



AmeriCorps Program Director Spring Meeting

February 26-27, 2015

Vern Riffe Center for Government & the Arts
31st Floor, Room South B & C



Welcome/Introductions

Please introduce yourself:

- Name
- Program
- What are you most looking forward to this spring?



The Knowledge Network

www.nationalservice.gov/resources

Great source of online trainings and resources

- Document with quick links in your packet

Allowable vs. Unallowable Member Activities

[Online Course](#)



Position Descriptions: Components

- AmeriCorps Member Name
- AmeriCorps Position Title
- Program
- Site Location
- Purpose
- Description of Duties
- Qualifications
- Term of Service
- Time Requirements
- Orientation and Training
- Benefits
- Evaluation and Reporting
- Supervisor



Position Descriptions: Recommendations for Success

Process:

- Complete prior to start of member service
- Incorporate multiple opportunities for review and input
- Distribute and reference widely



Content:

- Provide specific details
- Use concise language for a wide and diverse audience
- Include all elements of the member's service and program design

Style:

- Use correct AmeriCorps terminology (e.g., AmeriCorps member, term of service, service location)
- Use current AmeriCorps logo

Position Descriptions: Example

Component	Description
AmeriCorps Member Name	Jeff A. Member
AmeriCorps Position Title	Member
Program	State Conservation Corps, 222 Leafy Drive, Waverly, PA 45678
Site Location	Based at Waverly Valley State Park, 333 Valley Lane, Waverly, PA 45678; members also travel to multiple projects around the state during the term of service
Purpose	Protect and preserve the state's natural resources
Duties	Clear debris from trails; plant trees; test water quality on public lands; teach environmental stewardship to children and adults
Qualifications	Pass criminal history checks; dedication to the environment, experience working in harsh conditions
Term of Service	October 1 – July 31
Time Requirements	Minimum 40 hours/week; 1,700 hours required by the end of the term of service; exact service hours will depend on the service location and assigned projects
Orientation and Training	80 hours pre-service; 160 hours in-service; training covers AmeriCorps policies and procedures, working with chainsaws, and completing timesheets
Benefits	Living allowance, post-service education award, health care; subsidized housing and transportation; great team work and AmeriCorps colleagues (state-wide and national)
Evaluation and Reporting	Mid and final performance reviews; weekly reports to supervisor; weekly timesheets; quarterly interviews with program staff to assess progress
Supervisor	Jane S. Super, Manager, State Conservation Corps



Member Scenarios

- Divide into groups of 4 or 5 and discuss the Member scenarios provided.
- Make sure to assign someone to report out to the larger group.

Scenario 1

A member calls and excitedly tells you about a “once in a lifetime opportunity” to go on a mission trip to Africa where she will help build a school for impoverished youth. The mission trip is scheduled for a month from today and it will require her to take 3 weeks off from her AmeriCorps service. She promises to “bulk up on her hours” to make sure that she doesn’t get behind.

- a) Do you allow the member to take the trip?
- b) If so, how will you instruct the member to make up missed hours?



Scenario 2

David is one of your most outstanding members. He is dedicated to service, cares deeply about the cause, and is very dependable. He is widely regarded as a leader amongst the corps.

Two months into the program year, David exhibits a change in his behavior. He has taken 6 sick days in the past 3 weeks, and when he is serving, he seems preoccupied, distant, and unengaged. When you talk with David about missing days and his change in attitude, he says that he is just getting over a stomach bug and that he will try to have a more positive attitude moving forward. Another week goes by and he is still unengaged in his service.

a) What do you do?



Scenario 3

A member has an unexpected fall in his home and injures his back. He needs to have surgery, and the recovery time will require him to take 1 month off from his service.

You explain to him that you can suspend his service to allow him to recover without getting behind on his hours. He refuses this option because he cannot afford to live without his stipend for a month. Additionally, he is afraid that he will lose his health insurance if he is suspended and will be financially responsible for all medical expenses associated with the surgery.

a) What do you do?



Scenario 4

Your program starts in two weeks and you are struggling with recruitment. You still have five positions to fill, and a limited number of candidates. You interview a potential member for your community-based tutoring program. She is a former middle school english teacher, and spent several years in her early career as an after school program coordinator at a local community organization. She is specifically looking for an AmeriCorps position because she is passionate about service and giving back to her community. She is a great fit for your program, so you offer her a position.

When you receive the results of her criminal background check, you find out that 5 years ago she was convicted of passing bad checks. She had not previously disclosed this information. When you discuss the conviction with her, she tells you that the crime was “just a big misunderstanding.”

- a) Do you allow her to serve as an AmeriCorps member with your program?



Scenario 5

Organization ABC utilizes AmeriCorps members to provide financial literacy education to local residents in community settings and to youth in schools. The AmeriCorps program is a statewide, intermediary model; the program is headquartered in Columbus, but members are placed at local community development organizations throughout the state.

Jack is an AmeriCorps member at one of the local organizations and is highly committed to his service. You notice, via Jack's timesheets and great stories, that he is spending the majority of his time recruiting and managing volunteers who serve as financial mentors to local residents rather than providing training as indicated in his member position description. Volunteer management is the service that the local organization wants/needs Jack to complete and has specifically requested him to perform such duties while other staff members provide training.

Jack is happy with his service and feels that he is making a valuable contribution. The service he is providing is not contradictory to the mission of your statewide organization.

Scenario 5 Continued

How would you proceed considering the following elements?

- a) Jack's service does not align with his service position description; the agreement between your organization and the host site; or the performance measures outlined in your AmeriCorps grant. How do you handle each of these issues?
- b) The local host organization did not consult with you prior to reassigning Jack to other duties. You work with this organization on other projects and need the match they supply to meet the requirements of your AmeriCorps grant. Leadership within your organization has told you not to "rock the boat" and disrupt this relationship. How do you proceed?
- c) Jack is happy with his service and the host organization is happy with Jack. You are concerned if you take corrective action, you will lose the member, the host site, or both. Your program retention has already taken a hit with the early departure of three other members this year. You know that ServeOhio is watching your program closely as your organization is recompeting for funding in the next competition. How do you resolve these seemingly conflicting issues?



Scenario 6

Your online/conference call Justice Talking session on income inequality took a turn for the worse; it ended with hurt feelings and awkward silence. During the discussion, two members made inflammatory comments about the views of other members; another member made gross generalizations regarding the population that your program serves.

To make matters more complicated, your program is statewide with members serving in isolation of one another. Your next face-to-face member meeting is more than two months away.

Scenario 6 Continued

- a) What actions do you take with the members who may have made inappropriate comments? What if they believe that their comments were honest and made in the spirit of the Justice Talking dialogue of exchanging ideas?
- b) The member who facilitated the dialogue was in tears by the end of the call. How do you discuss the issue with this member?
- c) Your next Justice Talking discussion is scheduled for next month – do you cancel? Do you let that same member facilitate the call? What message would any change in action send?



Lunch!

Please report back to this room by
2:00 PM



Mapping Ohio's Compassion

Kimberly Hettel

*Director, Governor's Office on Faith-Based and
Community Initiatives*



Service Year Exchange (SYx)

www.youserve.org

- Currently in development, the Service Year exchange will be a dynamic online marketplace, helping to make a year of service a common expectation and opportunity for all young Americans.
- It will bring together young people seeking service positions; organizations seeking corps members; and funders who want to support these efforts.
- This will be a space where people and programs – both new and existing (such as AmeriCorps and AmeriCorps VISTA) – can search, interact, communicate, and partner.

“Where did you do your service year?”



Service Year Exchange (SYx)

- The Service Year exchange will bring up-to-date technology tools to organizations.
- It will connect service year programs, regardless of their funding source, and make it easier for this broader community to be mobilized.
- It will help organizations search for corps members and for prospective corps members to find positions, and provide the opportunity for organizations to conduct crowdfunding campaigns to help meet their AmeriCorps matching requirements or support new positions.
- All corps members who complete their term of service will receive a certificate of completion and eventually, a transcript.



Becoming a Pilot Partner

- SYx to officially launch this Fall
- Looking for 3 States to assist with tests of the SYx from May 2015-July/August 2015
 - These tests will provide select states with an opportunity for early access to the Service Year exchange and the opportunity to influence its development.
 - Free membership for 3 years



What Does Participation in the Pilot Involve?

For Host Organizations:

- Register with Service Year
- Add programs and positions to Service Year for Certification review
- Tailor position postings to best meet organization's recruitment needs
- Enroll selected 2015-16 corps members in SYx
- Provide feedback to the Service Year program staff throughout the process (e.g. were any instructions unclear, did you have any trouble navigating the site, did anything not work as anticipated, suggestions for improvements, etc.)

For Corps Members:

- Register with Service Year
- Create a profile, including outlining service preferences and identifying privacy settings
- Provide feedback on their experience using the site



Effective Member Recruitment

- Continue to hone training/orientation to be as clear as possible about expectations for their time & performance
- Information sessions
- Establish clear expectations before members start
- Emphasize completion of term throughout all phases of recruitment especially during the interview process
- Thoroughly discuss during the interview the living stipend, ask candidates to share how they've considered the impact of the stipend and how they'll live on it
- Positive PR on the program
- Recruit people that are committed to service
- As potential members for a statement on their commitment to a year of service before they are selected



Effective Member Recruitment

- Year round recruitment cycle with quarterly goals for confirmed members, monthly information sessions/open houses to ensure members understand expectations & service
- Start recruitment in February for August start, phone interview, in person interview, potential service site interview, and try to recruit members from non-AmeriCorps volunteers
- During the interview ask the potential member if there are any reasons they can't commit to a year
- Be very clear in the member service agreement how long the commitment is
- Be very specific with position descriptions and service requirements
- Create a common presentation for information sessions to ensure consistency & important information, that host sites can also utilize
- Be upfront about challenges & opportunities
- Ask the potential member to share the meaning of service vs. job



Recruitment: Panel of Peers

Rod Swain, *City Year*

Sandra Bucker, *NEO Skill Corps*

Lauren Borovicka, *COMCorps*



Have a Great Evening!

See you tomorrow morning at
9:00AM in this room.



Effective Member Coaching

Liz Adamshick

Adamshick Consulting

Formula Timeline

- [Intent to Apply](#) required from ALL applications but only Section I and is due April 15, 2015
- Planning grants expected to attend TA session on April 23 from 1-4PM at State Library in Columbus; Recompeting applicants welcome to attend
- Programs with approved Performance Measure CAP – include changes within the Continuation request.
- Applications due in eGrants no later than May 13, 2015 by 5:00 pm. EST
- Clarification June 1 through June 8
- Notifications by June 15
- READ the instructions and NOFO. Sent an email about changes to NPM, Logic Model and other items.



Federal Funding Updates

CNCS FY 2016 Budget Summary (dollars in thousands)

Budget Account	FY14 Enacted Level	FY15 Enacted Level	FY16 President's Budget	Difference (FY15 vs. FY16)	% Difference (FY15 vs. FY16)
Operating Expenses	\$756,849	\$758,349	\$855,208	\$96,859	13%
AmeriCorps					
AmeriCorps State and National	\$335,430	\$335,430	\$425,105	\$89,675	27%
AmeriCorps VISTA	\$92,364	\$92,364	\$96,885	\$4,521	5%
AmeriCorps NCCC	\$30,000	\$30,000	\$30,500	\$500	2%
State Service Commission Support	\$15,038	\$16,038	\$17,000	\$962	6%
Senior Corps	\$202,117	\$202,117	\$202,117	-	-
Social Innovation Fund	\$70,000	\$70,000	\$70,000	-	-
Volunteer Generation Fund	\$3,800	\$3,800	\$5,000	\$1,200	32%
Innovation, Demonstration and Other	\$3,100	\$3,600	\$3,601	\$1	.03%
Evaluation	\$5,000	\$5,000	\$5,000	-	-
Subtitle J, Training and Technical Assistance	-	-	-	-	-
Disability Inclusion Grants	-	-	-	-	-
National Service Trust	\$207,368	\$209,618	\$237,077	\$27,459	13%
Salaries and Expenses	\$80,737	\$81,737	\$86,176	\$4,439	5%
Office of the Inspector General	\$5,000	\$5,250	\$6,000	\$750	14%
Totals	\$1,049,954	\$1,054,954	\$1,184,461	\$129,507	12%



Other Funding/Compliance Updates

- New uniform guidance for CNCS Grants
- Member healthcare- ACA compliance
- Reasonable Accommodation Reimbursement Grants

Reasonable Accommodation Reimbursement Grants

- Reasonable accommodation reimbursement grants available to support members with disabilities
- These *reimbursement* grants make it easier for members with disabilities to fully participate in all aspects of national service:
 - Accommodations for American Sign Language interpreting for members who are deaf to attend orientation, training and conduct meetings.
 - Cost of products such as modified office equipment for members with physical disabilities requiring adaptive office products.



Reasonable Accommodation Reimbursement Grants

Process for submitting applications:

Send an email to accommodations@cns.gov that contains the information listed below.

- Name of Organization (consistent with the name of the your organization in eGrants)
- Organization's point person for request: Contact name, telephone, and email address
- Type of disability for which an accommodation has been provided
- Type of accommodation for which reimbursement requested
- A statement of how the accommodation helps the member achieve full participation in their service assignment(s)
- The amount of reimbursement being requested.
- A statement of whether this is a one-time request or a quarterly request for multiple reimbursements.
- You must also attach to the email your documentation of the claimed reimbursement, such as copies of a contract and/or invoice and evidence of payment of the expense



Mayor's Day of Recognition for National Service

- 25 Ohio Mayors participated in 2014
 - Goal is 50 in 2015
- We encourage you to engage your Mayor and to get your host sites involved.
- Mayors can:
 - Complete online pledge form
 - Proclamation
 - Op-Ed or press release
 - Social media
 - Site visit or “member” for a day



AmeriCorps Week

March 9-13, 2015

AmeriCorps Week is a time to salute AmeriCorps members and alums for their service, thank AmeriCorps community partners, and communicate AmeriCorps impact on communities and on the lives of those who serve.

Get Involved:

- Host a Roundtable for Influential People
- Honorary AmeriCorps Member for a Day
- Speak to a Community Group
- Host an Open House
- Organize a Community Recognition or Appreciation Event
- Team Up With Local Sports Teams or Entertainment Arenas
- Create a Short-Term Service Project
- Document Your Impact
- Social Media



Global Youth Service Day

April 17-19, 2015



- Mini-Grants are available to support projects that are collaborative in nature, involve a broad spectrum of community participants, and benefit the larger community.
- Visit serveohio.org for the application and instructions.



Member Training Opportunity

Lynne Wise

Ohio Response and Preparedness Corps



North Central Regional Meeting

April 27-29, 2015 in Grand Rapids, Michigan

- [Content](#)
 - Significant amount of financial information presented- may be good for fiscal staff to attend.
- Registration
- Hotel
 - Crowne Plaza- Grand Rapids
 - \$96/night plus tax



Save the Date!

The 2015 Ohio Conference on Service and Volunteerism will be Thursday, **October 1, 2015**





Questions/Comments?

Thank you for attending.

Have a safe trip home!