



WELCOME!

- Welcome
- Introductions
- Review Agenda
- Housekeeping

9:00 AM



Introduction to National Service

Connecting to a National Network

Objectives

- **Gain a better understanding of national service;**
- **Learn about the Ohio Commission on Service and Volunteerism (ServeOhio); and**
- **Learn about resources available to help you and your members with their service.**



History of National Service

- National Service has a long history in the United States.
- National Service has generally enjoyed bipartisan support in the United States.
- To learn more about the history of National Service, [go here](#).
- www.nationalservice.gov -



A National Movement

- **Individuals from cultures, communities, and with different experiences and expectations are coming together to give a year (or more) of their life in service to others.**
- **AmeriCorps member experiences are transformative for themselves and those served.**
- **President Bill Clinton signs the National and Community Service Trust Act of 1993, creating AmeriCorps and the Corporation for National and Community Service to expand opportunities for Americans to serve their communities.**



Corporation for National & Community Service

- **The mission of the Corporation for National and Community Service is to improve lives, strengthen communities, and foster civic engagement through service and volunteering.**
- **Led by Wendy Spencer, CEO and a Board of Directors, appointed by the President.**
- **To learn more about CNCS, [click here](#).**



Edward M. Kennedy

Serve America Act

- **The 2009 Serve America Act has placed National Service and Volunteerism on a significant path of growth and impact.**
- **Introduces new provisions that will encourage greater numbers to serve, addressing the significant challenges faced by individuals and communities in the U.S.**
- **To learn more about the Edward M. Kennedy Serve America Act, [click here](#).**



AmeriCorps National Service Programs

- **AmeriCorps State & National**
- **AmeriCorps VISTA**
- **Senior Corps**
 - **Foster Grandparents**
 - **Retired Senior Volunteer Program (RSVP)**
- **National Civilian Conservation Corps (NCCC)**

[Learn More](#)



ServeOhio, Ohio's commission on service and volunteerism

- **ServeOhio was established in 1994 to administer Ohio AmeriCorps grants under the federal AmeriCorps program to promote and to promote volunteerism throughout the state.**



Funding Relationship





About ServeOhio

- **Funding**
 - State GRF
 - CNCS
 - Leverage federal, state, and private dollars to operate and fund AmeriCorps State programs.
- **ServeOhio's Board of Commissioners is made up of 13 appointees of the Governor and 8 state agency/legislative representatives.**
 - **The Board approves the annual operating budget, sets overall priorities in an annual work plan, and approves funding awarded to sub-grantees.**
 - **William Russell is the current Chair.**



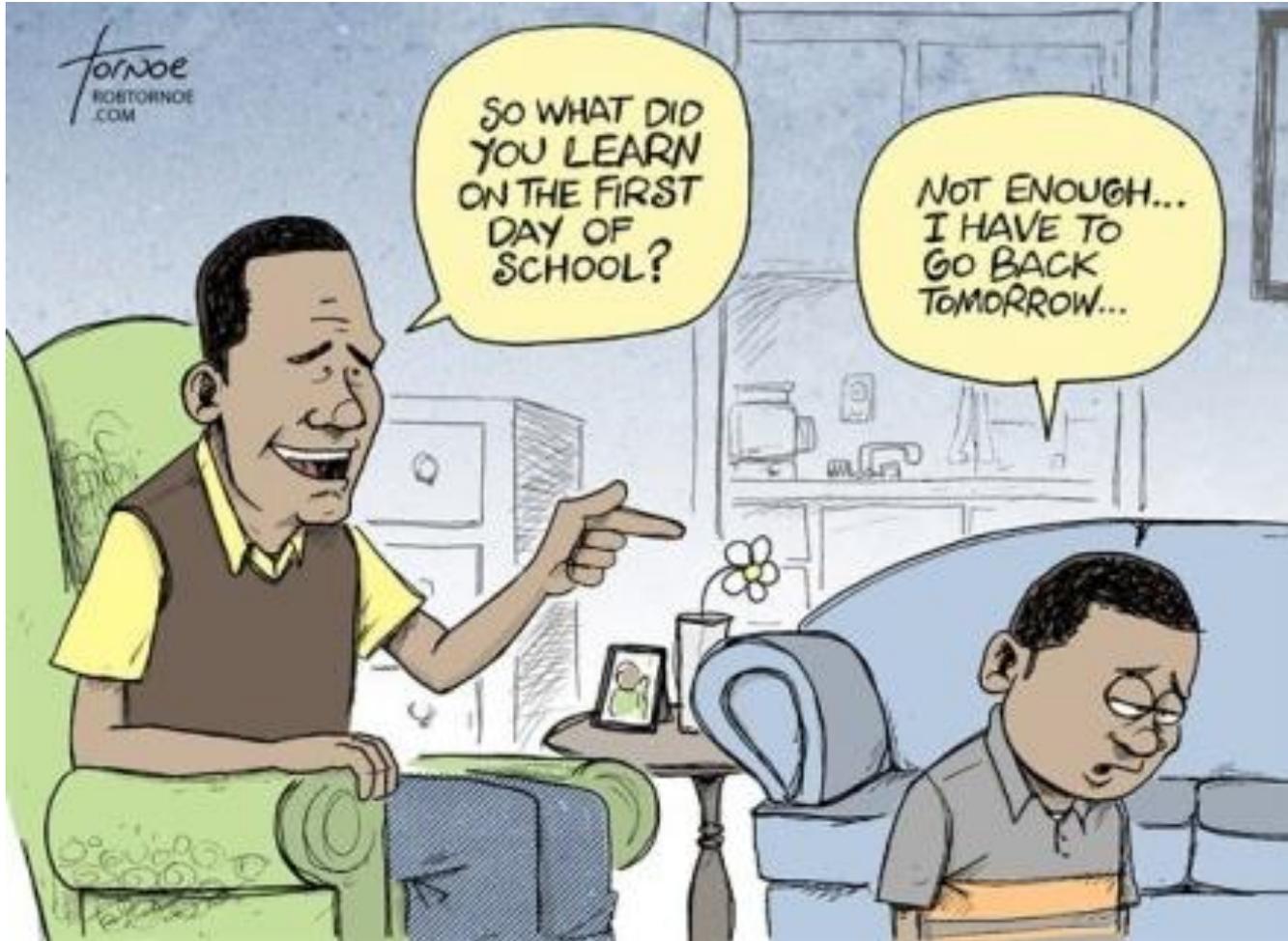
Ohio AmeriCorps

- **The 2012-2013 Ohio programs will have approximately 600 AmeriCorps State members.**
- **In total, more than 1300 AmeriCorps members will be placed in Ohio through AmeriCorps State, AmeriCorps National, and AmeriCorps VISTA programs.**
- **AmeriCorps members in Ohio and across the country are focusing their service in the areas of education, health, environment, veterans, and economic opportunity.**
- **Current program directory may be found [here.](#)**



ServeOhio Objectives

- **Administer the AmeriCorps State grant funded programs.**
- **Promote and encourage volunteer engagement through such initiatives as the National Days of Service.**
- **Recognize volunteerism through the Governor's Volunteer Awards.**
- **Convene and host the annual Ohio Conference on Volunteerism & Service.**
- **Encourage and develop strategies to engage individuals with disabilities.**
- **Develop and actively participate in partnerships that strengthen communities and expand volunteer participation.**

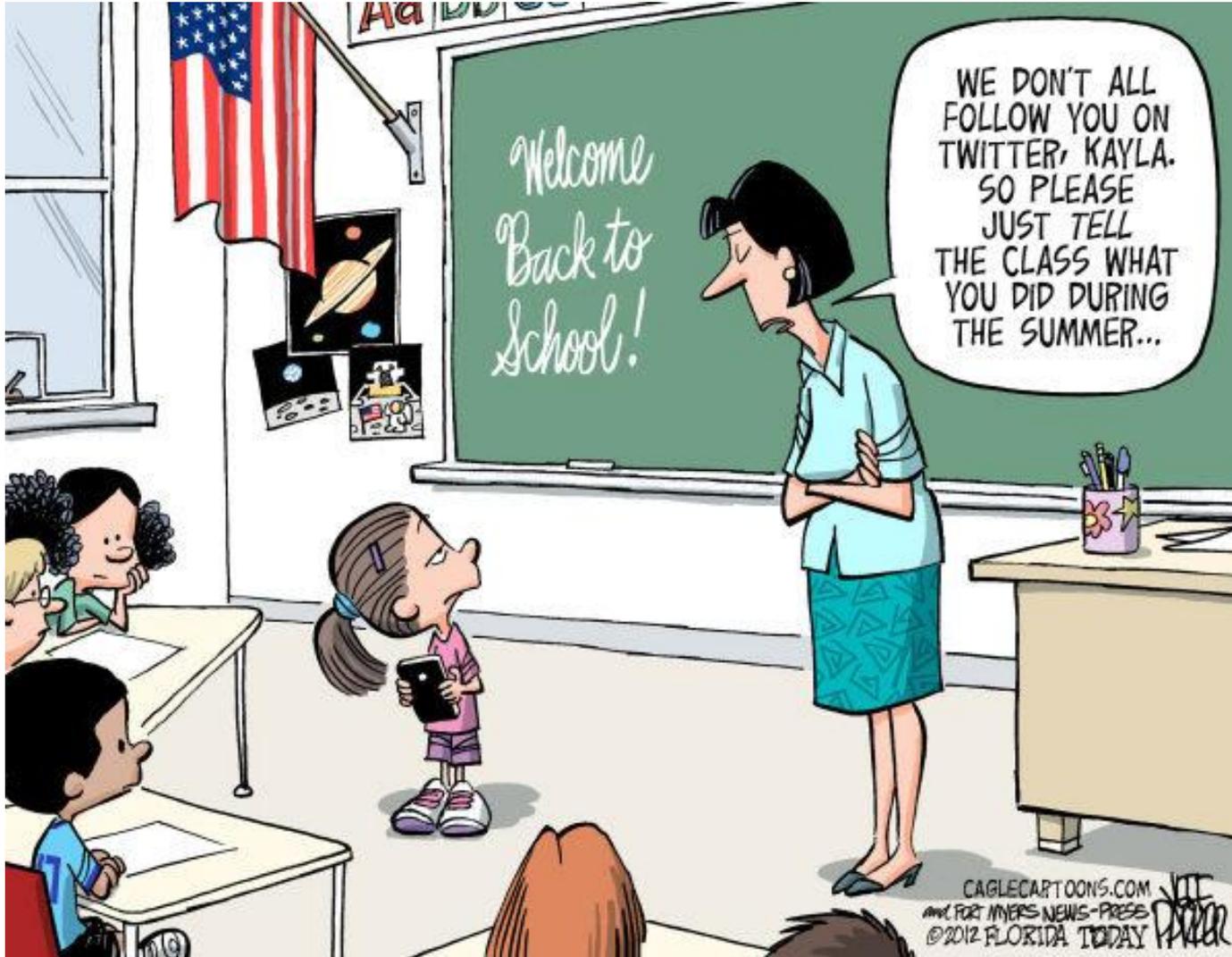


CNCS and Ohio Provisions

- Prohibitive Member Activities – IV.D.3
- Media – OSP 1.3
- Background Checks – OSP 3.1
- Member Enrollment and Refill Policy – OSP 3.3, 3.4, 3.5



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Ohio Commission on Service and Volunteerism





SERVE OHIO
Ohio Commission on Service and Volunteerism

New Program/New Staff Orientation August 22, 2012

AmeriCorps Sub-Grant Financial & Grants Management 2012-2013

10:15 AM

GOAL

**To Learn the Basic Financial and Grants
Management Responsibilities of an
AmeriCorps Sub-Grant Program**

AGENDA

- ❑ Primary Documents: Your Responsibilities
- ❑ Financial Reporting: Periodic Expense Report
- ❑ Requesting Funds: The Payment Process
- ❑ Grants Financial Management
- ❑ Wrap Up / Q & A



Primary Documents: Knowing Your Responsibilities

- Proposal (application)
- The Notice of Grant Award:
 - Grant Terms & Conditions
 - Approved Budget & Match Requirements
- Ohio Supplementary AmeriCorps Provisions
- CNCS AmeriCorps Provisions

Notice of Grant Award (page 2)

2. Term of Award

..... This Award shall commence 8/1/2012

3. Project Year

.....The Project Year **starts concurrent with the first date of service by an AmeriCorps member** under this program and **ends** the last day of the 15th calendar month following the start date, or upon completion of all member terms of service, whichever is earlier. Full-time members may be enrolled only during the first 45 days of the Project Year. Part-time members may be enrolled during the first six (6) months of the Project Year. This does not apply to Summer Only member enrollments.

4. Funding Period

....Grant funds are intended to cover Member Support costs for the entire Project Year, and **all other costs for the first 12 months of the Project Year**. Sub-grantee is responsible for all non-Member Support costs in months 13-15 of the Project Year, if applicable. Pre-Award costs are not permitted unless approved by Commission in writing....

Project Year / Funding Period

Example – September Start Program

Project Year	9/15/12 – 12/31/2013
Funding Period: Member Costs	9/15/12 – 12/31/2013 (covered by grant)
Funding Period: Other Costs (non-member costs)	9/15/2012 – 9/14/2013 (covered by grant) 9/15/2013 – 12/31/2013 (Sub-grantee pays)
Grant Reconciliation	January 2014

No-Cost Member Extension

Extend end date of grant and
continue to pay member costs **only**
beyond 12/31



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CNCS AmeriCorps Provisions

(see http://www.americorps.gov/pdf/12_0731_ameri-corps_provisions.pdf)

Ohio Supplementary Provisions

(see Ohio AmeriCorps Program Director Resources @ www.serveohio.org)



Financial Reporting Forms Basic “rules” for all forms

- Financial Reports must be submitted in OnCorps
- Must be on time – delays are recorded for consideration in renewal process
- Payment Requests must be:
 - *Submitted on RFF form provided by OCSV
(see www.serveohio.org)
 - *Typed, accurate and mathematically correct
 - *Include an original signature



OnCorps

- OCSV initiates Sub-grantee/Program Director access
- Program Director assigns access for sub-grantee staff, members, host sites, etc.
- Enter/Submit Approved eGrants Budget in OnCorps
- Enter/Submit PERs and any Budget Modification Request(s) in OnCorps

Periodic Expense Report (PER)

- Shows federal and match expenditures according to budget category, by line item
- Shows match percentage being met
- Required Quarterly (see AmeriCorps Reporting Periods & Due Dates for schedule) **and** in conjunction with a Request for Funds
- First Report due in OnCorps 10/15/2012 for the period ending 9/30/2012



Ohio Commission on Service and Volunteerism AmeriCorps Reporting Periods & due Dates Grant Year: 2012-2013

Reporting Period	Reports Due	Due Date
Grant Start – 9/30/12	PER	10/15/2012
10/1/2012 – 12/31/2012	PR PER	1/15/2013
1/1/2013 – 3/31/2013	PR PER	4/8/2013 4/15/2013
4/1/2013 – 6/30/2013	PR PER	7/15/2013
7/1/2013 – 9/30/2013	PR PER	10/8/2013 10/15/2013

Annual Grant Reconciliation due 1/31/2014

PR – Progress Report PER – Periodic Expense report

Request for Funds (RFF)

- ✓ Contains “Financial Snapshot”
- ✓ May submit monthly (every 30 days)
- ✓ May draw funds one month in advance, as allowed by OMB Circulars
- ✓ Use form on our website at serveohio.org



**AmeriCorps Sub-Grant Program
REQUEST FOR FUNDS**



Instructions: Use this form to request payment of funds from your AmeriCorps formula or competitive sub-grant. You may draw funds equal to the year-to-date federal expenditures (Total CNCS YTD) reported on your most recent monthly report in OnCorps, plus an estimate of spending for the present month. The amount shown on Line 4a below must agree with reported expenditures in OnCorps. Enter data and tab between fields; shaded fields will self-calculate.

Grant Award# Amount of This Request

Project Title

Sub-Grantee Name and Address:

Program Year: 2010-11 2011-12 2012-13

Final Request this Program Year? Yes No

Reflects OnCorps Reports as of

Date



W | RFF Print Version for slides1 - M | Table Tools | Design | Layout

File | Home | Insert | Page Layout | References | Mailings | Review | View | Developer

1 2 3 4 5 6 7

Financial Snapshot	(a)	(b)	(c)	(d)
1d. Amount of Grant				\$266,000.00
2c. Prior Requests for Funds			\$0	
3d. Grant Balance Available (1d - 2c)				\$266,000.00
4a. OnCorps Expenditures-Total CNCS YTD	\$20,000.00			
4b. Projected Outlays- Current Month		\$0		
4c. Total Outlays this Report (4a + 4b)			\$20,000.00	
5c. Projected Cash Position (2c - 4c)			\$20,000.00	
6d. Amount This Request				\$20,000.00
7d. Grant Balance Remaining (3d - 6d)				\$246,000.00

Certification: (Must be signed by an officer of the Sub-Grantee agency or its fiscal agent.)

I certify that the estimates and amounts shown above are accurate and do not exceed the grant award. All grant expenditures have been recorded and reported according to generally accepted accounting principles, OMB Circulars, and the grant provisions. I understand that federal cash requested on this form must be used only to support the AmeriCorps project, and that federal cash management rules forbid requesting cash in excess of what can be used within a reasonable period, which for this project is defined as thirty (30) days.

Signature

Date

Typed or Printed Name and Title

Phone

Council Approval

Date

Commission Use Only:

-----VOUCHER ID----- -----VENDOR#-----



Financial Snapshot	(a)	(b)	(c)	(d)
1d. Amount of Grant				\$266,000.00
2c. Prior Requests for Funds			\$20,000.00	
3d. Grant Balance Available (1d - 2c)				\$246,000.00
4a. On Corps Expenditures-Total CNCS YTD	\$25,000.00			
4b. Projected Outlays- Current Month		\$25,000.00		
4c. Total Outlays this Report (4a + 4b)			\$50,000.00	
5c. Projected Cash Position (2c - 4c)			(\$30,000.00)	
6d. Amount This Request				\$30,000.00
7d. Grant Balance Remaining (3d - 6d)				\$216,000.00

Certification: (Must be signed by an officer of the Sub-Grantee agency or its fiscal agent.)

I certify that the estimates and amounts shown above are accurate and do not exceed the grant award. All grant expenditures have been recorded and reported according to generally accepted accounting principles, OMB Circulars, and the grant provisions. I understand that federal cash requested on this form must be used only to support the AmeriCorps project, and that federal cash management rules forbid requesting cash in excess of what can be used within a reasonable period, which for this project is defined as thirty (30) days.

Signature

Date

Typed or Printed Name and Title

Phone

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VENDOR#



***OCSV Sub-Grantee Payment Process**

**Sub-grantee: Submits Request for Funds (RFF) to OCSV
(and PER in OnCorps)**

**AmeriCorps Grants Officer: Reviews PER and Request, Approves
payment, Updates internal spreadsheet, Enters request (creates voucher)
in state accounting system**

**Director, Finance & Internal Operations: Reviews voucher, Verifies
encumbered funds for grants, Authorizes payment
Requests money from CNCS through electronic draw down**

**State Budget/Management Office: Processes payment, EFT direct
deposited to appropriate bank account, Deposit verification mailed to
Sub-grantee**

***The entire process, from receipt of sub-grantee request to issuance of EFT generally takes four weeks or less.**

Grants Financial Management Where To Get More Information

OMB Circulars — www.whitehouse.gov/omb

Federal standards to ensure grants are managed properly and funds spent in accordance with applicable laws and regulations.

	State & Local Governments	Educational Institutions	Nonprofit Organizations
Cost Principles	A-87	A021	A-122
Administrative Requirements	A-102	A-110	A-110
Audit Principles	A-133	A-133	A-133

Grants Financial Management Where To Get More Information

- ❑ Application Guidelines – www.americorps.gov**

- ❑ Corporation for National and Community
Service Regulations – www.nationalservice.org**

- ❑ National and Community Service Act of 1990 –
<http://www.csc.ca.gov/aboutus/files/nrsa1990.pdf>**



Grants Financial Management Where To Get More Information

- ❑ **Building a High Quality AmeriCorps Program**
<http://www.nationalservicerresources.org/ac-startup>

- ❑ **Learning Pathways for Program Start-Up**
http://s3.amazonaws.com/resource_center_video/taag/program-start-up/index.html

- ❑ **Ohio Commission on Service and Volunteerism, AmeriCorps Fiscal Manual** www.serveohio.org

- ❑ **Future Trainings**

- ❑ **OCSV AmeriCorps Grants Officer – Lisa Tope**
lisa.tope@ocsv.state.oh.us 614.728.2920

QUESTIONS



Finance & Grants Management

GOAL

To identify the strengths and any areas of improvement needed to comply with the financial requirements of operating an effective AmeriCorps program.

- See Building a High Quality AmeriCorps Program at:
<http://www.nationalserviceresources.org/ac-startup> (The following references are from this document, unless otherwise noted.)
- Also see: Learning Pathways for Program Start-Up at:
http://s3.amazonaws.com/resource_center_video/taag/program-start-up/index.html

Policy, Procedure and Regulation Compliance (p. 57)

- Your organization must abide by a set of requirements and policies once you accept federal money (see Required Documents, page 12).
- Also see: OCSV Notice of Grant Award Terms of Acceptance
- Ohio AmeriCorps Supplementary Provisions

Compliance is not optional!

Policy, Procedure and Regulation Compliance

- Consequences for non-compliance vary depending on the nature and severity of the non-compliance. For example, late reporting may result in a loss of funding or failure to document costs may result in having to repay funds.

Solid Financial Management (p. 115)

- All required financial systems, policies, procedures, and separation of duties are in place and followed.
- Consistent checks and balances are established and followed.

The organization's accounting system must:

- Be able to document and verify all costs – grant and match, cash and in-kind.
- Record financial transactions by budget line item and program year.
- Distinguish between federal and non-federal funds.
- Distinguish between match and grant funds – establish appropriate account numbers so both AmeriCorps federal funds and matching funds are reported separately in the accounting system.



The organization must:

- Regularly reconcile budget to actual expenditures, as required by OMB A-110 Circulars.
- Keep a clear audit trail that properly documents and records expenses.
- Retain thorough/complete documentation that supports all expenditures and in-kind matching funds.
- Retain time and activity reports that support staff time spent on the grant (and other activities if less than 100% AmeriCorps).
- Segregate financial responsibilities (proper internal controls).
- Maintain written policies and procedures.

Financial System Necessities (page 134)

- ***Chart of Accounts***
- ***Internal Controls***
- ***Written Policies & Procedures***
- ***Contractual Agreement***
- ***Activity Reporting Requirements***



Financial System Necessities (page 134)

Chart of Accounts (COA)

Must have the ability to distinguish federal funds from all other organizational funding and must include matching funds. The COA should be representative of the general ledger.

Internal Controls

- An integral part of a sound financial management System (see pages 130-133 for Internal Controls Checklist).
- Include various methods to safeguard assets, ensure reliability of accounting data, ensure efficiency and confirm compliance with management policies and grant regulations.
- Are a set of procedures and cross checks that minimize misappropriation or misstatement of assets.
- Properly established internal controls leads to reliable financial reporting and compliance with laws and regulations.



Examples of good internal controls include:

- *Documented policies and procedures*
- *Adequate review process for financial reports and budgets*
- *Adequate cash management procedures*
- *Monthly bank reconciliations*
- *An established financial system to track members' and employees' time and activities*
- *A system to follow-upon problems identified to ensure resolution*
- *Segregation of duties- the same employee should not authorize a purchase, sign the check and record the purchase in the accounting system; the same employee should not receive money, deposit the money and record the receipt in the accounting system.*



Written Policies and Procedures Required by OMB A-110

An established and comprehensive set of ***written policies and procedures*** should be:

- ❖ reviewed annually to ensure they are up-to-date
- ❖ detail appropriate segregation of duties to ensure no one individual is responsible for the entire financial management and accounting system
- ❖ include detailed information on all financial management and accounting practices



Contractual Agreement Procedures

- Written ***contractual agreement procedures*** should be established to assist the organization when it enters into agreements with outside entities.
- Information relating to an award should be collected and summarized to ensure reporting requirements, grant compliance, and deliverables are clearly understood.
- The budget for the program should be entered into a tracking system and a review of the chart of accounts should be done to ensure all necessary accounts are in place.
- This procedure must be written and reviewed annually.



Activity Reporting Requirements

See OMB Circulars for your type of organization

Documentation of Staff Time

(see www.serveohio.org AmeriCorps Program Directors Resources Time and Attendance Report Sample)

- Signed time and attendance records must support salaries and wages charged to the grant or to matching funds for all employees regardless of position and by documented payrolls.
- Salaries and wages chargeable between this grant and other programs or functions must be supported by signed time and attendance records appropriately distributing the individual's time to the different programs or functions.



Staff Time and Attendance Records must:

- Show total hours worked each day. The report must account for the total activity of each employee and cannot account for time spent on AmeriCorps only, if less than 100%.
- Be signed by the employee and the employee's supervisor and kept on file.
- Be completed after the fact.
- Be **based on actual, not budgeted** time. Organizations must show they are charging appropriate grants based on time and activity data, as opposed to charging grants based on budgeted time.
- Be prepared at least monthly, and coincide with one or more pay periods.



Documentation/Distribution of Member Time

- Sub-grantee must keep time and attendance records on all AmeriCorps members in order to document their eligibility for in-service and post-service benefits
- A living allowance is not a wage
- Not paid on an hourly basis
- Paid in regular increments, such as weekly, bi-weekly, monthly
- Payments should not fluctuate based on number of hours served in a particular time period
- **Payments can only be held if member is suspended**
- *Payments must cease when a member concludes a term of service.*

2012-2013 AmeriCorps Provisions

IV.G.1. Living Allowance Distribution

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.



Member Living Allowance Distribution OCSV Guidance

- Set up Stipend Distribution Increments

2012-13 Member Living Allowance (FT)
Example:

1 member x 12 months @ \$1,008.33/month
for a total **up to** \$12,100



Member Living Allowance Distribution OCSV Guidance

- If not written, write a policy, outlining your practice of distributing the living allowance for FT and less than FT members, including HT members serving in a FT capacity



Member Living Allowance Distribution OCSV Guidance

- Establish a policy for members who come on late or exit early. You should establish a written policy that is reasonable. For example, if a member comes on board within the first two weeks of the month, you might set policy that gives them the entire living allowance. If they start service later than that, you could prorate the amount based on the number of days (not hours) in the month they will serve. The same would hold true for the end of service. If they leave within the first two weeks of the month, their living allowance is based on the number of days in the month they served. If they serve over the 2-week cut-off, they would get the full living allowance. You can establish different cut-off points as long as they are reasonable, documented in policy, and followed consistently.

In-kind Contributions

(see www.serveohio.org AmeriCorps Program Directors Resources In-Kind)

- Have the same documentation requirements as other expenditures.
- Documentation must be kept to support the value placed on the contribution.
- Documentation for staff hours must be clearly identified – a timesheet must be maintained that differentiates between AmeriCorps and non-AmeriCorps time, and tracks actual hours.

Sub-grants/sub-grantees

If your partners (sub-grantees) are distributing grant funds (sub-grants), e.g., the member living allowance, or contributing in-kind towards your match, e.g., office space, staff or site supervisory time, in addition to retaining appropriate documentation for the distribution of funds, you must also document how you are monitoring them to ensure they are in compliance with federal guidelines.



Potential Problems to Avoid (page 129)

- Timesheets
- Lack of Written Policies and Procedures
- Lack of Appropriate Documentation
 - Expenditures
 - Match
 - In-kind
 - Accounting Records
 - Sub-grants
 - Sub-grantees
- Financial Reporting



Key Corporation AmeriCorps Provisions for Financial Compliance (2012-13) (Monitoring)

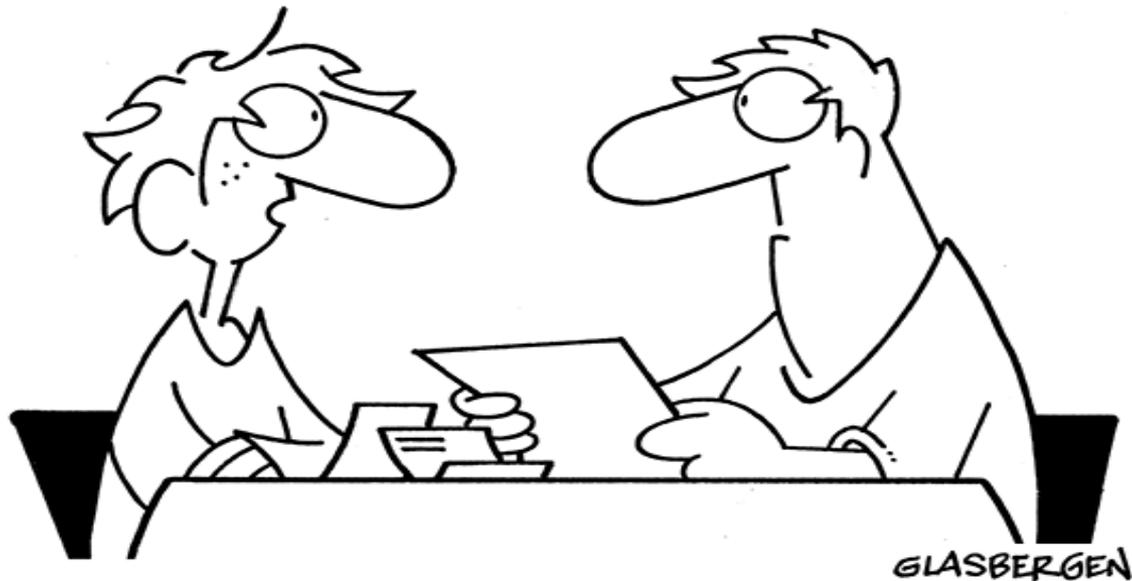
- Provision #IV.G – Living Allowances, Other In-Service Benefits and Taxes
- Provision #IV.I – Budget and Programmatic Changes
- Provision #IV.J – Reporting Requirements
- Provision #V.B – Financial Management Standards



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LUNCH 11:30

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**“It will cost \$100,000 to send me to college,
but I’ll stay home for \$50,000!”**



Monitoring

An Overview for Ohio AmeriCorps Programs

12:30 PM

Purpose

ServeOhio conducts monitoring and review activities to ensure compliance with all grant provisions as well as to provide technical assistance to program development, implementation, and evaluation.

Types of Monitoring

- **Documentation Review**
- **Site Visits**
- **Monitoring Visits**



Risk Based Monitoring

- **New operational and new planning are automatically assigned a level of high risk and monitored according to guidelines set forth.**
- **Program Self Assessment & Financial Management Survey are required.**
- **New programs may have limited information to provide on the Program Self Assessment Survey.**

Documentation Review

- **OnCorps-Monthly**
- **eGrants-Monthly**



On-Site Monitoring Programmatic

- **At least 15% of the AmeriCorps member service files are reviewed.**
- **Reporting and tracking systems are reviewed.**
- **Sampling of required documents for programs are reviewed.**
- **Discussion with members.**
- **Discussion with board members or partners.**
- **On-site visit exit discussion.**

On-Site Monitoring Financial

- **Financial systems**
- **Grant expenditures**
- **Matching contributions**
- **Financial reports**
- **Accounting policies and management procedures**
- **Internal controls**
- **Equipment inventory**
- **Exit discussion**



Monitoring Follow-Up

- **Sub-grantee provided a checklist which highlights the programmatic and financial results of the review.**
- **5-30 days for correction, if there are findings.**
- **Feedback report will highlight the visit and provide any additional steps needed.**
- **Non-compliance status if not all requirements met**



Desk Review

- **A Desk Review may be conducted as a follow-up to an On-site Monitoring Review the previous year in which there were findings, as a result of scoring in the 'medium' risk category, or if periodic documentation reviews indicate some administrative issues.**
- **A Desk Review involves the same documentation review as an On-site Monitoring Review-15% of member file documentation, sampling of required documents, and review of reporting and tracking systems.**
- **Monitoring Follow-up of a Desk Review will follow the same steps as an On-site Monitoring Review-**
- **Sub-grantee will be provided a checklist that highlights the results of the review.**
- **5-30 days for correction, if there are findings.**
- **Non-compliance status if not all requirements met.**



Site Visit

- **Any program that is not receiving a monitoring visit may have a site visit.**
- **Purpose is to provide technical assistance and strengthen relationships and ensure progress towards goals.**
- **Meeting with program director/coordinator, visit to host site, interaction with AmeriCorps member(s) and/or service recipients.**

Site Visit

- **Follow-up letter will be provided within 30 days and include the following:**
 - Program successes
 - Program challenges
 - Reflection on member direct service activities
 - Non-compliance issues



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Member Experience and Management

New Program Director and Staff
Training

August 22, 2012

1:15 PM



Esprit de Corps:

- A common spirit of comradeship, enthusiasm, and devotion to the program among the members.
- The spirit of AmeriCorps emphasizes a commitment to operation as a team.
- Cooperation, mutual support; open and direct communication, a positive attitude, good humor, accountability, and compassion for the children and youth.

Esprit de Corps:

- Members should be enthusiastic about the AmeriCorps ideals as well as being committed to making a contribution to the community through service.

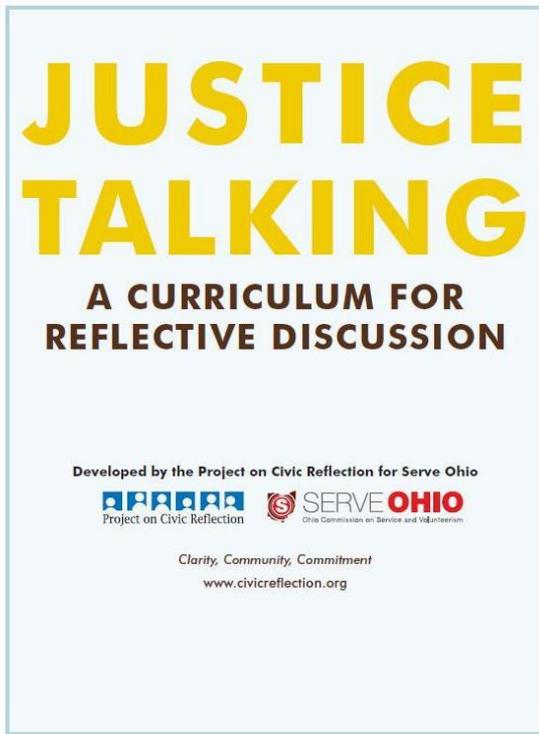
Esprit de Corps Best Practices

- Ask members regularly if they have needs, fresh ideas, problems, or concerns.
- Tie community action, projects, media events and publications with member recognition.
- Justice Talking

Justice Talking

- Reading and discussion program for members featuring discussions that use short philosophical and literary texts, images, videos and news articles on the nature of justice, service, and related themes.
- Partnership with: Ohio Humanities Council, the Illinois Humanities Council, and the Project on Civic Reflection

Justice Talking: Ohio Curriculum



1. LEADERSHIP AND RESPONSIBILITY
2. SERVING
3. POVERTY AND NEED
4. DIVERSITY AND DIFFERENCE
5. JUSTICE AND EQUALITY
6. IDENTITY AND COMMUNITY
7. MOTIVES AND VALUES
8. CHANGE



Justice Talking

- October 29, 2012, Columbus, Ohio
- Train-the-Trainer: Member Profile
 - First-Year, if possible
 - Good Listener
 - Articulate
 - Willingness to devote extra time
 - Strong facilitator to avoid dissention
- Monthly meetings

Justice Talking: Positive Results

- “Recharged leadership”
- “Builds relationships among members”
- “Improved member development!”
- “Retention”
- “Improved and innovative curriculum.”

Justice Talking: Ways to Improve

- Conference calls do not have the same effect and prevent member cohesiveness
- Do not schedule on Sunday evenings!
- Scheduling is difficult
- Offer relief to the trained member

Service Inclusion

- The active engagement of people with disabilities as members and volunteers in all levels of National and Community Service.
- Partners: AmeriCorps programs across Ohio and ServeOhio, The Ohio State University Nisonger Center and other disability organizations in Ohio.

Disability

- **Disability – As defined by the Americans with Disabilities Act 1990:** (a) a physical or mental impairment that substantially limits one or more of the major life activities of an individual, (b) a record of such impairment, (c) or being regarded as having such impairment
- Most disabilities are not apparent. Examples of “hidden disabilities” include mental health disorders, epilepsy, asthma, and learning disabilities.

Accommodations

- Effective accommodations remove a workplace barrier and provide equal opportunity to:
 - apply for a position
 - perform the essential functions of a position
 - to gain equal access to a benefit or privilege of employment



Accommodation Process

- Accommodations can include:
 - Modifying work schedules
 - Reassigning marginal job duties
 - Linking members/volunteers with disabilities with “natural supports”
 - Software programs such as screen readers
 - Making existing facilities accessible to persons with disabilities

Accommodations

- Accommodations are made to level the field, not to give special treatment;
- Members and volunteers with disabilities are held to the same performance and conduct standards as all members and volunteers;
- The accommodation process usually only requires open dialogue, flexibility, and creativity from all parties involved.

Accommodations

- You are required to provide reasonable, not *unreasonable*, accommodations
- More than half of reasonable accommodations cost nothing at all

Disclosure of Disability

- A member or volunteer may disclose a disability
 - To request an accommodation
- A specific diagnosis is *not* required, although supervisors may request documentation from a physician indicating the need for an accommodation
 - To alert supervisors to a potential/future need for accommodation
 - To demonstrate personal abilities and adaptability

When Should a Member Disclose?

- Early disclosure is recommended in order to give members/volunteers and their supervisors ample time to identify any accommodations that may make the service experience more successful
- A member or volunteer may disclose at any time; however disclosing a disability during a disciplinary meeting does not exempt the member from any disciplinary action that was to be taken
- No one is required to disclose a disability

Encourage Disclosure

- Create a welcoming environment from the start
- Express acceptance of *and* enthusiasm for differences
 - Participate in awareness training and education
 - Use “Inclusion Statements” on all program materials
- Sample: *“Program ABC is committed to the inclusion of members and volunteers with all levels of ability. Anyone who may need an accommodation based on the impact of a disability should contact Mr. Accommodation at [phone/TTY, email address] privately to discuss your specific needs.”*

Funding Relationship



Why Public Relations?

Public Relations *noun*: The professional maintenance of a favorable public image by an organization.

- Raise Visibility
- Build Credibility
- Attract and Retain Resources
 - Keep service local!
- Engage Important Constituents
- Change Communities!

Why Is This Important?

Public Relations
Legislative Support
+Community Support

Keeping Service Local!

Telling Your Story – Elevator Speech

- Who You Are
- What You Do
- Why It Matters

Media Outlets

- Newspapers
- Television
- Radio
- Social Media
- Newsletters and Publications
- Internet/Websites

Logos

- ServeOhio
- AmeriCorps
- Guidelines

Non-AmeriCorps staff should always ask ServeOhio permission to use ServeOhio logos.





Acknowledging Stakeholders and Sponsors in News Releases and Publications

- ✓ AmeriCorps
- ✓ “ServeOhio, Ohio’s commission on service and volunteerism...”
 - ✓ All following mentions: “ServeOhio.”
- ✓ Local Supporters as Recognized by the Host Sites

Key Stakeholders to Invite to Events

✓ **Local**

- ✓ School principals, teachers and PTO members
- ✓ City Council
- ✓ Institutions of Higher Learning
- ✓ Elected Officials
- ✓ Business partners and supporters

✓ **County**

- ✓ Board of Education
- ✓ County Commissioners

✓ **State**

- ✓ Legislators
- ✓ ServeOhio
- ✓ ServeOhio Commissioners
- ✓ Governor Kasich and First Lady Karen

Host Site Contact with Media

- Share all PR efforts with your Host Site Supervisor
 - Host site trainings
 - Get a list of local supporters
 - Allow site supervisors to have input
 - Provide copies of PR materials to your site

At the Site

- AmeriCorps Logos, Signage and Clothing * *(required)*
- Introduction of Stakeholders
- Testimonials
- Presentation
- Information Packet with Statistics *(Elected official-specific, where possible)*
- Photo Opportunities
- Action and Visuals
- “AmeriCorps Member for a Day”
- Sponsor Logos on Printed Materials



Your PR Checklist

- ✓ Acquire Resources and Logos
- ✓ Compile Contact Lists
 - ✓ ServeOhio Commissioners and Staff
 - ✓ County Contacts
 - ✓ Business Contacts
 - ✓ Legislators
 - ✓ Board of Education
 - ✓ Local Media
- ✓ Compile Information Packets
- ✓ Spokespeople – 1 or 2 spokespeople to communicate message

National Days of Service

- National Days of Service celebrate service milestones throughout the year.

Questions?

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“I’m afraid I have to let you go. You tested positive for decaf.”

Performance Measurements: Tracking and Reporting Progress

2:15 PM

What's Required?

- OnCorps www.americorpsoh.org
 - Member time keeping and reports
 - Host Site information
 - Quarterly Progress Reports, including Performance Measures:
 - Needs and Services
 - Volunteer Engagement
 - Member Development

Instructions

- *Ohio AmeriCorps OnCorps Reporting Requirements 2012-2013*
 - Instructions for programmatic, member and host site reporting
- *Performance Measures: OnCorps Reporting Guidelines 2012-2013*
 - Instructions for entering and reporting on performance measures



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*"I figured if I have to be here every day,
I'd might as well make a little money."*



Best Practices for Managing Programs

- There are a number of resources available to you to manage your AmeriCorps program.
- [OnCorps](#)
- [MyAmeriCorps](#)
- [EnCorps](#) – member development and training
- [Resource Center](#) – Program administration
- [ServeOhio](#)



MyAmeriCorps

- **Important tool to use for program management.**
- **Program Directors, Coordinators, and AmeriCorps members should become familiar with the tool.**
- **To view a demonstration, [click here.](#)**



- **Corporation for National & Community Service:**
<http://www.nationalservice.gov/>
- **History of National Service:**
http://www.nationalservice.gov/about/role_impact/history_timeline.asp
- **National Service in Ohio (descriptions of streams of service):**
<http://www.nationalservice.gov/about/programs/index.asp>
- **Edward M. Kennedy Serve America Act**
<http://www.nationalservice.gov/about/serveamerica/index.asp>
- **Ohio Commission on Service and Volunteerism (ServeOhio)**
www.serveohio.org
- **Resource Center**
<http://www.nationalserviceresources.org/>
- **MyAmeriCorps Tutorial**
<http://www.nationalserviceresources.org/my-ameri-corps-overview-tutorial>
- **Segal Education Award**
http://encorps.nationalserviceresources.org/laa_award.php

Additional Resources

- ServeOhio-staff, Commissioners and website
- AC List Serve
- Other Ohio AmeriCorps Programs



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Final Thoughts; Questions

We look forward to a great year!

3:45 PM



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"You said we learn from our mistakes, so I must be learning a lot."