***

All sub-grantee organizations must submit itemized receipts for purchases made in support of reimbursable costs. An itemized receipt must include the merchant or provider name, service received or item purchased, date of service and amount of expense. Cancelled checks, handwritten receipts, credit/debit card transaction receipts or previous balance receipts cannot be used to verify an expense. Serve DC will not accept receipts which are not itemized.

## ***Record Retention***

The retention period of a document is an aspect of records management. It represents the period of time a document should be kept or "retained" both electronically and in paper format. At the termination of the retention period, the document is usually destroyed.

Sub-grantees are required to retain records for three years after the submission of the final FFR. In the case of an audit starting prior to the expiration of the 3-year period, the records must be retained until the audit findings have been resolved and final action taken.

**Note:** Sub-grantees must document the staff hours through time and attendance records. There must be individual time and attendance records for all staff who will be attributed to the grant (in whole or partial) that allow you to identify time allocated towards the grant versus other unrelated projects. *See Appendix 11.*

### ***Disposal of Records***

Programs must make responsible efforts to protect the confidentiality of disposed program records in such a way as to protect the identity and privacy of program participants.

### ***Grant Award Conditions***

The notification of sub grant award and its provisions contain details and specifics governing the management of the AmeriCorps grant. Your organization's financial officer and accountant should be familiar with the more detailed financial and management requirements contained within CNCS regulations, the grant and/or application, and the Uniform Administrative Requirements

In order to effectively manage and implement your program, program directors need to be familiar with the principal requirements applicable to the AmeriCorps program, such as member recruitment, training, prohibitions on lobbying, terms of service, minimum hours, etc. In addition, you should be familiar with the special limitations on the use of funds that apply to AmeriCorps, such as the 5% limitation on federal funding utilized for administrative costs and the prohibition on using budgeted member allowances and benefit funds for other unrelated program activities and expenses. All of these requirements have been recently revised and are detailed in the AmeriCorps provisions within your grant.

Serve DC may withhold grant funds and/or disallow expenditures when a program fails to comply with any terms or conditions of the grant award and/or federal regulations. This may include, but is not limited to, the following:

- Failure to submit the required reimbursement claims in a timely manner;
- Failure to submit the required progress reports in a timely manner;
- Failure to resolve interim or final audit exception on past or current grants in a timely manner;
- Inadequate maintenance of accounting records;
- Failure to submit proof of liability coverage in a timely manner;
- Failure to cooperate with or admit Serve DC staff or representatives (e.g., audit team) to review programmatic and fiscal records.

Serve DC reserves the right to reduce or terminate grant funds for reasons that may include, but are not limited to, the following:

- Failure by the program to comply with any of the terms and conditions of the grant agreement;
- Reduction or elimination of Federal funds appropriated for the purposes of the grant award by the United States Government during the term of the grant agreement.

### ***Grant Continuation***

Programs that have been previously funded by Serve DC will be reviewed for compliance, including financial management, progress and annual reports, monitoring results, audit reports, and any other relevant documentation or information. Failure to comply with terms or conditions of the grant agreement may result in the denial of future funding.

### ***Termination of Grant***

A determination of non-compliance will jeopardize eligibility for continued grant funding. Each grant award may be subject to suspension of payment or termination of the grant or both, and the grantee may be subject to debarment, in

accordance with the requirements of Section 8356 of the National and Community Service Act, if Serve DC determines that any of the following has occurred:

- The sub-grantee has made a false certification under Section 8355.
- The sub-grantee violates the certification by failing to carry out requirements of subdivisions (a) to (c), inclusive, of Section 8355.

The DC Office of Contracting and Procurement shall establish and maintain a list of individuals and organizations whose contracts or grants have been canceled due to failure to comply with these provisions. Serve DC shall immediately notify the DC Office of Contracting and Procurement of any individual or organization that has an award canceled on the basis of violation of these provisions.

### ***Supplanting and Supplementing***

Funding awarded by Serve DC must be utilized to supplement existing funds for programmatic activities and not to replace those funds which have been appropriated for the same purpose. **Supplanting is strictly prohibited.**

The grant and/or awarded contract entered into with Serve DC is subject to any applicable restrictions, limitations, or conditions enacted by the District of Columbia Government and/or the United States Government subsequent to execution of the grant award.

### ***Debarment/Suspension***

It is the policy of Serve DC to conduct business only with responsible parties. Applications must certify that they will adhere to the guidelines and standards included in Federal Executive Order 12549, Debarment and Suspension. By signing the Certification of Assurance of Compliance Form, the applicant certifies to that effect.

### ***Budget***

#### ***Budget Terminology***

Line Item: A budget item within a section and/or category in an approved budget.

Calculation: The breakdown of each line item cost. It outlines the steps you took to arrive at the line item amount. Calculations should be presented in an equation format, identifying the number of persons/units involved, per person/unit cost, etc.

#### ***Budget Modification***

A budget modification is defined as any change to the approved budget during the project period of performance which can include a shift of funding from one budget category to another, a shift of funds from one section to another or a reduction of the Grantee Share (match) commitments. As with an approved budget, a budget modification must provide a full explanation (budget narrative) of associated costs including their purpose, justification and the basis of the calculations. All budget modification requests must include calculations where appropriate.

One budget modification per budget period of performance will be allowed, however there are exceptions which require prior approval by Serve DC:

- Personnel Changes
  1. Increase/Decrease in hours worked
  2. Elimination/Change in job function

3. Addition of a new position
- Adjustment of 10% or More
  1. Reallocation of funds between line items
  2. Moving funds from one budget category to another budget category

#### Modifications without CNCS or Serve DC approval

A program is allowed to modify its budget without Serve DC approval if the AmeriCorps Program Officer is notified of the budget modification in writing and if the budget modification meets the following criteria:

- Does not change the total federal (CNCS) Share or Grantee Share
- Modifies the Federal (CNCS) Share and/or Grantee Share by less than 10% cumulative

The sub-grantee must ensure in its letter of request to the AmeriCorps Program Officer that the level of service provided by the sub-grantee will not be reduced or compromised by the budget modification. Please see AmeriCorps grant agreement for more information.

#### Modifications Barring Serve DC Approval

The sub-grantee is allowed to modify its budget with Serve DC approval if a written request is submitted to Serve DC AmeriCorps Program Officer and if the budget modification:

- Does not change the total federal (CNCS) Share or Grantee Share
- Modifies the Federal (CNCS) Share or Grantee Share by more than 10%

#### Modifications Barring Serve DC and CNCS Approval

- Changes the total federal (CNCS) Share or Grantee Share
- Modifies the Federal (CNCS) Share or Grantee Share by more than 10%
- Paying overtime
- Purchases of equipment over \$5,000 using Grant funds, unless specified in the approved application budget

The sub-grantee must ensure in their letter of request to Serve DC that the level of service provided will not be reduced or compromised by the budget modification. Detailed information must also be reflected in the OnCorps budget modification. The sub-grantee will then receive a letter or email from the Serve DC Deputy Director indicating that the budget modification was approved or rejected. If the sub-grantee receives the letter or email approving the modification then the sub-grantee will submit the budget modification in OnCorps to be approved.

## **Costs**

### ***Administrative /Indirect Cost***

An administrative cost is defined as an expense incurred in controlling and directing an organization, but not directly identifiable with financing, marketing, or production operations. The salaries of senior executives and costs of general services (such as accounting, contracting, and industrial relations) fall under this heading. Administrative costs are related to the organization as a whole as opposed to expenses related to individual departments within organizations that receive CNCS funding.

Examples of Administrative Costs include:

- General Liability Insurance
- Accounting and Audit Services
- Internet, Landline and Mobile Telephone Services

- Salaries of employees that are not involved in the production of goods or supply of services
- Disbursing Services
- Rent/Leasing
- Utilities

An indirect cost is defined as an expense (such as for advertising, computing, maintenance, security, supervision) incurred in joint usage and, therefore, difficult to assign to or identify with a specific cost object or cost center (department, function, program). Indirect costs are usually constant for a wide range of output, and are grouped under fixed costs.

Examples of Indirect Costs include:

- Equipment rental
- Fuel
- Maintenance
- Security
- Apportion of sales cost
- Business travel expenditure

An administrative cost can be classified as a direct or indirect cost, however administrative cost limits are based on a percent of the total grant award. Indirect costs rates are a percent of a specific direct cost base.

The 1993 National and Community Service Act imposed a cap on all administrative costs equal to 5.26% of all funds expended under the sub grant and permitted state commissions to hold 1.05% of the allowed 5.26% leaving programs 4.21% of administrative expenses. Serve DC will provide more information on the 1.05% Commission administrative fee in your grant agreement as necessary.

In order to charge the fixed administrative rate of 5.26% the sub-grantee match for administrative costs may not be in excess of 10% of all direct cost expenditures. These rates may be used without supporting documentation and are in lieu of an indirect cost rate.

If a sub-grantee wants to claim that it paid administrative costs in excess of 10%, the sub-grantee must have an approved negotiated indirect cost rate. The sub-grantee must have an approved federally negotiated indirect rate cost agreement. Where appropriate, CNCS will establish an indirect cost rate that may be used for this and other Federal awards.

If sub-grantees have an approved indirect cost rate, that rate will constitute documentation of the grantee's administrative costs including the 5.26% maximum payable by the CNCS and the grantee match of administrative costs. To be allowable under an award, costs must be consistent with policies and procedures that apply uniformly to federally financed and other programmatic activities of the organization. Furthermore, the costs must be afforded consistent treatment in both federally financed and other activities as well as between activities supported by different sources of federal funds.

### ***Program/Direct Cost***

Program or direct costs are those costs that are directly related to operating the program, such as:

- Member living allowance and support costs
- Uniforms (only clothing with the AmeriCorps logo can be purchased using CNCS funds)
- Training
- Supplies
- Travel

- Staff costs for those staff who directly support the program or project; coordinate and facilitate program and project activities and staff who review, disseminate and implement CNCS policies relating to a program
- Staff costs for those staff who recruit, train, or supervise members
- Space and facility, and communications costs that primarily support programs, excluding costs that are already covered by an organization's indirect cost rate
- Independent evaluations related specifically to creative methods of quality improvement

### ***Documenting Staff Time***

According to § 2 C.F.R. 230 organizations must maintain timesheets (See Appendix 11 for sample timesheet):

- for all staff (professionals and nonprofessionals) whose compensation is charged, in whole or in part, directly to award the AmeriCorps Award
- that reflect after-the-fact determination of the employee actual activity (not budgeted)
- that account for the total activity of each employee
- are signed by the employee or supervisor having first-hand knowledge of the staff persons activities
- are prepared at least monthly and must coincide with one or more pay periods

### ***Allowable Costs***

In general, a cost is allowable if it meets the following criteria:

- It is reasonable and necessary for the performance of the grant award.
- It conforms to the limitations and exclusions within the award as to types or amounts of costs items.
- It is consistent with the fiscal regulations of Serve DC and the DC Government.
- It is documented adequately.

### ***Unallowable Costs***

Unallowable costs are defined as those disallowed allocations that do not comply with the grant provisions and OMB requirements; costs that have been charged or matched to the grant can be questioned or disallowed following an audit.

If a program's financial management system is seriously inadequate, Serve DC can suspend funds, terminate the grant, recover funds, or take other legal steps.

Some of most common problems are:

- Inadequate accounting practices
- Poor internal controls
- Inadequate documentation and record-keeping
- Inaccurate financial status reporting
- Undocumented matching contributions, particularly in-kind

### ***Expressly Unallowable Costs***

The following is a partial list of some of the most common prohibited expenses; this list is not intended to be all inclusive. Consult with the AmeriCorps Program Officer for the exact requirements and restrictions and any exceptions that may apply.

- Advertising (except for member recruitment) and Public Relations
- Bad Debts
- Contributions and Donations
- Defense of Fraud Proceedings
- Entertainment Costs
- Fines and Penalties

- Food and Beverages with the exception of grant-sponsored conferences, meetings or office functions that are a full-day and directly related to the sub-grant program
- Fundraising
- Alcohol
- Interest and Other Financial Costs
- Losses on Other Contracts
- Real Estate Property and Improvements

### ***Lobbying***

Serve DC funds shall not be used for the purposes of lobbying, as required by Section 1352, Title 31 of the U.S. Code, and implemented as 28 C.F.R., Part 69. This prohibition will be applied to all Federal, District, and Locally-funded grants. Any expenditure or use of funds, grant property, or grant-funded positions for any lobbying activities is unallowable and costs associated with these activities will be disallowed. Using funds for lobbying activities may result in the termination said sub grant award.

### ***Matching Requirements***

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

Sub-grantees must meet an overall increasing match requirement:

<b>AmeriCorps Funding Year</b>	<b>1, 2, 3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10+</b>
Grantee Share Requirements	24%	26%	30%	34%	38%	42%	46%	50%

The matching contributions for member support costs (excluding health care) must be in non-federal funds. Per §2541.240 for Matching or cost sharing. (b) *Qualifications and exceptions* (1) *Costs borne by other Federal grant agreements*. Except as provided by Federal statute, a cost sharing or matching requirement may not be met by costs borne by another Federal grant. This prohibition does not apply to income earned by a grantee or sub-grantee from a contract awarded under another Federal grant. Unless there is a Federal statute stating that federal funds from another federal agency can be utilized it is prohibited. Please see *Appendix 10* for a *Sample In-kind Donation Form*.

Valid documentation of match includes:

- Grants award documents from other entities
- Timesheets and in-kind vouchers for services
- Equipment and furnishing receipts for donated items
- Leases and other sources documenting the value of donated space
- Copies of receipts given to donors of goods and services

### ***Fundraising***

While there are a wide range of activities you may undertake to create a sustainable future for your program, you should keep in mind that certain activities cannot be paid for with federal grant funds. Before making plans, you should review the Uniform Administrative Requirements, Cost Principles and Audit Requirements for Federal Awards, which outlines costs that can be charged to your grant. For example, the Uniform Administrative Requirements, Cost Principles and Audit Requirements for Federal Awards, you cannot charge to your grant the cost of “organized fundraising” or expenses incurred “solely to raise capital or obtain contributions.” Staff supported by AmeriCorps grant funds must comply with the OMB limitations while on AmeriCorps time or not charge the time spent on these activities to the

AmeriCorps grant. You are also required to keep accurate records regarding the time spent on these and other activities to clearly convey the nature of the activities undertaken.

In general, AmeriCorps members cannot assist their organizations with major fundraising efforts. However, CNCS policy permits some limited activities related to fundraising by AmeriCorps members as long that they do not exceed 10% of their agreed-upon hours. Please contact the AmeriCorps Program Director before you permit your members to engage in fundraising activities. Serve DC will monitor fundraising hours through periodic OnCorps timesheet audits.

### ***Program Income***

Some grant programs include activities that generate income; conference fees are a common example. Program Income is the amount of income remaining after deducting costs associated with a particular activity or the grant as a whole. Program income must be used to fund the Grantee Share of the match. See the Sub Grant Award Agreement for information regarding the amount of match required by your program. Programs must include program income generated on FFRs submitted to Serve DC.

### ***Audits and Monitoring***

Programs may be audited by Serve DC, CNCS or an independent agency at any time to determine whether:

- Financial operations are properly conducted
- Financial reports are fairly presented
- The program has complied with all applicable laws, regulations, and administrative requirements that affect the expenditure of program funds

### ***Audit Requirements***

Uniform Administrative Requirements Subpart F applies to all grantees of Federal Funds; however, only non-profits organizations and state and local governments that expend federal of \$750,000 or more in a year must have a single audit:

- The single audit must be completed and submitted in machine-readable format to the Federal Audit Clearinghouse either 30 days after receiving the auditor's report, or nine months after the end of the nonprofit's fiscal year, whichever comes earlier.
- The single audit also must be submitted to Serve DC 30 days after receiving the auditor's report.
- Copies of the audit report must be made available to the public.
- If an entity expends less than \$750,000 in a fiscal year it will simply be required to make records available for review or audit by the federal awarding agency, the pass-thru agency and the U.S. Government Accountability Office.
- Programs that sub-contract with other agencies to administer programs and provide \$750,000 or more in Federal funds must have a single audit submittal of an audit report from the sub-contractor.

### ***Audit Reports***

Programs must follow up and correct identified weaknesses and findings.

Serve DC will issue a management decision and initiate a corrective action on audit findings within 30 days after the receipt of the sub-grantee's audit report and ensure that the sub-grantee's audit report takes appropriate and timely corrective action (*See Appendix 12*). The management decision shall clearly state whether or not the audit finding is sustained, the reasons for the decision, and the expected action to repay disallowed costs, make financial adjustments, or take other action.

If the sub-grantee has not completed the corrective action, a timetable for follow-up will be given by Serve DC. Prior to issuing the management decision, Serve DC may request additional information or documentation from the grantee, including a request for auditor assurance related to the documentation, as a way of mitigating disallowed costs. The management decision will describe any appeal process available to the grantee.

## ***Evaluation***

### ***Independent (External) vs. Internal Evaluation***

All AmeriCorps State sub-grantees that receive an average annual CNCS grant of \$500,000 or more must conduct an independent evaluation regardless if the organization has a formula, competitive or fixed amount grant award. An independent evaluation uses an external evaluator who has no formal or personal relationship with, or stake in the administration, management, or finances of the grantee or of the program to be evaluated. AmeriCorps funds can be used for an independent evaluator if it was approved as part of the grant.

All other AmeriCorps State grantees must conduct an internal evaluation. An internal evaluation is designed and conducted by qualified program staff or other stakeholders, such as, board members, partners, or volunteer affiliates.

Please note that the \$500,000 threshold represents Corporation funding, not total budget with match. The \$500,000 threshold is calculated by averaging your Corporation grant over the last three years you have received Corporation funding, at the time you re-compete. For these sub-grantees, participation in national or state-wide evaluation studies also satisfies the requirement.

All evaluations must cover at least one year of Corporation-funded service activity.

AmeriCorps State programs must submit results of the internal or independent evaluation within thirty days from completion to the AmeriCorps Program Officer.

## ***Monitoring***

A monitoring site visit is an on-site assessment by Serve DC staff to determine if the program is in compliance with the Sub Grant Award Agreement, Grant Terms and Conditions and the Federal Regulations. The Commission's goal in monitoring is to support programs and help achieve their outcomes.

### ***Scope of Monitoring***

The monitoring visits will cover all areas of program and financial operations. Documentation to be reviewed may include, but is not limited to: data collection sheets, policies and procedures, financial information, member files and any other source documents that will substantiate data reported in progress and fiscal reports. A site visit document checklist of program objectives will be verified by examining source data on several separate objectives.

## ***Liability Coverage***

Programs must have sufficient liability insurance to protect the organization, employees and participants. Participants who are engaged in both on- and off-site program activities must be covered. Programs decide how much liability coverage is sufficient, given the specific risk factors the program presents. General liability insurance is an administrative cost which can be charged against the grant (subject to the grant's administrative cost limit) or be included in the program's match. If the cost of the member liability insurance is included in the approved budget, it may be charged as a direct program cost.

## ***Taxes***

Programs are required to pay FICA. Under federal law, the FICA payment rate is 15.3% of the living allowance. Half (7.65%) is paid by the program and half is deducted from the member living allowance FICA payments to cover Social Security and Medicare benefits.

### Withholding Income Taxes

Under federal taxes, ordinary income tax rules apply to member benefits. A living allowance is taxable as “compensation for services” and generally is subject to federal withholding. Room and board also may count as income subject to withholding, even though the members do not receive cash. Low-income members may be able to claim an exception from withholding if (1) they had no tax liability in the previous year, and (2) they expect to have no tax liability in the current year. State income tax withholding laws also apply.

Like all personal income taxes, taxes on the living allowance are the responsibility of the individual member. Members receiving a stipend must complete a W-4 form at the start of the term of service. At end of the tax year, programs must provide members with a W-2 form.

### ***Reimbursements Process***

#### ***Two Easy Steps to Reimbursements***

1. Complete the monthly Periodic Expense Report (PER) in the OnCorps Reporting System. PERs in OnCorps should be for a one month period only, beginning with the 1st day of the month and ending on the last day of the month. Reimbursement requests will not be processed without the appropriate documentation. Required documentation includes copies of general ledger print outs and receipts/invoices to substantiate reimbursements. **Programs must clearly demonstrate where all receipts align with line items by providing a spreadsheet with the reimbursement package.**
2. Complete, sign and submit the Grantee Request for Funds (GRF) form via US mail or hand delivery (use the form created in MS Excel provided after the receipt of a completed grant agreement). Mailed copies must be postmarked by the due date (the last day of the month following the expenditures). For example, May reimbursements are submitted on or before June 30.

Each request will be checked and approved based upon the completion of the Periodic Report located in OnCorps.

The PER and reimbursement request form will be reviewed for the following:

- Grantee request for funds line 1 (program expenditures to date) does not exceed the CNCS share of year-to-date expenditures reported in OnCorps.
- No lines are below zero (0) in expense report or in OnCorps.
- No negative amounts have been entered in either the CNCS or Grantee share.
- Required match is being met.
- Reporting dates in OnCorps correspond to one month period, starting with the month and ending with the last day of the month.

**Note:** District of Columbia Government standard practice is to issue a check within 30 days of receipt of the reimbursement request.

# ***Appendix***

## 2018-2019 AmeriCorps State Program Director Handbook

Serve DC – The Mayor’s Office on Volunteerism  
*DC Commission on National and Community Service*



## Appendix 1: AmeriCorps Member File Checklist Example

**Member Name:** \_\_\_\_\_  
**Start Date:** \_\_\_\_\_ **End Date:** \_\_\_\_\_  
**Service Term:** 1,700 ☐ 900 ☐ 675 ☐ 450 ☐ 300 ☐

Document Name	Compliant	Non-compliant	Notes
Enrolled into egrants within 30 days	<input type="checkbox"/>	<input type="checkbox"/>	
AmeriCorps Application or Resume	<input type="checkbox"/>	<input type="checkbox"/>	
Photo identification	<input type="checkbox"/>	<input type="checkbox"/>	
Proof of Citizenship/Allowable Legal Status	<input type="checkbox"/>	<input type="checkbox"/>	<i>Note if not in My AC Portal</i>
Proof of Age (Parental Consent Form if under 18)	<input type="checkbox"/>	<input type="checkbox"/>	
Educational Attainment Document(s)	<input type="checkbox"/>	<input type="checkbox"/>	<i>Type: (GED, HS, Letter)</i>
Tutoring Requirement (if applicable)	<input type="checkbox"/>	<input type="checkbox"/>	
I-9 Federal Employment Eligibility Form	<input type="checkbox"/>	<input type="checkbox"/>	
W-4 Tax Withholding Form (if stipend)	<input type="checkbox"/>	<input type="checkbox"/>	
Criminal History Background Checks (see below)	<input type="checkbox"/>	<input type="checkbox"/>	
Written Consent for Criminal History Background Checks	<input type="checkbox"/>	<input type="checkbox"/>	
AmeriCorps Member Agreement/Contract with member signature and date (before or on service start date)	<input type="checkbox"/>	<input type="checkbox"/>	
Proof of Healthcare Enrollment or Waiver	<input type="checkbox"/>	<input type="checkbox"/>	
Childcare Benefit Enrollment/Waiver	<input type="checkbox"/>	<input type="checkbox"/>	
Media Release	<input type="checkbox"/>	<input type="checkbox"/>	
Documentation of Loan Forbearance/Wavier	<input type="checkbox"/>	<input type="checkbox"/>	
Member Timesheets	<input type="checkbox"/>	<input type="checkbox"/>	
Mid-Term Performance Evaluation (Required for FT and HT)- include hours served to date	<input type="checkbox"/>	<input type="checkbox"/>	
Documentation of Member Discipline/Change of Status (if applicable)	<input type="checkbox"/>	<input type="checkbox"/>	
End of Term/Exit Form within 30 days	<input type="checkbox"/>	<input type="checkbox"/>	
End of Term Performance Evaluation	<input type="checkbox"/>	<input type="checkbox"/>	

### Statewide Criminal Background Check (initiated before start of service)

State where service will be performed: ☐ YES ☐ NO  
 State where applicant applied from: ☐ YES ☐ NO ☐ N/A (*application state is state of service*)  
 If yes, date completed or copy received: \_\_\_\_\_  
 National Sex Offender Public Registry Check: ☐ YES ☐ NO (*printed or electronic copy with date of search included*)  
 (completed before the start of service)  
 FBI Check for those who have access to vulnerable populations (initiated before start of service): ☐ YES ☐ NO

### Notes:

I \_\_\_\_\_, certify that this member file has been reviewed and the member is eligible for service

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## Appendix 2: Sample AmeriCorps Member Agreement

### I. PURPOSE

It is the purpose of this agreement to delineate the terms, conditions, and rules of membership regarding the participation of \_\_\_\_\_ (hereinafter referred to as the member) in the \_\_\_\_\_ AmeriCorps Program (hereinafter referred to as the Program).

### II. MINIMUM QUALIFICATIONS

The member certifies that he/she is a United States citizen, a United States national, or a lawful permanent resident alien and at least 17 years of age (or at least 16 years of age if the member is an out-of-school youth and a participant in one of two types of youth corps defined under the National and Community Service Act of 1990, as amended); has a GED or high school diploma; and has not been convicted of murder and/or is not listed as a sex offender.

### III. TERMS OF SERVICE

A. The member's term of service begins on \_\_\_\_\_ and ends on \_\_\_\_\_.

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.

B. The member will complete a minimum of \_\_\_\_\_ hours of service during this period.

1. Full-Time Members must serve 1700 hours during a period of not less than nine months and not more than one year.
2. Half Time Member must serve at least 900 hours over a time not to exceed one year.
3. Reduced Half-Time Members must serve at least 675 hours over a time not to exceed one year.
4. Quarter-Time Members must serve at least 450 hours over a time not to exceed one year.
5. Minimum Time Members must serve at least 300 hours over a time not to exceed one year.

C. The member understands that to complete the term of service successfully (as defined by the program and consistent with regulations of the Corporation for National and Community Service and to be eligible for the education award, he/she must complete all the hours of service (as noted in B above) and satisfactorily complete pre-service training and the appropriate education/training that relates to the member's ability to perform service.

D. The member understands that to be eligible to serve a second term of service the member must receive satisfactory performance reviews for any previous term of service. The member's eligibility for a second term of service with this program will be based on at least a mid-term and end-of-term evaluation of the member's performance focusing on factors such as whether the member has:

1. Completed the required number of hours
2. Satisfactorily completed assignments, tasks, or projects
3. Met any other criteria that were clearly communicated both orally and in writing at the beginning of the service term.

E. The member understands, however, that the mere eligibility for an additional term of service does not guarantee selection or placement.

F. The member understands that the program must abide by the Corporation's non-duplication and non-displacement rules.

Non-duplication - Corporation assistance may not be used to duplicate an activity that is already available in the locality of a program. And, unless the requirements of paragraph (f) of this section are met, Corporation assistance will not be provided to a 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.

Non-displacement.

1. An employer may not displace an employee or position, including partial displacement such as reduction in hours, wages, or employment benefits, as a result of the use by such employer of a participant in a program receiving Corporation assistance.
2. An organization may not displace a volunteer by using a participant in a program receiving Corporation assistance.
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. A participant in a program receiving Corporation assistance may not perform any services or duties or engage in activities that would otherwise be performed by an employee as part of the assigned duties of such employee.

5. A participant in any program receiving assistance under this chapter 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. A participant in any program receiving assistance under this chapter may not perform services or duties that have been performed by or were assigned to any—

(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.

G. The members understand under what circumstances they may raise resource for the program.

1. AmeriCorps members may raise resources directly in support of your program's service activities.

2. Examples of fundraising activities AmeriCorps members may perform include, but are not limited to, the following:

a. Seeking donations of books from companies and individuals for a program in which volunteers teach children to read;

b. Writing a grant proposal to a foundation to secure resources to support the training of volunteers;

c. Securing supplies and equipment from the community to enable volunteers to help build houses for low-income individuals;

d. Securing financial resources from the community to assist in launching or expanding a program that provides social services to the members of the community and is delivered, in whole or in part, through the members of a community-based organization;

e. Seeking donations from alumni of the program for specific service projects being performed by current members.

3. AmeriCorps members may not:

a. Raise funds for living allowances or for an organization's general (as opposed to project) operating expenses or endowment;

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

#### IV. POSITION DESCRIPTION (See attached Member Position Description)

The name of the member's direct supervisor is \_\_\_\_\_.

#### V. BENEFITS

The member will receive from the Program the following benefits:

A. Living Allowance Calculation. The living allowance is designed to help members meet the necessary living expenses incurred while participating in the AmeriCorps Program. Programs must not pay a living allowance on an hourly basis. It is not a wage and should not fluctuate based on the number of hours members serve in a given time period. Programs should pay the living allowance in increments, such as weekly or biweekly. Programs may use their organization's payroll system to process members' living allowances. However, if a payroll system cannot be altered and must show 40 hours in order to distribute a living allowance, then members' service hours should be documented separately to keep track of their progress toward the Program's total required AmeriCorps service hours.

1. A living allowance in the amount of: \_\_\_\_\_

2. The living allowance is taxable, and taxes will be deducted directly from the living allowance.

3. The living allowance will be distributed **[weekly/biweekly]** by **[direct deposit] [check]** starting on \_\_\_\_\_ [date] \_\_\_\_\_.

The biweekly amount will be \_\_\_\_\_.

a. [Health benefits (if the member is eligible). The health insurance policy is attached.]

b. If applicable, a child care allowance of \_\_\_\_\_ will be provided by GAP Solutions, Inc. directly to the provider, if the member qualifies for the allowance.

- B. Upon successful completion of the member's term of service, the member will receive an education award from the National Service Trust. For successful completion of a full-time term, the member will receive an education award in the amount of \$5,550.00 (*part-time term member will receive an education award of \$2,775.00, reduced part-time term member will receive an education award of \$2,114.00, quarter-term member will receive an education award of \$1468.00, and minimum term member will receive an education award of \$1,175.00*).
1. If the member has not yet received a high school diploma or its equivalent (including an alternative diploma or certificate for individuals with learning disabilities), the member agrees to obtain a high school diploma or its equivalent before using the education award.
  2. This requirement can be waived if the member is enrolled in an institution of higher education on an ability to benefit basis or the program has waived this requirement due to the results of the member's education assessment. The member understands that his or her failure to disclose to the program any history of having been released for cause from another AmeriCorps program will render him or her ineligible to receive the education award.
- C. If the member has received forbearance on a qualified student loan during the term of service, the National Service Trust will repay a portion or all of the interest that accrued on the loan during the term of service.

## VI. RULES OF CONDUCT

### A. At no time may the member:

1. Engage in any activity that is illegal under local, state, or federal law
2. Engage in activities that pose a significant safety risk to others
3. Engage in any AmeriCorps-prohibited activities that include:
  - a. Any activity involving attempting to influence legislation or an election or aid a partisan political organization
  - b. Helping or hindering union activity
  - c. Engaging in religious instruction
  - d. Conducting worship services
  - e. Providing instruction as part of a program that includes mandatory religious instruction or worship
  - f. Constructing or operating facilities devoted to religious instruction or worship
  - g. Maintaining facilities primarily or inherently devoted to religious instruction or worship
  - h. Engaging in any form of religious proselytizing
  - i. Organizing or engaging in protests, petitions, boycotts, or strikes
  - j. Impairing existing contracts for services or collective bargaining agreements
  - k. Participating in, or endorsing, events or activities that are likely to include advocacy for or against political parties, political candidates, political platforms, proposed legislation, or elected officials
  - l. Providing a direct benefit to a for-profit entity, a labor union, a partisan political organization, a religious organization, or a nonprofit that engages in lobbying
  - m. Providing abortion services or referrals for receipt of such services; and
  - n. Such other activities as the Corporation may prohibit.

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

### B. The member is expected to, at all times while acting in an official capacity as an AmeriCorps member:

1. Comply with the rules and standards of the host agency.
2. Demonstrate mutual respect toward others
3. Follow directions
4. Direct concerns, problems, and suggestions to [***designate the appropriate program official here***]

### C. The member understands that the following acts also constitute a violation of the Program's rules of conduct:

1. Unauthorized tardiness
2. Unauthorized absences
3. Repeated use of inappropriate language (i.e., profanity) at a service site
4. Failure to wear appropriate clothing to service assignments
5. Stealing or lying
6. Engaging in any activity that may physically or emotionally damage other members of the program or people in the community

7. Unlawful manufacture, distribution, dispensation, possession, or use of any controlled substance or illegal drugs during the term of service
8. Consuming alcoholic beverages during the performance of service activities
9. Being under the influence of alcohol or any illegal drugs during the performance of service activities
10. Failure to notify the program of any criminal arrest or conviction that occurs during the term of service

D. Under the Drug-Free Workplace Act, you must immediately notify the Program Director if you are convicted under any criminal drug statute. Your participation in the Program is conditioned upon compliance with this notice requirement, and we will take action for violation of this.

E. In general, for violating the above stated rules in section VI(C), the Program will do the following (except in cases where during the term of service the member has been charged with or convicted of a violent felony, possession, sale, or distribution of a controlled substance):

1. For the member's first offense, an appropriate program official will issue a verbal warning to the member.
2. For the member's second offense, an appropriate program official will issue a written warning and reprimand the member.
3. For the member's third offense, the member may be suspended for one day or more without compensation and will not receive credit for any service hours missed.
4. For the fourth offense, the Program may release the member for cause.

F. The member understands that he/she will be either suspended or released for cause in accordance with paragraphs (B), (D), and (E) of section VII of this agreement for committing certain acts during the term of service including but not limited to being convicted or charged with a violent felony, possession, sale, or distribution of a controlled substance.

## **VII. RELEASE FROM TERMS OF SERVICE**

A. The member understands that he/she may be released for the following two reasons:

1. For cause, as explained in paragraph (B) of this section
2. For compelling personal circumstances as defined in paragraph (C) of this section

B. The Program will release the member for cause for the following reasons:

1. The member has dropped out of the program without obtaining a release for compelling personal circumstances from the appropriate program official.
2. During the term of service the member has been convicted of a violent felony or the sale or distribution of a controlled substance.
3. The member has committed a fourth offense in accordance with paragraph (E) of section VI of this agreement.
4. The member has committed any of the offenses listed.
5. The member has committed another serious breach that, in the judgment of the program director, would undermine the effectiveness of the Program.

C. The Program may release the member from the term of service for compelling personal circumstances if the member demonstrates that:

1. The member has a disability or serious illness that makes completing the term impossible.
2. There is a serious injury, illness, or death of a family member which makes completing the term unreasonably difficult or impossible for the member.
3. The member has military service obligations.
4. The member has accepted an opportunity to make the transition from welfare to work.
5. Some other unforeseeable circumstance beyond the member's control makes it impossible or unreasonably difficult for the member to complete the term of service, such as a natural disaster, a strike, relocation of a spouse, or the nonrenewal or premature closing of a project or the Program.

D. Compelling personal circumstances which do not constitute leaving the Program:

1. To enroll in school
2. To obtain employment, other than moving from welfare to work
3. Because of dissatisfaction with the Program

E. The Program may suspend the member's term of service for the following reasons:

1. During the term of service the member has been charged with a violent felony or the sale or distribution of a controlled substance. (If the member is found not guilty or the charge is dismissed, the member may resume his/her term of service. The member, however, will not receive back living allowances or credit for any service hours missed.)
2. During the term of service the member has been convicted of a first offense of possession of a controlled substance. (If, however, the member demonstrates that he/she has enrolled in an approved drug rehabilitation program, the member may resume his/her term of service. The member will not receive back living allowances or credit for any service hours missed.)

F. The Program may suspend the member's term of service for violating the rule of conduct provisions in accordance with the rules set forth in paragraph (C) of section VI of this agreement.

G. If the member discontinues his/her term of service for any reason other than a release for compelling personal circumstances as described in paragraph (B), (D), and (E), the member will cease to receive the benefits described in paragraph (A) of section V and will receive no portion of the education award or interest payments.

H. If the member discontinues his/her term of service due to compelling personal circumstances as described in paragraph (C) of section VII of this agreement, the member will cease to receive benefits described in paragraphs (B) and (C) of section V.

I. Program director must submit written notification to NCLR and health care providers and cancel health insurance within one week of the member's exit date and submit written notification to NCLR and First Financial (child care) providers and cancel child care.

#### **VIII. GRIEVANCE PROCEDURES (See attached Grievance Procedure and AmeriCorps Provisions, Sec. 34)**

A. 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.

B. The member understands that, as a participant of the program, he/she may file a grievance in accordance with the Program's grievance procedure.

#### **IX. Program has written policies that address:**

- a. Grievance Procedures
- b. Drug-Free Workplace
- c. Nondiscrimination
- d. Reasonable accommodation for members with disabilities

#### **X. AMENDMENTS TO THIS AGREEMENT**

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

#### **XI. AUTHORIZATION**

The member and Program hereby acknowledge by their signatures that they have read, understand, and agree to all terms and conditions of this agreement. (If member is less than 18 years old, the member's parent/legal guardian must also sign.)

\_\_\_\_\_  
AmeriCorps Member AmeriCorps Program Director

\_\_\_\_\_  
Member or Parent/Legal Guardian

\_\_\_\_\_  
Signature/Date

\_\_\_\_\_  
Signature/Date

## Appendix 3: AmeriCorps Tutoring Program Requirements Checklist

Any programs that engage AmeriCorps members as tutors must comply with the requirements specified below. A tutor is defined in **Sec. 2522.900** as:

- Someone whose primary goal is to increase academic achievement in reading or other core subjects through planned, consistent, one-to-one or small-group sessions and activities that build on the academic strengths of K-12 students and target their academic needs.
- A tutor is not someone engaged in other academic support activities, i.e. mentoring and after-school program support, whose primary goal is something other than increasing academic achievement. For example, providing a safe place for children ≠ tutoring, even if activities focus on homework help.

Requirement	Y	N	N/A	Comments
<b>A. Tutor qualifications [Sec. 2522.910]</b>				
<i>If member is considered to be an employee of Local Education Agency or school, as determined by State law, then program ensures member meets Paraprofessional qualifications under No Child Left Behind Act, as required in 34 CFR 200.58</i>				
<i>If member is not considered to be an employee of Local Education Agency or school, as determined by State law, then the program ensures member: (1)(i) Has a high School diploma or its equivalent, or a higher degree OR (ii) Proficiency test, as described in § 2522.930 of this subpart (2) Successfully completes pre- and in-service specialized training, as required in § 2522.940 of this subpart.</i>				
<b>B. Exceptions to qualification requirements [Sec. 2522.920]</b>				
Program is not required to meet the qualifications requirements in § 2522.910 if a member is a K–12 student tutoring younger children in the school or after school as part of a structured, school-managed cross-grade tutoring program				
<b>C. Appropriate proficiency test [Sec. 2522.930]</b>				
If a member serving as a tutor does not have a high-school diploma, its equivalent, or a higher degree, program ensures member passes a proficiency test that the program has determined effective in ensuring that members serving as tutors have the necessary skills to achieve program goals.				
The program maintains in the member file of each member who takes the test documentation on the proficiency test selected and the results.				
<b>D. Program requirements [Sec. 2522.940]</b>				
Program has appropriate criteria for selecting and qualifying tutors, including the requirements in § 2522.910.				
Program identifies the strategies or tools it will use to assess student progress and measure student outcomes.				
Program certifies that the tutoring curriculum is high-quality and research-based, consistent with instructional program of the local educational agency or with State academic content standards.				
Program certifies that the pre-service and in-service training content are high-quality and research-based, consistent with the instructional program of local educational agency or with State academic content standards.				
Program provides specialized high-quality and research-based, member pre-service and in-service training consistent with the activities member will perform.				
Program provides appropriate member supervision by individuals with expertise in tutoring.				
<b>E. Requirements &amp; qualifications for programs that focus on supplemental academic support activities other than tutoring. [Sec. 2522.950]</b>				
If program does not involve tutoring as defined in Sec. 2522.900, then Secs. 2522.910-2522.940 requirements do not apply.				
At a minimum, program articulates in its application how it will recruit, train and supervise members to ensure they have qualifications and skills necessary to provide the service activities in which they will be engaged.				

## Appendix 4: GED Agreement Letter Example

This agreement between the **(the AmeriCorps Partner/Site), (AmeriCorps Program)** and **(AmeriCorps Member)** signifies an understanding that the AmeriCorps Member shall obtain a high school diploma or GED certificate during the course of the term of service with the participating community development corporation. To participate in the AmeriCorps Program and receive the Education Award of **\$5,550.00**, the AmeriCorps Member is required to have completed high school equivalency before the term of service has ended. If the AmeriCorps Member has not obtained a high school diploma or GED certificate by that time, the AmeriCorps Member will forego receiving the Education Award until the National Service Trust receives documentation of successful GED completion.

By signing this agreement, the **AmeriCorps Partner/Site, the AmeriCorps Program** and the **AmeriCorps Member** acknowledge the high school equivalency requirement as defined by the Corporation for National Service and support the AmeriCorps Member's efforts to meet this requirement in an expeditious manner. In addition to the mandatory AmeriCorps reporting requirements, the AmeriCorps Member is expected to add completing his/her GED as a yearlong objective and shall be required to make progress reports on a quarterly basis. If it is apparent that no effort has been made by the **AmeriCorps Partner/Site, the AmeriCorps Program** or the **AmeriCorps Member** to move this process forward, appropriate action will be taken by **AmeriCorps Partner/Site, the AmeriCorps Program** to ensure that this requirement is properly fulfilled.

Please indicate your acknowledgement and understanding of this agreement by signing below:

---

(Name)	Date
AmeriCorps Partner/Site	

---

(Supervisor Name)	Date
AmeriCorps Program	

---

AmeriCorps Member Name	Date
------------------------	------

## Appendix 5: AmeriCorps Benefits Options Form Example

**Instructions:** AmeriCorps members **must** complete all sections. If you decline a benefit, indicate so by selecting the appropriate statement. You must complete each section before you sign.

---

### Health Care Benefits

\_\_\_\_\_ I am a full-time/part-time member and entitled to health care benefits. I want those benefits.

\_\_\_\_\_ I am a full-time/part-time member and entitled to health care benefits. I am declining those benefits because I am enrolled in health care at this time.

---

### Dental/Vision Care Benefits

\_\_\_\_\_ I am a full-time/part-time member and entitled to dental/vision benefits. I want those benefits.

\_\_\_\_\_ I am a full-time/part-time member and entitled to dental/vision benefits. I am declining those benefits.

---

### Child Care Benefits

\_\_\_\_\_ I am a full-time member and entitled to child-care benefits. I want those benefits.

\_\_\_\_\_ I am a full-time member and entitled to child-care benefits. I am declining those benefits.

---

### Loan Forbearance

\_\_\_\_\_ I am a full-time member and aware that I am entitled to loan forbearance via My AmeriCorps Portal

---

By signing below, I elect or decline the above listed coverage.

AmeriCorps Member Name: \_\_\_\_\_

AmeriCorps Member Signature \_\_\_\_\_

## Appendix 6: National Service Criminal History Check Consent Form Model Language

*Adapt this text to generate a form that candidates sign stating their willingness to undergo the NSCHC and their understanding that their position (whether staff or national service) is contingent on the results. You may collect this form from your candidates during the application process.*

I, \_\_\_\_\_, agree to undergo the National Service Criminal History Check, which may include one or both of the following: Checks of state criminal history registries for locations where I've lived as well as where I will serve or work and/or an FBI fingerprint check.

I also understand that selection is subject to check results and that a candidate can be disqualified for any one of the following reasons:

1. Murder conviction
2. Required to be registered on a sex offender registry
3. False statement in response to inquiry about criminal history
4. Refusal to undergo the National Service Criminal History Check

Name (printed):

Signature:

Date:

## Appendix 7: National Service Criminal History Check Documentation Checklist

Name of individual receiving checks:

Dates of service:

Position:

Recurring access to vulnerable populations? **Yes / No**

### **Verification of identity:**

- Photocopy/scan of government-issued ID (driver's license or passport) attached

**--OR--**

- ID type \_\_\_\_\_ ID number \_\_\_\_\_ Expiration \_\_\_\_\_

### **National Sex Offender Public Website**

- Screen shots or print out of results from nationwide sex offender registry check that clear your candidate
- If there are individuals on the NSOPW with the same name as your candidate, include documentation that shows that your candidate is not one of those listed.

### **Written Consent**

- Scanned or attached consent form including a signed statement from candidate agreeing to undergo checks and candidate's understanding that position is contingent on results

### **Dates of initiation of additional check components(s)**

- States records checks initiated:

**--AND/OR--**

- FBI fingerprint check initiated:

### **Accompaniment**

- Attach documentation of each instance of accompaniment (while checks were pending) during service or work with vulnerable populations. Record the date, time, location, and name of person who provided accompaniment.

### **Completion of checks**

- Record date checks were completed:
- Attach results of checks (scanned or photocopied documents, screen shots, etc.)

### **Consideration of results**

- Maintain a document stating that checks were completed and that you considered the results of the checks

## Appendix 8: National Service Criminal History Check Steps Checklist

Follow these steps to clear staff:

Remember, staff members from your program must be cleared with the National Service Criminal History Check before they can charge hours to the CNCS grant.

- ☐ Verify identity through government-issued photo identification (maintain documentation)
- ☐ Get written consent from candidates to perform checks (maintain documentation)
- ☐ Document candidate's understanding that his or her position is contingent on eligibility determined by the results of the National Service Criminal History Check (maintain documentation)
- ☐ Determine check types. Access to vulnerable populations will determine components of the National Service Criminal History Check needed
- ☐ Select sources. When going through a vendor; make sure you are getting results from CNCS-approved sources
- ☐ Perform a free, nationwide NSOPW search before candidate begins work or service (maintain documentation)
- ☐ Initiate and pay for additional check component(s). State(s) and/or FBI checks must be ordered before candidate begins work or service (maintain documentation)
- ☐ Provide accompaniment while checks are pending when service or work involves vulnerable populations (maintain documentation)
- ☐ Document receipt date when check results arrive (maintain documentation)
- ☐ Consider check results, as cleared candidates can now become fully instated (maintain documentation)
- ☐ Cease accompaniment once a candidate has cleared the state or FBI check
- ☐ Provide opportunity to review finding, being mindful of Civil Rights laws and particularly when negative results surface
- ☐ Maintain results, while providing confidentiality

## Appendix 9: AmeriCorps Training Survey Example

Date: \_\_\_\_\_

Training Topic: \_\_\_\_\_

Facilitator: \_\_\_\_\_

### **Presentation**

Please rate the following sessions and activities using a scale of 1 (strongly disagree) to 5 (strongly agree).

Provide additional comments to help us continue to make this a meaningful experience for our network leaders.

1. Topics were presented effectively.	1	2	3	4	5
2. The facilitator was knowledgeable.	1	2	3	4	5
3. The written materials were useful.	1	2	3	4	5
4. The meeting included appropriate examples and interactive practice exercises.	1	2	3	4	5
5. There were enough opportunities for discussion.	1	2	3	4	5
6. As a result of this session, my knowledge/skills have increased to perform my AmeriCorps service.	1	2	3	4	5

Briefly describe any significant knowledge and skills you gained from this session.

---

---

---

How will you use the knowledge and skills acquired?

---

---

---

Briefly describe any follow-up training or assistance that would assist in building your capacity and competency in this content area.

---

---

---

What would have improved this session?

---

---

---

Print Name and Title: \_\_\_\_\_

Supervisor's Email Address: \_\_\_\_\_

## Appendix 10: Sample In-Kind Donation Form

Date of Contribution: \_\_\_\_\_

Name of Donor: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Description of Contributed Item(s) or Service (include quantity):

Estimated Value of Contribution: \$

Description of basis for valuation:

Was contribution obtained with or supported by federal funds? If so, indicate source.

\_\_\_\_\_  
Authorized Signature of Donor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Authorized Signature of (Insert Program Name)

\_\_\_\_\_  
Date

## Organization X

## TIME AND EFFORT RECORD: FEDERAL FUNDS

Employee SSN:

Program/Activity Code (PBB) or Org Code:

Pay Period Ending: 

Employee Signature	Date

Supervisor Signature	Date

## Appendix 12: Audit Analysis and Feedback

Date Audit Received Sent: \_\_\_\_\_

Date Agenda/ Monitoring Tool Sent: \_\_\_\_\_

Date Feedback Sent: \_\_\_\_\_

Date Response Received: \_\_\_\_\_

Name of Program: \_\_\_\_\_

Program Start Date: \_\_\_\_\_

Revised Monitoring Date (if needed): \_\_\_\_\_

Date(s) of Monitoring: \_\_\_\_\_

Date Response Expected: \_\_\_\_\_

Grant Number: \_\_\_\_\_

# Full Time Members Granted: \_\_\_\_\_ # at this time: \_\_\_\_\_

# Part Time Members Granted: \_\_\_\_\_ # at this time: \_\_\_\_\_

Analysis		
The audit examined financial records for one year	Yes <input type="checkbox"/>	No <input type="checkbox"/>
The audit report coincides with the required grant year	Yes <input type="checkbox"/>	No <input type="checkbox"/>
The audit report includes a management letter	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Match requirements are properly documented	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Time and activities are based on budget rather than actual costs	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Clearly defined programmatic and fiscal policies and procedures	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Proper segregation of financial duties	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Program regulations comply with Serve DC-The Mayor's Office on Volunteerism and AmeriCorps Provisions	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Financial Reports reconcile (FSR/ General Ledger/ FCTR)	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Highlights of the Management Letter
Corrective Action Plan

Feedback Sent to Grantee: \_\_\_\_\_

Monitor: \_\_\_\_\_

## Appendix 13: Data Collection Plan Template

Type of PM	Code	Measure	Method of Collection	When will data be collected (include timing and frequency)	Who collects the data	Steps for Completing Data Collection

Training for Data Collecting	How will Data Collection be monitored	Who will monitor the data collected	How will you know the data set is complete and correct	Where will the data be stored