



The Child Abuse Prevention Center



AmeriCorps Programs



2019-2020 Member Handbook



Administered by California Volunteers, Office of the Governor and sponsored by the Corporation for National and Community Service.





The Child Abuse Prevention Center

The Child Abuse Prevention Center is a state, national and international training, education, research and resource center dedicated to strengthening children, families, and communities.



Our Vision

All children grow up safe and healthy in nurturing families and communities.

Our Mission

Prevent child abuse and neglect.

We accomplish our mission by:

- ◆ Implementing evidence-based practices and programs,
- ◆ Collaborating with multi-disciplinary partners,
- ◆ Providing training and technical assistance to build capacity and
- ◆ Advocating for policies to strengthen families and communities.

Thank you for being a part of our team!



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California Correctional Peace
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Sheila Boxley
President & CEO
Child Abuse Prevention Center

Dear AmeriCorps Member:

It is my pleasure to welcome you to a new year of service to your community and nation. The Child Abuse Prevention (CAP) Center is honored to have been a part of AmeriCorps since its inception and to have a long history with our partners and hundreds of AmeriCorps alumni who have provided countless hours of service to improve the lives of children, youth, and families and strengthen the communities in which they serve. As you begin this year of service you become the next chapter in that history.

The staff at the CAP Center is fully committed to making your service experience the best that it can be. We will do our best to provide you with the support, information and assistance you need to be successful and provide the maximum impact.

I, and everyone else here, welcome you to AmeriCorps.

With Gratitude,

Sheila Boxley
President & CEO
The Child Abuse Prevention Center

SIGNIFICANT CHANGES FOR THE 2019/20 PROGRAM YEAR

Below are additions to the Member Handbook which include new AmeriCorps requirements from the AmeriCorps Terms and Conditions released by the Corporation for National and Community Service.

National Service Criminal History Check- *Truescreen and Fieldprint (New CNCS Requirement) (Section 3-Recruitment pg. 24)

As of January 1, 2020, all applicants applying to a Child Abuse Prevention (CAP) Center AmeriCorps Program will be required to complete an additional National Service Criminal History Check through Truescreen and Fieldprint. This is a requirement set forth by the Corporation for National and Community Service (CNCS). Additional information on this process will be sent out as a Member Handbook Addendum.

Members enrolled prior to January 1, 2020 will only need to complete the traditional National Service Criminal History Checks (NSOPW, DOJ, Out of State check (if applicable), and FBI check) through Live Scan.

Breaches of Personally Identifiable Information (New CNCS Requirement) (Section 6-AmeriCorps Member Policies pg. 63)

Personally Identifiable Information (PII) is any information about an individual, including but not limited to, education, financial transactions, medical history, criminal or employment history and information which can be used to distinguish or trace an individual's identity, such as their name, social security number, date and place of birth, mother's maiden name, biometric records, etc., including any other personal information which is linked or linkable to an individual. Any breach of PII must be reported to your CAP Center AmeriCorps Project Manager within one business day.

Posting of Prohibited Activities (New CNCS Requirement) (Section 6-AmeriCorps Member Policies pg. 63)

All Service Site locations where members serve are required to post a listing of the 2019-2020 CNCS and CAP Center prohibited activities. The CAP Center will provide all service sites with

a laminated listing of the 2019-2020 CNCS Prohibited Activities, Other CNCS Prohibited Activities, and the CAP Center Prohibited Activities. If additional or replacement listings are needed, please contact your CAP Center AmeriCorps Project Manager.

AmeriCorps Education Award (CNCS & CaliforniaVolunteers (CV) Update)
(Section 8 AmeriCorps Member Benefits pg. 85)

For the 2019/2020 program year, the amount of the Education Award is as follows:

- For a 1700-hour member: \$6,095-Segal AmeriCorps Education Award
+ \$3,905-California for All Education Award
\$10,000-Total
- For a 1200-hour member: \$4,266.50-Segal AmeriCorps Education Award
+ \$0-California for All Education Award
\$4,266.50-Total
- For a 900-hour member: \$3,047.50-Segal AmeriCorps Education Award
+ \$0-California for All Education Award
\$3,047.50-Total

Governor Newsom has included in the 2019/2020 state budget a California State Education Award called “California for All Education Award”. Full time (1700 hour) members of a CAP Center State AmeriCorps Program serving in the 2019/2020 program year and who successfully complete their term of service will be eligible to receive an additional \$3,905 as part of the California for All Education Award, for a combined total of \$10,000. Similar to the Segal Education Award, 1700 hour members who successfully complete their term of service may use the state supplemental education award to pay for current educational expenses, repay qualified student loans, or do both. The California for All Education Award may not be subject to all CNCS rules applicable to the federal award.

The rules and procedures for accessing the California for All Education Award are still being defined. However, it is expected that members will access their federal and state education awards in separate procedures. The CAP Center will provide updates on the rules and procedures for accessing the California for All Education Award to Service Site Supervisors and members as we receive them.

Conflict of Interest (Addition to Handbook) (Section 5-Member Requirements pg. 43)

The term "conflict of interest" describes a situation in which an individual's own interest may influence the manner in which the Lead Agency/Service Site manages a CAP Center AmeriCorps program. The Lead Agency/Service Site must refrain from all actions that impair or provide a reasonable perception of impairing, independence or judgment and report all conflicts or (potential conflicts) of interest to their CAP Center AmeriCorps Project Manager with one business day. Examples of conflicts of interest are including but not limited to:

- A Lead Agency/Service Site supervisor enrolls a family member (i.e, spouse, parent, sibling, child, stepchild, grandparent, grandchild, great-grandchild, in-law or domestic partner) as an AmeriCorps member that would be under their direct supervision and/or that conflicts with the interest of the CAP Center AmeriCorps programs in any manner;
- A Lead Agency/Service Site discloses or uses confidential, special or inside information of or about the CAP Center AmeriCorps programs or its partners particularly for personal profit or advantage;

Marijuana Use (Addition to Handbook) (Section 6- AmeriCorps Member Policies pg. 60)

Although marijuana use has been legalized for adults in California, the use or possession of marijuana during service hours is prohibited under federally funded programs such as AmeriCorps.

Sick Time (Addition to Handbook) (Section 3-Recruitment pg. 35)

AmeriCorps members may not report to service if they are ill or need to care for a family member who is ill. AmeriCorps members are required to follow the Lead Agency/Service Site's policy and procedure for reporting an absence due to illness. Lead Agency/Service Sites will review this policy during the Service Site Orientation.

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Section 1

INTRODUCTION

THE CHILD ABUSE PREVENTION CENTER AMERICORPS MEMBER PROGRAM HANDBOOK

The Child Abuse Prevention Center (“CAP Center”) AmeriCorps Member Program Handbook (“Handbook”) has been designed to help you manage the various aspects of the AmeriCorps program. We invite you to direct any clarifying questions directly to your CAP Center AmeriCorps Project Manager.

The Handbook is based on the following source documents:

- 2019 Terms and Conditions for AmeriCorps State and National Programs (“CNCS Terms and Conditions”);
- Code of Federal Regulations: 45 C.F.R. Chapter XXV, Sections 2520 – 2550 (“45 CFR XXV”; and
- AmeriCorps State and National Policy Frequently Asked Questions.

HANDBOOK CHANGES

Any changes made to the Handbook after your initial receipt will be provided to you via an addendum; you are required to sign an acknowledgement and return it to your CAP Center AmeriCorps Program Coordinator or Project Manager within a designated time frame.

CORPORATION FOR NATIONAL AND COMMUNITY SERVICE

The Corporation for National and Community Service (“CNCS”) provides opportunities for Americans of all ages and backgrounds to serve their communities and our country. AmeriCorps members and volunteers serve with national and community nonprofit organizations, faith-based groups, schools, and local agencies to help meet community needs in education, the environment, public safety, homeland security, and other critical areas. The mission of CNCS is to improve lives, strengthen communities, and foster civic engagement through service and volunteering. CNCS is working to foster a culture of citizenship, service and responsibility in America. For more information, visit www.nationalservice.gov.

AMERICORPS

AmeriCorps engages more than 80,000 men and women in intensive service each year at more than 21,000 locations including nonprofits, schools, public agencies, and community and faith-based groups across the country. AmeriCorps members help communities tackle pressing problems while mobilizing millions of volunteers for the organizations they serve. Members gain valuable professional, educational, and life benefits, and the experience has a lasting impact on the members and the communities they serve.

AmeriCorps By the Numbers
Engages more than 80,000 members annually
Members serve at 21,000 locations across the country
Mobilizes millions of volunteers annually
Leverages more than \$1.6 billion in outside funding and donations every year
More than 1 Million Americans have served since 1994

AmeriCorps consists of three main programs: AmeriCorps State and National, whose members serve with national and local nonprofit and community groups; AmeriCorps VISTA (Volunteers in Service to America), through which members serve full-time fighting poverty; and AmeriCorps NCCC (National Civilian Community Corps), a team-based residential program for young adults 18-24 who carry out projects in public safety, the environment, youth development, and disaster relief and preparedness.

To strengthen accountability, AmeriCorps programs are required to demonstrate their impact using standard performance measures. AmeriCorps members make our communities safer, stronger, healthier, and improve the lives of tens of millions of our most vulnerable citizens. AmeriCorps' impacts are proven and measurable.

AmeriCorps members are united by four common goals:

- **Getting Things Done** through direct and demonstrable service that helps solve community problems in the areas of education, public safety, environment, and other human needs.

- **Strengthening Communities** by bringing together Americans of all ages and backgrounds in the common effort to improve our communities.
- **Encouraging Responsibility** by enabling members to explore and exercise their responsibilities towards their communities, their families, and themselves.
- **Expanding Opportunity** by enhancing members' educational opportunities, job experience, and life skills.

AmeriCorps Pledge

AmeriCorps members are further united by 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 STATE AND NATIONAL

CAP Center AmeriCorps programs are funded under AmeriCorps State and National - the largest AmeriCorps program - through which members serve each year with thousands of nonprofit organizations, public agencies, and faith-based organizations nationwide.

AmeriCorps members are national service participants and are not considered employees under California Unemployment Insurance Code Section 634.5(j). CAP Center AmeriCorps members are not employees or volunteers of your organization, the CAP Center, or the federal government. Technically, they do not have a job; they provide service. The National and Community Service Act of 1990 and the National and Community Service Trust Act of 1993 identify the individuals who serve in AmeriCorps programs as “participants.” In most instances, though, they are called “AmeriCorps members.”

CALIFORNIAVOLUNTEERS

CaliforniaVolunteers (“CV”) is California’s State Service Commission. CV awards, monitors, and evaluates the use of CNCS funding to AmeriCorps state programs in California through annual grant competitions. CV is also charged with encouraging volunteerism in California.

THE CHILD ABUSE PREVENTION CENTER

The Child Abuse Prevention Center (“CAP Center”) is a national and international training, education, resource, and research center dedicated to preventing child abuse and neglect. The CAP Center manages three child abuse prevention agencies: The California Family Resource Association, The Child Abuse Prevention Council of Sacramento, and Prevent Child Abuse California.

CHILD ABUSE PREVENTION COUNCIL OF SACRAMENTO (“CAPC”)

CAPC has led the way in child protection efforts in California, pioneering successful child abuse prevention programs that have become models nationally and internationally for other organizations since 1977. Its many innovative programs include the Child Death Review Team and the Family Support Collaborative. CAPC’s AmeriCorps programs include:

- **Birth & Beyond (“B&B”):** Child abuse and neglect is a significant problem in Sacramento County. Over 21,000 children are at-risk for child maltreatment as reported annually to Child Protective Services (“CPS”). Child abuse and neglect research identifies parental stressors such as social isolation, lack of health and mental health resources, risk of poverty and homelessness, teen parenting, and possessing limited knowledge of child development and parenting skills as the underlying cause of child abuse and neglect. Sacramento County’s Child Protective System (“CPS”) does not provide for prevention services to address parental stress factors that lead to child abuse and neglect. As a result of this gap, Sacramento County researched best practices and developed the Birth & Beyond Home Visitation Family Resource Center (“FRC”) program to deliver parent support and parenting education in the 9 communities identified via zip code level data as most at risk. B&B enrolls trained individuals, with core competencies, from the targeted communities to serve as Home Visitors and Family Resource Center Aides to deliver parent support

and parent education services through home visitation and parenting workshops. The B&B program has been serving Sacramento County communities since 2000.

- **California Foster Youth Initiative (“CA FYI”):** There are approximately 26,195 foster youth 11-21 years of age in California as of April 2019. These foster youths are at greatest risk for poor academic performance and unemployment after emancipation. In California, approximately 51% of youth leaving foster care graduate from high school. Youth in foster care are less likely to enroll in college prep classes even when their scores and grades are as good as non-foster youth (15% vs. 42%). 51% are unemployed within two to four years of emancipation because they lack basic pre-employment skills. However, foster youth are capable of achieving success in adulthood if they learn life skills in the areas of career planning, communication, daily living, home life, housing and financial literacy, self-care, social relationships, work and study, and work life. CA FYI AmeriCorps members provide life skill activities to foster youth (as well as other at-risk youth populations) to prepare them for their transition towards a successful adulthood in five domains; Academic Engagement & Achievement, Life Skills & Technology, College &/or Career Readiness, Leadership Development, and Placement Stability.

PREVENT CHILD ABUSE CALIFORNIA (“PCA CA”)

In the early 1980’s, experts from the field of child abuse prevention services, along with local child abuse prevention and treatment advocates, recognized a need to build a statewide coalition. This group founded and incorporated PCA CA, known then as the “California Consortium to Prevent Child Abuse.” Subsequently, the consortium became a state chapter of Prevent Child Abuse America, a national effort to eradicate child abuse and neglect throughout the United States. PCA CA AmeriCorps programs include:

- **Child Welfare System Improvement (“CWS”):** Working with local community based organizations and county Child Welfare departments, CWS places AmeriCorps members across diverse California communities to prevent child abuse. Members provide intensive home visitation and Family Resource Center services to at-risk families who have already had a referral to Child Protective Services and also those who are referred from the community. These services are successful in preventing child abuse, reducing risk factors, increasing protective factors and have demonstrated over 90% success in preventing entry or re-entry into local Child Protective Services agencies.

- **First 5 Service Corps (“First 5”):** First 5 members serve young children and their families to strengthen the child’s developmental skills so they can be prepared to enter school. First 5 AmeriCorps members serve in multiple California counties, including both urban and rural areas. The children served are 2-5 years of age who are at risk for low performance upon kindergarten entry and therefore at risk for low school performance in later grades. Members provide direct developmental skill-building activities to help children develop the age-appropriate knowledge and skills of early childhood. Members directly engage children and families through home visitation, preschool activities, and family resource center groups. They focus on literacy, math (numeracy) and social-emotional skills.
- **Prevent Abuse Through Home Visitation (“PATH”):** PATH is a home visitation program model that provides critical supportive services to vulnerable families. The target population for intervention are parents of children ages 0-5 who assess as high need due to poverty, stress, limited/no social connections, little/no parenting knowledge, poor parenting practices, or who have prior/current history of domestic violence and/or child welfare involvement. PATH utilizes AmeriCorps members to deliver home visitation services using an evidence based curriculum of either Parents as Teachers or the Nurturing Parenting Program. The home visitors provide support through both teaching parenting skills and developing a relationship with the family and working in their home and community to build upon strengths and to enhance self-sufficiency. Parents that participate in PATH report improved parenting attitudes and practices, demonstrate reduced risk for child abuse and neglect behaviors, and do not enter/re-enter the child welfare system.
- **RISE VISTA:** RISE VISTA members provide capacity building services to agencies that provide low-income parents and their children access to health services, economic supports, developmental and education skills. The result will include improved access, social emotional development, as well as literacy and numeracy skills that prepare children to succeed in school. PCA CA’s VISTA strategy focuses on the evidence-based Two Generation approach to eliminating poverty. This approach consists of: 1) economic supports for all family members; 2) social capital for parents to promote resilience; and 3) developmental and educational opportunities for children and youth. With this whole family approach, parents move to self-sufficiency, children overcome cognitive, physical, and social emotional damage, and poverty is eradicated not just for the family, but for future generations.

ROLES AND RESPONSIBILITIES

The CAP Center, Lead Agencies, and Service Sites have distinct roles and responsibilities in the implementation of CAP Center AmeriCorps programs.

AmeriCorps Member: individuals who are selected by the Service Site/Lead Agency and contracted with the CAP Center to provide National Service in the prevention of child abuse and neglect. AmeriCorps members participate in activities described in a position description and are required to serve the contracted number of hours per their member contract.

AmeriCorps Supervisor: staff from the Service Site/Lead Agency who oversee the service the AmeriCorps members provide. They provide weekly supervision to review performance, member hours, member development, discuss professional development, provide coaching, discuss strengths and challenges, etc.

AmeriCorps Program Support/Coordinator: CAP Center staff who provide administrative, technical and compliance assistance to CAP Center AmeriCorps programs. They provide information and technical support to AmeriCorps members and supervisors regarding data collection, member file documentation, policies and procedures, benefits, and member training.

AmeriCorps Project Manager: CAP Center staff who are responsible for providing training and technical assistance on all AmeriCorps activities, including but not limited to, member recruitment, enrollment, training, policies/procedures, ensuring grant compliance, providing support to partners/members during the terms of service, and tracking/monitoring/reporting data to ensure contracted Performance Measures are met.

Topic/Item	CAP Center	Lead Agency/Service Site -or-	
		Lead Agency	Service Site
Administration/ Compliance/ Monitoring	Staff maintains current knowledge of AmeriCorps and other federal requirements;	Monitor Service Sites, if applicable, to ensure that requirements are	Observe and meet requirements of the Lead Agency and the CAP Center.

Topic/Item	CAP Center	Lead Agency/Service Site -or-	
		Lead Agency	Service Site
	annually updates forms, manuals, member contracts, Policies & Procedures; and reviews program activities to ensure compliance.	being met; flow-down AmeriCorps regulations to Service Sites, if applicable.	
T/TA	Provide T/TA via: pre-launch, annual AmeriCorps conference, webinars, workshops, meetings, and program check-ins.	N/A	
Contracts/ MOUs	Enter into Contracts/MOUs with Lead Agencies that clearly list the deliverables of each program, outline payment parameters, and incorporate AmeriCorps and CV rules and regulations.	Submit pre-contracting info; sign and return contract/MOU; remit payments; disseminate programmatic info to Service Sites, if applicable.	Fulfill obligations of any Contract or MOU entered into with the Lead Agency; submit in-kind documentation (if applicable).
Site Visits	Validate original data collection and program/fiscal documents, observe members providing service, review branding and communication efforts, address questions/concerns, interview AmeriCorps members, and assess program compliance.	Respond with scheduling information, coordinate with Service Sites, if applicable.	Participate fully with site visit process.
Member Position Allocation	Review member positions requests; determine award based on historical recruitment and retention figures, and overall program performance.	Request for member positions, based on available funds.	N/A
Position Description Development	Position Description Development.	Participation varies by program.	
Continuation/ Recompete	Writing for annual continuation or tri-annual recompetes.	N/A	
Marketing	Coordinate the efforts of Lead Agencies and Service Site participating in each CAP Center AmeriCorps program to ensure that communities are aware of AmeriCorps.	Provide Service Sites marketing and branding materials.	Include branding message in email signatures and on websites; use AmeriCorps name and logo on printed materials, website, and social media. Prominently display signage, which identifies the site as

Topic/Item	CAP Center	Lead Agency/Service Site -or-	
		Lead Agency	Service Site
			a place where AmeriCorps members serve.
Audits	Participate in a variety of audits, including: annual A-133; CV Desk Reviews; Workers' Compensation, and IPERA.	Participate as needed.	
Performance Measure Development	Work with CV; Aggregate data.	Provide feedback on performance measure language and targets.	
Data Collection and Reporting	Aggregation of collected data and reporting to CV.	Collect data and report to CAP Center via designated data collection system. Maintain original documentation for a minimum of 7 years.	
Recruitment	Review service listings and position postings; offer other assistance to Lead Agencies and/or Service Sites as needed.	Create service listing in eGrants; inquire about previous and concurrent service; gather eligibility information for the CAP Center; review applications and references.	
National Service Criminal History Checks	Conduct NSOPW, DOJ, and FBI checks;* initiate Truescreen & Fieldprint; conduct out-of-state checks as necessary; monitor CA DOJ website daily for SAN. Verify eligibility documents and social security number.	Identify candidates; submit completed ENFs to CAP Center; initiate Livescan, review applications.	
Enrollment	Approve eligibility for service; conduct enrollment workshops; distribute member contracts and member handbooks; invitations to serve and enrollments in eGrants.	Ensure that recruited members attend Enrollment.	
Member Gear	Order and distribute AmeriCorps member service gear.	Ensure that members wear gear at all times while accruing service and/or training hours.	
AmeriCorps Member Orientation	AmeriCorps Member Orientation covering specific items listed in AmeriCorps Member Handbook.	Ensure attendance at CAP Center orientation; conduct Lead Agency AmeriCorps Orientation (including Service Site Orientation, if Lead Agency is also the Service Site).	
AmeriCorps Member Benefits	Review, certify, and submit child care applications to GAPS!; certify Ed Award status; assist with forbearance Issues; facilitate Workers' Comp; healthcare enrollments,	Ensure that AmeriCorps members respond to CAP Center information requests in a timely manner.	

Topic/Item	CAP Center	Lead Agency/Service Site -or-	
		Lead Agency	Service Site
	terminations, and member assistance.		
Training/ Member Development	Develop curricula, and deliver AmeriCorps core trainings.	Ensure member attendance at CAP Center AmeriCorps Core Trainings; use CAP Center Leader's Guides to facilitate other training for members; ensure that members spend no more than 20% of hours in training.	
Member Management	Assistance with coaching, investigations, and executing progressive discipline.	Participate as needed.	Daily supervision; coaching; performance evaluations, including initial assessment, mid-term evaluation, and end-of-term evaluation; progressive discipline.
Time and Attendance	Quality Control review and completion of timesheets; generate and submit hours progress reports to Service Sites; assist with completion plans.	Second level of timesheet review, if applicable.	Ensure that members have sufficient opportunity to earn an Education Award; initial review and approval or rejection of timesheets; ensure members are able to take required breaks and meal periods.
AmeriCorps Payroll	Distribution of living allowance; required tax withholding and reporting; issuance of W-2s.	N/A	
Member Files	Create member file for each AmeriCorps member for each term of service; audit files periodically for quality control; maintain files securely.	Ensure that Service Sites, if applicable, are submitting ongoing documentation.	Ongoing submission of Member File documents including: evaluations, discipline info, and exit paperwork.
Program Evaluation	Identify and contract with independent evaluators.	Participate in interviews; provide data.	
Progress Reports	Aggregate and report data to CaliforniaVolunteers.	Provide data and review results.	
Exit	Complete exit process in eGrants, including certification of Education Award status.	Certify member performance over course of term; work with CAP Center staff in the case of service abandonment.	

Topic/Item	CAP Center	Lead Agency/Service Site -or-	
		Lead Agency	Service Site
National Service Days	Coordinate events.	Coordinate events; ensure member attendance.	

RULES AND REGULATIONS

AmeriCorps is governed by the Terms and Conditions for AmeriCorps State and National Programs and 45 C.F.R. Chapter XXV, Sections 2520-2550 (“45 CFR XXV”). Familiarizing yourself and your program staff with these rules and regulations will help to ensure that your agency is operating within the parameters that govern AmeriCorps. Looking to these rules and regulations will help you to understand what activities are allowable, and which are prohibited. If you are unable to verify from the Terms and Conditions and/or the CFR if an activity is allowable or not, contact your CAP Center AmeriCorps Project Manager. Both the Terms and Conditions for AmeriCorps State and National Programs and CFR are available through the CNCS website at: <https://www.nationalservice.gov/>

CNCS OFFICE OF INSPECTOR GENERAL

CNCS’ Office of Inspector General (“OIG”) conducts and supervises independent and objective audits, evaluations, and investigations of CNCS programs and operations. Based on the results of these audits, reviews, and investigations, the OIG recommends policies to promote economy and efficiency, and to prevent and detect fraud, waste, and abuse in CNCS programs and operations.

The OIG is available to offer assistance to AmeriCorps grantees that become aware of suspected criminal activity in connection with the AmeriCorps program. Grantees and/or subgrantees should immediately contact OIG when they first suspect that a criminal violation has occurred. The OIG investigative staff is available to provide guidance and ensure that the appropriate law enforcement agency is notified, if required. The OIG may be reached by email at hotline@cncsoig.gov, or by telephone at (800) 452-8210.

BRANDING AND MESSAGING GUIDANCE

The CAP Center utilizes a branding and communication plan designed to promote the Corporation for National Service, CaliforniaVolunteers, and CAP Center AmeriCorps

programs. Effective branding and consistent communication builds esprit d'corps amongst AmeriCorps members and ensures that program partners, National Service Participants and the community are aware of the role that National Service plays in the delivery of services. In order for the branding and communication to be effective, Branding materials (including member gear, logos, templates and other necessary materials) will be distributed to sites and members as early as possible in the program year. Adherence to the Branding and Communication plan will be monitored on a regular basis by CAP Center staff including 1) formal monitoring of all items during official Site Visits, 2) established approval processes for the dissemination of program information and 3) consistent monitoring during community events, trainings, National Service Days and any other opportunity that CAP Center staff have to engage with members or visit service sites.

SERVICE SITES

The California AmeriCorps logo must be prominently displayed at all placement sites. Service locations or member placement sites should display the phrase "AmeriCorps Serving Here". For the 2019/2020 Program Year, all CAP Center AmeriCorps partners will receive AmeriCorps Branding Materials to use at their Lead Agencies/Service Sites. Partner Sites will be required to display the provided material at each site which is the AmeriCorps members' primary placement site or at which the member provides a significant amount of service activities. The materials utilized are adapted and customized from the materials provided by CaliforniaVolunteers, and includes all required logos and phrases.

Logos and Templates can be found at:

<http://capamericorps.weebly.com/branding-and-communication-materials.html>

PROMOTIONAL MATERIALS AND WEBSITE

The California AmeriCorps logo is prominently used in promotional materials and on the legal applicant website. The CaliforniaVolunteers logo and the phrase "Administered by CaliforniaVolunteers and sponsored by the Corporation for National and Community Service" is used on program website and in printed materials.

All materials used in Partner/ Member Recruitment, promotion of programming, and external communications which directly relate to CAP Center AmeriCorps Programs will include the California AmeriCorps and CaliforniaVolunteers Logos. Websites belonging to and administered by all Legal Applicants who administer CAP Center AmeriCorps programs will

prominently display the California AmeriCorps and CaliforniaVolunteers Logos.

Logos and Templates can be found at:

<http://capamericorps.weebly.com/branding-and-communication-materials.html>

MEDIA AND PRESS RELEASES

Media and press releases reference AmeriCorps, CV and CNCS whenever possible. Media and Press Releases released by the CAP Center which specifically relate to CAP Center AmeriCorps programs will reference AmeriCorps, CaliforniaVolunteers and the Corporation for National and Community Service whenever possible. Service site organizations are encouraged to reference the glossary section of the CAP Center AmeriCorps Member Program Handbook for definitions and terms related these entities.

The “Branding and Messaging Guidance” document offers information as to why and how you can market your program. Download a copy today!

CONTINUITY OF OPERATIONS PLAN

Programs should be prepared in the event of a disaster or emergency. All programs are required to create a Continuity of Operations Plan (“COOP”) to ensure that there is minimum disruption to their program in case of a major event. Your COOP should consider contingency plans for staff, AmeriCorps members, and service recipients. You should provide your members with a copy of the COOP upon enrollment, and train them to be ready to respond appropriately. If you don’t have a COOP already you need to create one; you can find a variety of resources at: www.ready.gov.

RESOURCES AND MATERIALS

- www.nationalservice.gov. Homepage for CNCS and the AmeriCorps program. The site contains many resources for programs, individuals, and other organizations. Please note that CaliforniaVolunteers may hold a higher standard on some aspects of AmeriCorps programming; always contact your CAP Center AmeriCorps Project Manager before making changes based on information obtained from the CNCS website.
- <http://www.nationalservice.gov/resources>. Homepage for the National Service Knowledge Network. Content housed at the Knowledge Network is generated by a

network of specialized training and technical assistance providers funded by CNCS to help volunteer and service programs succeed and thrive.

- <https://egrants.cns.gov/espan/main/login.jsp>. Homepage for eGrants, CNCS' online AmeriCorps program database.
- <https://my.iemployee.com/advanced/login/login.aspx>. The CAP Center's online AmeriCorps member timekeeping system.
- www.serviceandinclusion.org. Homepage for the National Service Inclusion Project ("NSIP"), a CNCS training and technical assistance provider. NSIP is there to meet all of your training and technical assistance needs on the inclusion of individuals with disabilities as active participants in your national service program.
- www.capamericorps.weebly.com. The CAP Center's online location for AmeriCorps program administration tools and forms. Lead Agencies, Service Sites, and AmeriCorps members can use Weebly to meet many of their needs in terms of documentation and data collection. You will receive log-in information from your CAP Center AmeriCorps Program Support Coordinator or Project Manager.
- <http://www.nationalservice.gov/programs/amicorps/segal-amicorps-education-award>. This page of the CNCS website provides useful information and links to other pages that can help AmeriCorps members make the most of their earned Segal AmeriCorps Education Award.
- https://fafsa.ed.gov/FAFSA/app/schoolSearch?locale=en_EN. AmeriCorps members can locate Title IV schools here.
- <https://www.nationalservice.gov/documents/amicorps/2016/amicorps-branding-and-messaging-guidance> Corporation for National & Community Service Branding and Messaging Guidance

TIPS FOR SUCCESS

- Ask questions! AmeriCorps can be a complicated program, and there is a definite learning curve. Your questions also provide important feedback for the CAP Center, which we consider for continuous program improvement.
- Utilize and understand your Handbook. Read it thoroughly, refer to it often, and contact your CAP Center AmeriCorps Project Manager if anything is unclear.
- Obtain and review a copy of the contract or MOU between your agency and the CAP Center, as applicable.

- Take time to read and familiarize yourself with your AmeriCorps program’s specific performance measures. Remember, your AmeriCorps members can only provide service and participate in activities that are captured specifically in the approved performance measures.
- Familiarize yourself with the Member Contract, including the specific Position Description.
- Maintain frequent communication with your CAP Center AmeriCorps Project Manager.
- Calendar your attendance in meetings, webinars, trainings, and technical assistance opportunities provided by the CAP Center, and participate actively.
- Invest time in the recruiting process to make the best possible selection of AmeriCorps members for your Service Site.
- Consider Performance Evaluations as tools for the betterment of your AmeriCorps members and the program alike, not just a task to be completed.
- Review Section 12, Supervision. Effective supervision can minimize many of the challenges you might potentially experience with your AmeriCorps members.
- Schedule times throughout the program year to review the progress of your members and yourself; use these successes to renew your commitment to the program and your community.
- Practice professional self-care.

GLOSSARY

- AmeriCorps – Federally funded programs that are designated by CNCS as national service programs. AmeriCorps includes AmeriCorps State and National, AmeriCorps VISTA (Volunteers in Service to America), and AmeriCorps NCCC (National Civilian Community Corps).
- AmeriCorps State and National – The largest of AmeriCorps programs, AmeriCorps State and National provides funds to local and national organizations and agencies committed to using national service to address critical community needs in education, public safety, health, and the environment. AmeriCorps State grants are distributed through state commissions. AmeriCorps National grants are distributed to organizations directly by CNCS.
- AmeriCorps VISTA (Volunteers in Service to America) – Full-time, national service program for men and women ages eighteen (18) and older interested in developing

lasting solutions to the problems of poverty in America. AmeriCorps VISTA members serve nonprofit, local government agency, faith-based, and community organizations and agencies to develop permanent infrastructure to aid, expand, and strengthen programs and services designed to bring individuals and communities out of poverty.

- California for All Education Award-A California State Education Award the governor has included for the 2019/2020 Program Year. Members who successfully complete a 1700-hour term of service in an AmeriCorps State Program will earn an additional \$3,905 to use towards paying off current educational expenses, repay qualified student loans or both.
- Corporation for National and Community Service (“CNCS”) – The independent federal agency that provides opportunities for Americans of all ages and backgrounds to serve their communities and our country.
- Domestic Volunteer Service Act of 1973 – The Domestic Volunteer Service Act authorizes AmeriCorps VISTA. The legislation was last amended in 1993 as part of the creation of CNCS.
- eGrants – Online system for submitting grant applications and processing member applications.
- Evaluation – A formal external assessment of program effectiveness and outcomes at the end of a given period of time. Evaluation is conducted by CNCS with the cooperation of state commissions and programs. Independent program evaluation is required for all AmeriCorps awards over \$500,000 and for all AmeriCorps program applications beginning with the 2010 RFA.
- Grantee – The direct recipient of an AmeriCorps grant.
- In-Kind – Contributions and donations made in services and projects, not cash.
- Lead Agency - Lead Agencies are entities that contract with the CAP Center for AmeriCorps members, but may or may not utilize them directly.
- Living Allowance – AmeriCorps members receive a modest monetary living allowance to cover basic living costs during their term of service. The living allowance is equally distributed across the term and does not fluctuate based on the number of hours served in any given period. The living allowance is not a stipend.
- Matching Funds – Programs that receive AmeriCorps funding are required to meet certain specified match requirements as a condition for receipt of federal funding. For every dollar of federal funds, there is a designated percentage of cash funds or in-kind contributions that the receiving entity must provide (this is the “match”). As

AmeriCorps programs age, they are required to provide an increasing portion of match funds and a corresponding decreasing reliance on federal funds each year in their total program budget.

- Mayor's and Counties Day – The nation's mayors and county officials are increasingly turning to national service as a cost-effective strategy to address local challenges. By unleashing the power of citizens, AmeriCorps programs have a positive and lasting impact – making our cities and counties better places to live. To spotlight the impact of national service and thank those who serve, mayors and county officials participate in the Mayor and County Recognition Day for National Service. On this day, mayors and county officials hold public events and use traditional and social media to highlight the value of national service to the nation's cities and counties.
- Member Service Year – CNCS previously used the term FTE to describe the number of service years performed by a full-time AmeriCorps member (each service year being equal to 1,700 hours of service). Because the term FTE is most often associated with budgeting for employee payroll, the term FTE was replaced with "Member Service Year," or "MSY," and was intended to avoid any misimpression that AmeriCorps members are Federal employees.
- Members – Participants in AmeriCorps (including AmeriCorps NCCC, AmeriCorps VISTA, and AmeriCorps State and National programs).
- My AmeriCorps – The Corporation's website where service listings are posted, and where AmeriCorps members can access their Segal AmeriCorps Education Award and other information.
- National and Community Service Trust Act of 1993 – The National and Community Service Trust Act of 1993 created AmeriCorps and CNCS. The act authorizes appropriations for AmeriCorps State and National, AmeriCorps NCCC, the National Service Trust, and the Points of Light Foundation. The 1993 legislation amended the National and Community Service Act of 1990.
- National Service – Results-oriented service by an individual or group of individuals that help meet the nation's needs in the areas of education, public safety, the environment, and other human needs.
- National Service Day – A pre-designated day wherein AmeriCorps and community members engage in service together, usually project-focused. All AmeriCorps members nationwide serve and are recognized. Required National Service Days

include: Make a Difference Day, Martin Luther King Day of Service, and AmeriCorps Week.

- Performance Measurement – Performance measurement is a way to determine if the objectives of the program have been met, as stated in the grant application, and to gauge the difference the associated activities made. Performance measurement results also provide information necessary for decision-making, program outreach, continuous improvement, and funding opportunities.
- Segal AmeriCorps Education Award – A post-service benefit of \$6,095.00 (1700 hour term), \$4266.50 (1200 hour term) or \$3,047.50 (900 hour term) earned by all AmeriCorps members successfully completing a term of service. The award is paid directly to a lending or educational institution and may be used to pay off qualified student loans or to finance college, graduate school, or approved vocational training.
- Serve America Act – Reauthorized and expanded the mission of CNCS by: increasing opportunities for Americans of all ages to serve, supporting innovation and strengthening the Nonprofit Sector, and strengthening management, cost-effectiveness, and accountability.
- Service – AmeriCorps members are national service participants and are not “employees” or “volunteers.” They do not “work” or have a “job;” they provide service.
- Service Recipient – A community beneficiary who receives a service or benefit from the service of AmeriCorps members.
- Service Site – The location where members provide the majority of their service and where they have the most contact with their direct supervisor and their beneficiaries (service recipients).
- State Commission – A 15-25 member, independent, bipartisan body appointed by a Governor to implement and/or monitor statewide service programs.

Section 2

Data Collection, Reporting, and Program Evaluation

DATA COLLECTION AND REPORTING

Under the direction, management, supervision, and coordination of Lead Agencies and their Service Sites, AmeriCorps members must collect and report all required data, as specified in Performance Measure Worksheets, program evaluation plans, and Progress Report reporting tools for their specific program. Depending on your program design, your members may participate in one or more of the following processes:

- Collection of service-level data (examples include, but are not limited to: event information, home visits, groups/classes, child skills, changes in beneficiaries, volunteer recruitment, community impact, and/or other service activities members are involved in);
- Aggregation and reporting of the service-level data collected; and/or
- Data entry of service-level and/or aggregate data into Weebly (<http://capamericorps.weebly.com/>).

PERFORMANCE MEASUREMENT

Performance measurement is a way to determine if the objectives of the program have been met, as stated in the grant application, and to gauge the difference the associated activities made. Performance measurement results also provide information necessary for decision-making, program outreach, continuous improvement, and funding opportunities. The CAP Center collaborates with Lead Agencies and Service Sites, and works with CaliforniaVolunteers to establish the performance measures of each CAP Center AmeriCorps program.

Performance measures define the goals of the project (“outputs” and “outcomes”), as well as the instruments/methods used to gauge impact. There is one primary performance measure per project: the primary focus of member activities is unique to that particular AmeriCorps project. The primary performance measure defines the activities which will constitute the majority of the members’ service time. There are also two other required performance

measures to which all AmeriCorps programs contribute. One is volunteer recruitment and management, called “strengthening communities,” and the other is training members for successful service, called “member development.”

PROGRAM EVALUATION

There may be additional required reporting for program evaluation beyond performance measurement. The data collection tools and protocols specific to each program’s performance measurement and evaluation will be provided to each Lead Agency. Lead Agencies are required to coordinate and implement data collection protocols with their Service Sites. Technical assistance will be provided by the CAP Center or a designated contractor. Required reporting generally includes most or all of the following:

- Aggregate data report using periodic Progress Report template;
- Program progress narrative for periodic Progress Report;
- Quantitative program data using an online database, or agreed upon alternative; and/or
- Qualitative program data collection via interviews, surveys, or other identified methods.

Section 3

RECRUITMENT AND BEGINNING SERVICE

Concurrent Service

Similar to “previous service” above, Lead Agencies and/or Service Sites must inquire as to whether an applicant is concurrently enrolled in another AmeriCorps program. Applicants who are concurrently enrolled in another AmeriCorps program may not be enrolled if their combined terms would exceed one (1) Member Service Year (MSY) – effectively, over 1,700 of service in one (1) program year.

ELIGIBILITY FOR NATIONAL SERVICE

APPLICANTS MUST MEET the following criteria in order to be eligible for an AmeriCorps position:

Citizenship

Applicants to the CAP Center AmeriCorps program must be a U.S. Citizen, U.S. National, or lawful permanent resident alien of the United States. Please note that individuals who are in the United States under a student, work, or tourist visa are not eligible to become AmeriCorps members. Similarly, individuals who have refugee status but nothing indicating permanent resident status are not eligible to become AmeriCorps members. All AmeriCorps applicants must submit either a document from List A or List B below, and a government-issued photo ID (note: some documents serve both purposes, such as an unexpired U.S. passport, or a Permanent Resident Card; if you use a passport for both purposes, the passport must be **unexpired**):

NOTE: The lists below are not the same as those found on an I-9

LIST A: Primary Documentation of status as a United States citizen or national	A birth certificate showing that the individual was born in one of the 50 states, the District of Columbia, Puerto Rico, Guam, the U.S. Virgin Islands, American Samoa, or the Northern Mariana Islands.
	A U.S. Passport issued to an individual as a U.S. citizen (Please note that an expired passport may be used, unless you are also using passport for the government-issued photo ID. In this case the passport must be unexpired.) Passport Cards are not acceptable.
	Report of birth abroad of a U.S. Citizen (U.S. Dept. of State Form FS-240).

	Certificate of birth-foreign service (U.S. Dept. of State Form FS-545).
	Certificate of Report of Birth (U.S. Dept. of State Form DS-1350).
	INS certificate of naturalization (INS Form N-550 or N-570).
	INS certificate of citizenship (INS Form N-560 or N-561).
LIST B: Primary Documentation of status as a lawful permanent resident alien of the United States	Permanent Resident Card or Alien Registration Receipt Card, INS form I-551.
	Alien Registration Receipt Card, INS form I-551.
	An unexpired Passport indicating that the INS has approved it as temporary evidence of lawful admission for permanent residence.
	A departure record (INS form I-94) indicating that the INS has approved it as temporary evidence of lawful admission for permanent residence. A lawful permanent resident can prove eligibility by presenting an I-551. Alternatively, they can present an I-94 that has been annotated to indicate that the individual has Lawful Permanent Residency (LPR) status for an I-551. An I-94 is a record of entry to the United States for non-citizens. There needs to be proper annotation on the I-94 similar to "Processed for I-551. Temporary Evidence of Lawful Admission for Permanent Residence", to be used as documentation of status as a lawful permanent resident alien of the United States.

Age

All applicants to CAP Center AmeriCorps programs must be at least eighteen (18) years of age at commencement of service.

National Service Criminal History Checks

After candidates have completed the application, eligibility screening, and interview processes, they must formally acknowledge, authorize in writing prior to the check being conducted, and participate in a National Service Criminal History Check as a condition of acceptance in AmeriCorps. Consent to the National Service Criminal History Check is documented when an applicant completes the Criminal History Certification. Please be sure that each applicant **signs and dates** this form **before** initiating the statewide criminal history repository check and/or the FBI check.

The CAP Center conducts National Service Criminal History Checks on all applicants to its AmeriCorps programs. The National Service Criminal History Check consists of:

- A National Sex Offender Public Registry Check (“NSOPR”, also known as “NSOPW”);
- A statewide criminal history repository check of the state where the program operates, and the state where the applicant resides, if different; and
- A fingerprint-based FBI criminal history repository check.

You must ensure that each applicant thoroughly understands the types of information that the CAP Center will receive and review. Although certain convictions will prohibit enrollment of an individual, others may not (see page 60). Applicants should disclose any criminal history prior to the National Service Criminal History Check, even if they believe that their criminal history, if any, has been expunged.

An individual who refuses to authorize a program to conduct the National Service Criminal History Check, or who makes a false statement in connection with an inquiry concerning their criminal history, may not serve as an AmeriCorps member. Additionally, an individual who is subject to a State sex offender registration requirement is deemed unsuitable for, and may not serve in a position as an AmeriCorps member. Applicants must be provided the opportunity to challenge the factual accuracy of any results obtained as a result of the National Service Criminal History Check, prior to being excluded from an AmeriCorps position. Programs should be aware that the National Service Criminal History Check process may take more than one day to complete, and in some cases, results can be significantly delayed. This is especially important when a Lead Agency or Service Site is approaching the last day to enroll members (these dates will be provided by your CAP Center AmeriCorps Project Manager).

The CAP Center will provide Lead Agencies and/or Service Sites with instruction and the necessary forms to initiate the National Service Criminal History Check

An applicant’s report may sometimes contain a criminal history. Some crimes can be a basis for non-acceptance in the CAP Center AmeriCorps program. For example:

- Child abuse or neglect;
- Murder;
- Sex crime conviction;

- Drug crime conviction; and/or
- Elder abuse or neglect

Other crimes may not necessarily prevent an applicant from enrolling in the program. It is a best practice to double-check the application and/or interview notes to see if the applicant has disclosed any criminal history. If the applicant did not disclose information that the CAP Center is made aware of as a result of the National Service Criminal History Check, the omission may be something to consider when deciding whether or not to offer them an AmeriCorps position. Conversely, if an applicant discloses criminal history information that is not substantiated by the National Service Criminal History Check, such information may preclude the applicant from being offered an AmeriCorps position. In any event, the CAP Center will decide based upon the available information whether or not an applicant can be enrolled in the program. It is critical to involve your CAP Center AmeriCorps Project Manager in any of these types of situations before offering a position to an applicant.

***Truescreen and Fieldprint**

As of January 1, 2020, all applicants applying to a Child Abuse Prevention (CAP) Center AmeriCorps Program will be required to complete **an additional** National Service Criminal History Check through Truescreen and Fieldprint. This is a requirement set forth by the Corporation for National and Community Service (CNCS). Additional information on this process will be sent out as a Member Handbook Addendum.

Members enrolled prior to January 1, 2020 will only need to complete the traditional National Service Criminal History Checks (NSOPW, DOJ, Out of State check (if applicable), and FBI check) through Live Scan.

Subsequent Arrest Notification

Additionally, the CAP Center will receive Subsequent Arrest Notification (SAN) should an AmeriCorps member be charged, arrested, or detained during their term of service. The Lead Agency and/or Service Site will be notified in such an event, and must work with their CAP Center AmeriCorps Project Manager to determine next steps based on risk, regulations, policies, procedures, and best practices.

Out-of-State Applicants

If an applicant to a CAP Center AmeriCorps program resides in a state other than California at the time of application, a statewide repository check of the state or residency must be completed. Contact your CAP Center AmeriCorps Project Manager immediately if you identify an out-of-state applicant as processes vary by state.

Social Security Number & Service Eligibility Verification

In addition to receiving National Service Criminal History Checks, applicants will need to have their social security number verified through the Social Security Administration and their eligibility to serve confirmed prior to enrollment in the CAP Center AmeriCorps Programs. After the CAP Center has completed the National Service Criminal History Check and Social Security & Service Eligibility Verification process for a candidate, a National Service Criminal History Check Memo will be generated and emailed to the Lead Agency or Service Site prior to enrollment.

High School Education

All applicants to the CAP Center AmeriCorps program must:

- Have a high school diploma or an equivalency certificate; or
- Not have dropped out of elementary or secondary school to enroll as an AmeriCorps participant and must agree to obtain a high school diploma or its equivalent prior to using the education award; or
- Obtain a waiver from CNCS of the above requirements based on an independent evaluation secured by the CAP Center AmeriCorps program demonstrating that the individual is not capable of obtaining a high school diploma or its equivalent; or
- Be enrolled in an institution of higher education on an ability to benefit basis and be considered eligible for funds under section 484 of the Higher Education Act of 1965 (20 U.S.C. 1091).

Falsification of Documentation

False information provided on the AmeriCorps and/or any other AmeriCorps-related documents will be grounds for not selecting an applicant or releasing an AmeriCorps member from the program for cause. Failure to disclose prior felony convictions will lead to termination. This includes falsification of prior employment history or other such information.

SERVICE TYPE

AmeriCorps State and National offers many different terms of service. The CAP Center AmeriCorps programs utilize three of them; full-time (1,700 hours), reduced full-time (1,200), and half-time (900 hours). Please note that these types of positions may not be available in every CAP Center AmeriCorps program.

- Full-time (1,700 hr):
 - Full-time AmeriCorps members must complete a minimum of 1,700 hours of service to qualify for the Segal AmeriCorps Education Award and the California for All Education Award.
 - A 1,700-hour term of service must be completed in twelve (12) months or less.

- Reduced Full-time (1,200 hr):
 - Reduced Full-time AmeriCorps members must complete a minimum of 1,200 hours of service to qualify for the Segal AmeriCorps Education Award.
 - A 1,200-hour term of service must be completed in twelve (12) months or less.

- Half-time (900 hr):
 - Half-time AmeriCorps members must complete a minimum of 900 hours of service to qualify for the Segal AmeriCorps Education Award.
 - A 900-hour term of service must be completed between six (6) and twelve (12) months. The length of the term is determined based on program need.

AmeriCorps Member Contracts also indicate the date that a member's service term ends, and AmeriCorps members are expected to serve through that date, even if they exceeded the 1700/1200/900 minimum threshold. Other requirements apply in order for members to "successfully complete" their term of service; see Section 13, End of Member Term and Program Year for more information.

TERM LIMITS

An individual may serve a maximum of four (4) terms of service as an AmeriCorps State and National program member. A term of service includes full-time, reduced full-time, part-time,

reduced part-time, and minimum-time terms, as well as any term from which an individual is exited for misconduct. If an individual leaves for reasons other than misconduct prior to serving 15% of their contracted term, the term is not considered a term of service for the purposes of this limitation.

MEMBER CONTRACT

Candidates will be provided with a Member Contract. Candidates must have the opportunity to review this document, and it must be signed by them prior to commencement of service. This step will help clarify many questions a candidate may have about the CAP Center AmeriCorps program. The Member Contract outlines the following information:

- Term of service (minimum number of hours to be completed in order to qualify for the Segal AmeriCorps Education Award);
- Potential amount of Segal AmeriCorps Education Award, if earned;
- Length of term, with start and end dates;
- Average number of hours to be served per week;
- Living Allowance, including incremental payment information;
- Member rights and responsibilities;
- Allowable and prohibited activities;
- Position Description; and
- Grievance Procedure.

CNCS prohibits programs from making lump-sum living allowance payouts when a member leaves their term of service. Therefore, the member is expected to continue service through the contracted end date - even when doing so might result in the member serving more than the number of hours required to qualify for a Segal AmeriCorps Education Award. Should an AmeriCorps member, with their Service Site Supervisor's and Project Manager's agreement, amend their contracted end date to an earlier date, any remaining living allowance payments will be forfeited by the AmeriCorps member. Most problems can be prevented by managing the member's progress in relation to term completion.

ENROLLMENT

After accepting a CAP Center AmeriCorps position, AmeriCorps members need to register with the My AmeriCorps Portal, if they have not done so already. Once they are registered,

they will have the ability to complete an Enrollment Form. The AmeriCorps member will receive an automated email from myamericorps@americorps.gov that contains a link to complete their enrollment. AmeriCorps members must complete this process in order to be successfully enrolled in the National Service Trust, and receive a Segal AmeriCorps Education Award upon successful completion of their term.

AmeriCorps members shall be provided with a copy of their signed Member Contract and a Member Handbook, either at or before commencement of service. Members sign an acknowledgement that they have received the Handbook, and will read and adhere to the policies it contains.

MEMBER GEAR

The CAP Center will provide each AmeriCorps member with service gear, which must be worn at all times when the AmeriCorps member is accruing service or training hours, including National Service Days and other AmeriCorps-related activities. The gear will consist of AmeriCorps-branded attire and lanyards. At a minimum, AmeriCorps members must wear the AmeriCorps logo in order to be identified as an AmeriCorps member whenever they are accruing hours. If the gear provided by the CAP Center is not appropriate for any reason, Service Sites are encouraged to develop their own means of easily identifying individuals as AmeriCorps members while they are performing service, attending trainings, or during any and all other AmeriCorps-related activities.

MEMBER FILE

CAP Center AmeriCorps personnel will create and maintain an AmeriCorps Member File for each enrolled AmeriCorps member. The Member File is the repository for required AmeriCorps documents, and other documents related to the member's term of service. CAP Center AmeriCorps personnel will provide support to AmeriCorps members to accurately complete all required documents. Members are required to complete a new Member File for each subsequent term of service.

All forms requiring a member's signature must be completed in their entirety. Unanswered questions or incomplete information can create misunderstandings, errors, and/or audit findings. Missing documents may result in the disallowance of costs for the member's term of

service, and associated repayment of federal funds to CV or CNCS. If a member's term of service is disallowed, your agency may be responsible for repayment of any funds drawn from the AmeriCorps grant.

- Member Files for B&B AmeriCorps members will be completed at the CAP Center;
- Member Files for CWS, First 5, PATH and CA F.Y.I. will be completed at either the CAP Center, Lead Agencies, or Service Sites.

If not completed by the CAP Center, the original Member File must be submitted to your CAP Center AmeriCorps Program Support/Coordinator within two (2) business days of each AmeriCorps member's commencement of service. Failure to submit the Member File may delay the member's living allowance distribution, ability to access healthcare (if elected), and may create a compliance issue in terms of the CAP Center meeting its 7-day enrollment deadline in eGrants. The CAP Center recommends using FedEx, UPS, or another shipping company that offers tracking service, to ship Member Files.

Ongoing Submission of Documents

Lead Agencies and/or Service Sites must submit AmeriCorps Member File documentation to their CAP Center AmeriCorps Project Manager throughout the year, including but not limited to:

- Performance Evaluations;
- Progressive Discipline if applicable;
- Change of Status if applicable;
- Compelling Personal Circumstances, if applicable; and
- Exit paperwork.

Member Files are maintained and securely housed at the CAP Center for a period of seven (7) years. All member information is confidential; however, files will be made available to the CAP Center's independent auditor, CNCS, CV, the OIG, and any other party with authority and credentials to request and review. AmeriCorps members may request, in writing, and receive copies of any documents in the Member File that bear their signature. Copies of their own references may be provided to an AmeriCorps member if the individual providing the reference has authorized the release in writing.

AMERICORPS MEMBER ORIENTATION

All AmeriCorps members are required to receive a minimum of two orientations; a CAP-Center-facilitated AmeriCorps Orientation, and a Lead Agency/Service Site Orientation.

Attendance is mandatory. The purpose of orientation is to: provide an in-depth introduction to AmeriCorps; the specific program in which the member is serving; communicate program objectives, policies and procedures; and address questions and comments from the members. A well-designed orientation sets the stage for the member's successful completion of a term of service. Per the requirements of CNCS and CV, CAP Center AmeriCorps programs will make available orientations covering the following topics within thirty (30) calendar days of commencement of each AmeriCorps member's term of service:

- History of national service with specific focus on AmeriCorps;
- Expectations of AmeriCorps members;
- Program calendar covering project timeline including required National Days of Service;
- AmeriCorps member policies, rights, and responsibilities including:
 - Code of conduct;
 - Prohibited and unallowable activities;
 - Requirements under the Drug-Free Workplace Act;
 - Suspension and termination from service;
 - Grievance procedures;
 - Sexual harassment;
 - Other non-discrimination issues;
 - AmeriCorps member performance evaluations;
 - Timesheets and living allowance distribution;
 - Healthcare;
 - Child care; and
 - Segal AmeriCorps Education Award.
- Training required to equip your AmeriCorps members with any basic knowledge and skills needed before and throughout service;
- Review of Training Calendar;
- Review of Member Contract and Member Handbook;
- AmeriCorps program Performance Measures;

- Formal acknowledgement of AmeriCorps member's commitment through a swearing-in ceremony including the AmeriCorps oath;
- Safety;
- Leaves of Absence;
- Training that will assist your AmeriCorps members in their transition from their AmeriCorps positions (Life after AmeriCorps); and
- Completion of each of your AmeriCorps member's Member File.

Lead Agencies/Service Sites must conduct an orientation for their AmeriCorps members within forty-five (45) calendar days of the commencement of each AmeriCorps member's term of service. The Lead Agency must complete the service site orientation checklist and submit it to their CAP Center AmeriCorps Project Manager. The orientation must include the following topics:

- Knowledge of the bigger picture;
- Understand the culture of the sponsoring organization;
- Understand the organization policies that apply to them; and
- Understand common expectations.

PLANNING THE SCHEDULE

Lead Agencies and/or Service Sites are responsible for ensuring that each of their AmeriCorps members has sufficient opportunity to complete the required number of hours to qualify for a Segal AmeriCorps Education Award and California for All Education Award (if applicable). In planning for this, the Lead Agency and/or Service Site must account for holidays, site closures, and other time off, and must provide each member with sufficient opportunity to make up missed hours. Service Site Supervisors must provide each AmeriCorps member in advance with a schedule that identifies the days and hours the member will be scheduled for service.

Members are not allowed to report service hours that are not authorized by their Service Site Supervisor. Consistent and reliable attendance is essential to providing service. The CAP Center AmeriCorps program expects members to serve the hours they are scheduled, in order to meet the needs of the children and families in the community in which they serve, and to complete their term of service within the service year.

Activity	Members DO NOT earn hours	Members DO earn hours
Service activities as described in the position description		X
Staff/team meetings		X
Trainings/in-services		X
Supervision		X
Other member development		X
National Service Days		X
Unscheduled hours	X	
Member did not report to Service Site	X	
Member is on a leave of absence	X	
Member is unable to serve due to a holiday, illness or vacation	X	
Member has been suspended for cause	X	
Hours served at home	X	

Attendance

AmeriCorps members must maintain regular attendance, which is crucial in providing quality service to children and families. The CAP Center AmeriCorps program is designed so that AmeriCorps members will provide service hours as scheduled every month for the agreed upon term of service, not to exceed a 12-month period or the end of the program year, whichever comes first.

To ensure that members are able to complete their contracted term of service, CAP Center AmeriCorps program personnel will review their service hours. Each AmeriCorps member's service hours will be calculated from their commencement of service. For members who are not consistently serving their contracted average number of hours per week the following procedure will be administered:

- CAP Center AmeriCorps program personnel will notify the Service Site Supervisor.
- The AmeriCorps member and their Service Site Supervisor must complete and sign a Term Completion Plan, outlining how the member will make up the missed service hours.
- Once the Term Completion Plan has been written, the Service Site Supervisor will work with the AmeriCorps member to comply with the Term Completion Plan.
- CAP Center AmeriCorps program personnel and Service Site Supervisors will periodically review member hours to check for compliance. If an AmeriCorps member does not comply with the Term Completion Plan, Progressive Discipline may be initiated by their Service Site Supervisor or CAP Center AmeriCorps Project Manager.
- If an AmeriCorps member does not comply with the actions indicated in Progressive Discipline, they may be issued a Pre-Termination Notice.
- Finally, if the matter is not resolved, the AmeriCorps member may be terminated and released from the CAP Center AmeriCorps program for cause.

Daily Breaks

The CAP Center's policy is that members should have opportunities throughout the day to take breaks, use the restroom, get water or a snack, etc. Members are authorized a fifteen (15) minute break for every four (4) hours served.

Meal Periods

The CAP Center's policy is that Service Sites are required to provide members with a meal period of between thirty (30) and sixty (60) minutes, when the member serves over five (5) hours, during which time the member must be relieved of their service duties. Exception: If a period of no more than six (6) hours will complete the member's day, *and* the meal period has been waived by both the AmeriCorps member and the Service Site Supervisor at the beginning of the shift, then the AmeriCorps member does not need to take a meal period. Meal periods cannot be scheduled or taken at the beginning or end of the shift. Members do

not accrue service hours during meal periods. If you need a meal waiver form, please request this from your CAP Center AmeriCorps Project Manager.

National Service Days

Throughout the year, AmeriCorps members have opportunities to come together for special events related to their service on National Service Days. AmeriCorps members are required to participate in National Service Days. These days are intended to connect members and communities to a national network of programs, celebrate their accomplishments, and allow them to serve with community volunteers, other AmeriCorps members, and other national service participants.

Required National Service Days	Optional Events (participation is strongly encouraged)
<ul style="list-style-type: none"> • Make a Difference Day; • Martin Luther King Day of Service; and • AmeriCorps Week/Child Abuse Prevention Month 	<ul style="list-style-type: none"> • September 11th Day of Service; and • Cesar Chavez Day of Service and Learning.

Time Off

Since AmeriCorps is focused on service throughout the program year, and AmeriCorps members are not considered to be “employees,” the CAP Center AmeriCorps program does not allow “paid time off,” “sick pay,” or “vacation pay.” However, because the living allowance is not based on time or hours served, members may take time off from the program and not be penalized for doing so. The AmeriCorps member must request time off in writing from their Service Site Supervisor. If an AmeriCorps member does not provide service or attend trainings for an entire living allowance period, they will not receive the corresponding living allowance incremental payment (see “Zero Hour Policy” on page 102). In situations where the member is aware that they will need to be away from the program for an extended period of time, they may request a leave of absence (see Section 6, AmeriCorps Member Policies, for more information).

Sick Time

AmeriCorps members may not report to service if they are ill or need to care for a family member who is ill. AmeriCorps members are required to follow the Lead Agency/Service Site's policy and procedure for reporting an absence due to illness. Lead Agency/Service Sites will review this policy during the Service Site Orientation.

Tardiness

AmeriCorps members are expected to report to their Service Sites as scheduled and be ready to serve at the scheduled time. AmeriCorps members are responsible for knowing what time they are scheduled to be at their Service Site. If an AmeriCorps member will be late or absent, they must call their Service Site Supervisor as soon as possible, but no later than the start of their shift. This policy applies to attendance for trainings, special events, and other activities the member is scheduled to attend. Service Sites will provide guidelines and contact information for the AmeriCorps members to report in these instances.

CHANGE OF STATUS

Circumstances may arise within a program that will necessitate changing the term of service of a currently enrolled member. While this may be allowable, the change must be approved by CaliforniaVolunteers and the CAP Center, and cannot result in an increased number of Member Service Years ("MSY's") for the program.

If there is a programmatic need to change a currently enrolled member's status (i.e. half time to full time or full time to half time) Lead Agencies may request this change in writing. A status change of this nature is discouraged because it is very difficult to facilitate successful term completion, unless done very early in the member's term of service. The request must be made before a member has served ninety (90) days of his/her term. Impact on program quality will be factored into the approval of requests. CaliforniaVolunteers will be notified and will make the final decision if term modification can occur. If other status changes are desired for an AmeriCorps member, please contact your AmeriCorps Project Manager.

Section 4

RETENTION

IMPORTANCE AND IMPACT OF AMERICORPS MEMBER RETENTION

Retention is a very important component of each CAP Center AmeriCorps program, for many reasons. AmeriCorps programs that demonstrate high retention (California Volunteer's standard is a minimum of 85% of enrolled AmeriCorps members), are more likely to achieve their performance measure targets, and consequently are more likely to receive continued funding. AmeriCorps programs that don't retain members are more likely to experience the following challenges:

- Children and families in the community may no longer receive services;
- Additional time is required to train new members who are filling vacated member positions;
- Additional costs may be required under contracts or MOUs if AmeriCorps member positions are refilled; and
- Future recruitment may suffer, depending on the reasons AmeriCorps members leave their terms.

An intrinsic benefit of high retention is that you may also be preparing your AmeriCorps members for future employment positions at your site. Please note, however, that the CAP Center prohibits Lead Agencies and/or Service Sites from offering or entering into employment relationships with individuals who are currently serving as AmeriCorps members in a CAP Center AmeriCorps program.

Finally, AmeriCorps members who do not "successfully complete" (see Section 13) a term of service will not be eligible to receive any portion of a Segal AmeriCorps Education Award, California for All Education Award, and may not be able to serve any future terms of AmeriCorps service. Retention is determined by the number of full and partial education awards approved in any given AmeriCorps program.

CAP Center Training

It is helpful to share the amount of time a member will spend attending training during their term of service during the interview process. Furthermore, an example of what a typical training calendar looks like could provide useful insight for our AmeriCorps applicants to consider during their interview process.

Make sure that you are well-versed on how to register your members for trainings and that they are scheduled to attend CAP Center training as close to the beginning of their service term as possible. CAP Center trainings are designed to provide your members with the foundation that they need to succeed in their positions. If your members do not understand what they are supposed to be doing, the associated frustration may cause them to resign their position.

AmeriCorps Mentor/Mentee

If you have subsequent term members at your Service Site, consider pairing them up with your new, first-term members. Your subsequent term members can relate to the first-term members in ways that you may not be able to (unless, of course, you are an AmeriCorps Alum). Your subsequent term AmeriCorps “mentors” have walked in the new member’s shoes, and may have invaluable information to share that will help this be a successful program year. Encourage your members to serve another term.

Importance of Practicing Self-Care

You should practice self-care; being aware of their physical, mental, and emotional states, and taking steps to make sure they are running at optimal levels. Good self-care can help a person deal with stress, and reduce burn out. Some ideas for self-care include:

- **Going Outside:** Taking a walk in nature is a great way to unplug from a stressful situation, and is considered by some to be a form of meditation.
- **Setting Limits:** At a minimum, AmeriCorps members should be taking 15-minute breaks and minimum 30-minute meal periods, so there could be a built-in time limit for projects. However, some projects or activities may demand more energy and attention. In these cases, break up your day by moving on to other projects, and then resuming the more intensive project later.

- **Making Time for other Interests:** Having a hobby is a great diversion for most people. It allows the mind to become completely focused on one or more tasks that are often not related to the way in which a person makes a living.
- **Stepping away to regroup:** When a situation is especially frustrating or problematic, it is okay to step away. However, if there is an expectation of completion by a certain time or point, it is a good idea to communicate the need for a “time out,” so that the work can continue in another fashion, if necessary.
- **Having a Support Network:** Encourage your members to set up a support network for themselves. You, as the Service Site Supervisor, and CAP Center AmeriCorps staff can be part of this support network, but your members can also reach out to family members, friends, even licensed counselors, if necessary.
- **Exercising:** Physical activity has been shown to have many positive effects, which include: reducing stress, keeping weight under control, and getting a better night’s sleep. Exercising can also be a social activity.
- **Journaling:** Keeping a journal can help manage stress and anxiety. Journaling allows people to express feelings privately, process them, and ultimately see their own growth and progression over time.

Share the Big Picture

Stay up-to-date on your agency’s progress toward goals. This can include discussion about data collection, and its impact on the CAP Center AmeriCorps program as a whole (your CAP Center AmeriCorps project manager will share reports with you on a periodic basis that provide this information). But don’t stop there; be sure to stay informed about all of the changes that your agency is making, and how their service fits in. It is important for your members to see the difference they are making. The old adage, “strength in numbers,” applies to data, too. Consider aggregating multiple years’ worth of data, and showing your members the resultant change in their community.

Work through Obstacles

It is a well-known phenomenon that many AmeriCorps members will question their service commitment at some point. This can be caused by a variety of different triggers, many of which can be prepared for, including challenges with the living allowance, burnout, frustration, and a feeling of time spent being unproductive. By following a few simple steps, you and your member may be able to transform a conflict into an opportunity for growth. Below, we use the example of challenges related to a member's living allowance:

Section 5

AMERICORPS MEMBER REQUIREMENTS

PROFESSIONALISM

AmeriCorps members are required to conduct themselves as representatives of AmeriCorps, the CAP Center AmeriCorps program, Lead Agency, and Service Site in a professional manner at all times. This includes treating Service Site staff, AmeriCorps members, CAP Center staff, and service recipients with respect. To meet these requirements, AmeriCorps members must:

- Maintain open and frequent communication with Service Site staff about daily duties;
- Avoid criticizing Service Site staff or policies, both while at the Service Site and in public;
- Keep your workspace neat and organized;
- Maintain a pleasant and positive attitude;
- Refuse to allow interpersonal conflicts with other members or staff to interfere with service or affect professionalism;
- Not allow conflicts in their personal life to interfere with service or affect professionalism;
- Inform their Service Site Supervisor about any problems encountered at the Service Site, in the field, or in public; and
- Make an effort to learn, understand, and blend with the culture and “norms” of the Service Site.

CONFLICT OF INTEREST

The term "conflict of interest" describes a situation in which an individual's own interest may influence the manner in which the Lead Agency/Service Site manages a CAP Center AmeriCorps program. The Lead Agency/Service Site must refrain from all actions that impair or provide a reasonable perception of impairing, independence or judgment and report all conflicts or (potential conflicts) of interest to their CAP Center AmeriCorps Project Manager with one business day. Examples of conflicts of interest are including but not limited to:

- A Lead Agency/Service Site supervisor enrolls a family member (i.e, spouse, parent, sibling, child, stepchild, grandparent, grandchild, great-grandchild, in-law or domestic

partner) as an AmeriCorps member that would be under their direct supervision and/or that conflicts with the interest of the CAP Center AmeriCorps programs in any manner;

- A Lead Agency/Service Site discloses or uses confidential, special or inside information of or about the CAP Center AmeriCorps programs or its partners particularly for personal profit or advantage;

FRATERNIZATION

AmeriCorps members must notify their Service Site Supervisor of any family or social relationship with staff, co-members, and service recipients who they interact with through their AmeriCorps position. It is at the discretion of the Service Site Supervisor as to what action will be taken. Actions include discussing confidentiality and clearly setting expectations, removing the service recipient from the member's case load, re-defining the member's duties, and may include transferring the member to an alternate Service Site. AmeriCorps members will not be assigned any potential service recipient with whom they have a family or social relationship. The actions taken are intended to best support the success of the member in their service position. Every effort must be made for the potential service recipient to receive service through another avenue, while simultaneously providing the member with the opportunity to successfully complete their term of service.

ACCEPTABLE CONDUCT

AmeriCorps members must comply with all policies and requirements outlined in their Member Contract, Member Handbook, and any additional requirements of their Lead Agency and/or Service Site. Below is a non-exhaustive list of requirements, which if not followed, may result in coaching, discipline, and/or release from the program.

CAP Center AmeriCorps Program Requirements

- Description and/or assigned by their Service Site Supervisor. They must meet or exceed the service standards outlined in their Position Description.
- AmeriCorps members must adhere to all CAP Center AmeriCorps program, Lead Agency, and Service Site policies and procedures.
- AmeriCorps members must maintain a professional demeanor during interactions with Service Site Supervisors, Service Site staff, Lead Agency staff, other AmeriCorps members, and the public.
- AmeriCorps members must be truthful and accurate in all conversations and on all records/documents including, but not limited to: eligibility criteria, program documentation (forms, timesheets, supervision, corrective action, etc.), data, child care documents, medical releases/records, criminal history or subsequent arrests, and professional communications.
- AmeriCorps members must assume responsibility for actions, products, decisions, and language, including record keeping, interactions with others, and carrying out their role as a National Service participant. They have an obligation to report and be answerable for resulting consequences.
- If serving for a period of more than five (5) hours in one (1) day, AmeriCorps members must be provided with a meal period of between thirty (30) minutes to sixty (60) minutes, during which time they are to be relieved of all service-related duties. Exception: If a period of no more than six (6) hours will complete the member's day, *and* the meal period has been waived by both the AmeriCorps member and the Service Site Supervisor at the beginning of the shift, then the AmeriCorps member does not need to take a meal period. The meal period cannot be taken at the beginning or the end of the service day.
- AmeriCorps members are authorized to take a fifteen (15) minute break for every four (4) hours of AmeriCorps service.
- AmeriCorps members are required to conduct themselves as representatives of the CAP Center AmeriCorps program, the Lead Agency, and their Service Site in a professional manner at all times.
- Service Site equipment, such as phone, computer, mail, or supplies must be used for service assignment only.

- AmeriCorps members may be required to sign an additional set of requirements by the Service Site and/or Lead Agency.
- AmeriCorps members must use appropriate language and behavior while representing the CAP Center AmeriCorps program.
- AmeriCorps members must notify their Service Site Supervisor and the CAP Center immediately should any of the following occur during their term of service:
 - Criminal charge of any kind;
 - Detainment of any kind;
 - Arrest of any kind; and/or
 - Conviction of any crime.

Service Hour Requirements

- In order to claim AmeriCorps hours, AmeriCorps members must be engaged in approved CAP Center AmeriCorps program-related activities or responsibilities in a supervised setting. Any unauthorized hours or hours served from home will be disallowed.
- AmeriCorps members must report to the Service Site on time and be ready to serve.
- AmeriCorps members must follow the Lead Agency/Service Site procedure for contacting and notifying their Service Site Supervisor as soon as possible, but no later than the start of their scheduled shift, when:
 - They are unable to report to the Service Site;
 - They will be late to arrive to a scheduled activity; or
 - They need to leave the Service Site before the end of their scheduled shift.
- AmeriCorps members must receive prior approval from their Service Site Supervisor before attending any seminars, trainings, workshops, or activities that are not scheduled.
- AmeriCorps members must receive prior approval from their Service Site Supervisor before serving any additional unscheduled hours.
- Non-service related activities, such as working on homework and making personal phone calls, may only occur during scheduled break times.
- AmeriCorps members must contact their Service Site Supervisor to find additional service to perform if they have completed all assigned tasks.
- AmeriCorps members must maintain an agreed upon attendance schedule.

- AmeriCorps members will not earn any service hours toward their minimum contracted number of hours prior to their contracted start date.
- If an AmeriCorps member does not report to their Service Site and does not contact their Service Site Supervisor for three (3) days, it will be considered “service abandonment,” which may result in termination. See Section 13, End of Member Term and Program Year, for more information.

Dress Code Requirements

While serving AmeriCorps hours, AmeriCorps members must adhere to the following dress code. Additional guidelines may be imposed by the Lead Agency and/or Service Site.

- AmeriCorps members must wear the AmeriCorps logo to identify them as an AmeriCorps member during the course of service or while attending trainings. The logo can be worn on a uniform shirt, lapel pin, button, name badge, etc.
- AmeriCorps members must wear clothing and shoes that are safe and appropriate for the activities in which they are involved, including National Service Projects.
- Clothing must be clean and mended if torn.
- AmeriCorps members must not wear sexually provocative clothing as defined by the Lead Agency, Service Site and/or the CAP Center.
- Clothing must not represent or promote alcohol, tobacco, and/or other drugs, or provoke reactions from others based upon religion, sexual orientation, age, creed, or political beliefs. Clothing must not promote a violent lifestyle or suggest gang affiliation. If AmeriCorps members report to their Service Site wearing inappropriate clothing, they must be sent home to change. Service hours will not accrue until they return to the Service Site in proper attire.

Safety Requirements

- AmeriCorps members must adhere to all safety rules, as outlined in the CAP Center AmeriCorps Safety Manual. They will be required to sign a safety policy for the CAP Center AmeriCorps program, and may also be required to sign a safety policy for their Lead Agency and/or their Service Site.
- Within 24 hours, AmeriCorps members must report to their Service Site Supervisor any accidents/injuries occurring while serving and follow procedures accordingly.

IMPROPER CONDUCT

Due to the nature of a behavior or situation and potential safety risks, Service Site Supervisors will need to take immediate and appropriate action for the following circumstances. Actions may include suspending AmeriCorps members without living allowance until an investigation of the situation takes place, and/or other discipline methods (which may include termination from the CAP Center AmeriCorps program for cause). AmeriCorps members will not accrue service hours during a period of suspension.

The following is not an all-inclusive list, but a general guideline of situations that are considered improper conduct:

- AmeriCorps members' actual or suspected behavior that results in concern about the safety of a child or other people in the service setting;
- Ignoring, neglecting, or refusing to follow the directions or instructions communicated by the Service Site Supervisor or designated staff (insubordination);
- Verbal or written threats to anyone at the Service Site or while serving;
- Fighting, aggressive action (physical or verbal), or abusive language at the Service Site;
- Falsification of identification, employment, education, citizenship, and/or criminal history verification, information, and/or documentation;
- Misrepresentation of any AmeriCorps service performed or training(s) attended including, but not limited to: time associated with activities, case notes, travel time or mileage (if applicable), etc.;
- Falsification of any and all records and documents used in the CAP Center AmeriCorps program, including, but not limited to: program documentation, child care documents, enrollment verification documents, medical releases/records, criminal background, data forms, and time sheets;
- Violation of safety rules contained in the CAP Center AmeriCorps Safety Manual;
- Stealing/taking AmeriCorps or Service Site property or property of another;
- Breach of confidentiality;
- Gross insubordination;
- Accusation or suspicion of child abuse;

- The CAP Center's receipt of Subsequent Arrest Notification from the Department of Justice (DOJ);
- Arrest, charge, detainment, or conviction of a non-violent misdemeanor; and/or
- Arrest, charge, detainment, or conviction of a felony.

NON-NEGOTIABLE CODE OF CONDUCT

The following offenses will result in suspension pending an investigation. Based on outcomes of investigation, members will be subject to disciplinary action up to and including termination.

- Felony Conviction. If an AmeriCorps member is convicted during the service year of a felony, they must notify their Service Site Supervisor immediately.
- Violent Misdemeanors. Misdemeanor convictions of a violent nature or those that may cause reason to believe that an AmeriCorps member is a potential threat to the Service Site or service recipients.
- Violence and Weapons at the Service Site. Possession or sale of weapons during service is prohibited. Additionally, AmeriCorps members may not engage in physical, verbal, or emotional violence, threats, abuse, or harassment.
- Drugs and Alcohol. AmeriCorps members may not possess or use alcoholic beverages, marijuana, or illegal drugs while on CAP Center/Service Site property, or during service. If they are suspected of being under the influence of alcohol or drugs at the Service Site, they will be suspended from service. Following an investigation, if it is determined that they were under the influence of alcohol or drugs either at the Service Site, during service hours, or while in uniform, they will be subject to disciplinary action, up to and including termination.
- Unsupervised or Unauthorized Contact with Minor Age Children. AmeriCorps members are prohibited from having any contact with minor age children involved in the CAP Center AmeriCorps program during non-service hours, unless special written permission is given by the Lead Agency, the Service Site, and the CAP Center prior to the contact. During service hours, another adult must supervise any one-on-one interaction with minor age children by AmeriCorps members, unless they are authorized for such interaction.

Section 6

AMERICORPS MEMBER POLICIES

COMPUTER, INTERNET USAGE, AND SOCIAL MEDIA

The CAP Center discourages AmeriCorps members from using Service Site computers, laptops, tablets, smartphones and other devices, internet service, and bandwidth for personal use during service; however, AmeriCorps members are required to follow the policies of their individual Service Site and/or Lead Agency.

Many Service Sites and/or Lead Agencies have policies regarding Social Media, which will be distributed to AmeriCorps members on or before their commencement of service, and members are required to follow these policies. Social Media policies may include prohibitions around discussing company trade secrets, sexually harassing other members or employees, engaging in negative behaviors on social media, or posting pictures or information regarding clients of the Service Site. Nothing in these policies is intended to limit a member's right to discuss the terms and conditions of their contracted service, or to engage in any activity protected by state or federal law. In the absence of a specific policy, AmeriCorps members should refer to the confidentiality policies of their Service Site, Lead Agency, and the CAP Center. Any questions should be posed to the Service Site Supervisor, preferably before information has been posted.

CITIZENSHIP

Jury Duty

Serving on a jury is an important responsibility of citizenship. Service sites must allow AmeriCorps members to participate in the jury process without being penalized for doing so. During the time members serve as jurors, they will continue to receive credit for their regularly scheduled service hours, receive a living allowance, and maintain healthcare and child care benefits. AmeriCorps members may keep reimbursements for incidental expenses received from the court. Members may be required to submit documentation from the court to verify their participation in jury duty.

Voting

Service sites may encourage eligible members to register and vote, but may not require members to register or to vote, or attempt to influence how members vote. Members who are unable to vote before or after service hours should be allowed to do so during service time without being penalized. The Service Site Supervisor should determine the amount of time necessary. Members will not accrue service hours while they vote or register to vote.

Armed Forces Reserves

Generally, the Reserves of the U.S. Army, U.S. Navy, U.S. Air Force, U.S. Marine Corps, U.S. Coast Guard, the Army National Guard, and the Air National Guard require reservists to serve one weekend each month, plus twelve (12) to fifteen (15) days each year. Whenever possible, the CAP Center AmeriCorps program will support the member to minimize disruption in service as a result of the member's fulfillment of their reservist duties. Additional guidelines for consideration of AmeriCorps members' Armed Forces Reserves commitments are as follows:

- If members have a choice as to when to fulfill their annual two-week active duty period requirement, they should do so when it will not disrupt their AmeriCorps service.
- In instances where the dates of active duty are inflexible and conflict with AmeriCorps service, members should be granted time away from their AmeriCorps service for the two-week period of active duty period in the Reserves.
- Members will accrue their regularly scheduled service hours during their two-week active duty in the Reserves, regardless of the actual number of hours served in the Reserves.
- Members may not receive time off for additional Reserves-related service beyond the two-week active duty period.
- No AmeriCorps service credit is earned for the once-a-month weekend service in the Reserves.
- The CAP Center AmeriCorps program will continue to pay the living allowance, and child care and healthcare coverage will be available, if elected, for the two-week period of active duty.
- The CAP Center reserves the right to request documentation regarding the two-week active duty period.

NONDISCRIMINATION

It is the policy of the CAP Center AmeriCorps program to assure all persons of equal rights and opportunities with respect to serving in this program. A person, including an AmeriCorps member, a community beneficiary, or program staff, may not, on the grounds of race, ethnicity, color, national origin, sex, age, political affiliation, sexual orientation, gender identity, disability, in most cases religion, or any other bases protected by federal, state, or local law, or ordinance or regulation, be excluded from participation in, denied the benefits of, or be otherwise subjected to discrimination, directly or through contractual or other arrangements, under any program or activity receiving federal financial assistance. The CAP Center AmeriCorps program will not retaliate against any person who, or organization that, files a complaint about such discrimination.

Examples of potential discrimination are:

- Denying an opportunity to participate in, benefit from, or provide a service, financial aid, or other benefit;
- Providing an opportunity which is different or provided differently;
- Denying an opportunity to participate as a member of a planning or advisory body integral of the program;
- Segregating or subjecting a person to separate treatment;
- Providing an aid, benefit, or service to a qualified disabled person that is less effective in affording opportunity to obtain the same result, gain the same benefit, or reach the same level of achievement;
- Denying a qualified disabled person, the opportunity to participate in integrated programs or activities, even though permissibly separate or different programs or activities exist;
- Restricting a person's enjoyment of an advantage or privilege enjoyed by others;
- Providing different or separate aid, benefits, or services to disabled persons unless necessary in order to provide them as effectively as provided to others;
- Treating a person differently in determining admission, enrollment, quota, eligibility, membership or other requirements;
- Using criteria or administrative methods, including failing to provide needed auxiliary aids for disabled persons, which have the effect of subjecting persons to

discrimination, or defeating or substantially impairing achievement of the objectives of the program for a person;

- Selecting a site or location of facilities with the purpose or effect of excluding individuals from, denying them the benefits of, or subjecting them to discrimination under the program;
- Denying a qualified disabled person, a benefit, aid, or participation because facilities whose groundbreaking occurred after May 30, 1979, are inaccessible to or unusable by disabled persons or because programs or activities in facilities predating May 30, 1979, when viewed in their entirety, are inaccessible to or unusable by disabled persons; and
- Failing to provide reasonable accommodation to otherwise qualified individuals with disabilities.

Whistleblower Rights and Remedies

Under 41 U.S.C. § 4712, as described at: <http://www.cncsoig.gov/contractor-whistleblower-protection-0#node-1001>, employees of the Lead Agency or Service Site may not be discharged, demoted, or otherwise discriminated against for disclosing information that an employee reasonably believes is evidence of:

- Gross mismanagement or waste of a Federal contract or grant;
- An abuse of authority relating to a Federal contract or grant (an arbitrary and capricious exercise of authority that is inconsistent with the mission of CNCS or the successful performance of a contract or grant of CNCS);
- A substantial and specific danger to public health or safety; or
- A violation of law, rule, or regulation related to a Federal contract or grant.

Employees of the Lead Agency or Service Site may disclose suspected wrongdoing described above to any of the following:

- The CNCS Office of Inspector General;
- A CNCS employee responsible for contract or grant oversight or management;
- A management official or other employee of Lead Agency or Service Site who has the responsibility to investigate, discover, or address misconduct; or

- An authorized official of the U.S. Department of Justice or other law enforcement agency, a Member of Congress, or a representative of a committee of Congress, or the Government Accountability Office (“GAO”).

If an employee of the Lead Agency or Service Site believes that he or she has been subjected to reprisal for disclosed wrongdoing described above, the employee may submit a complaint to the CNCS OIG within three (3) years of the date on which the alleged reprisal took place.

Neither the Lead Agency or the Service Site shall require their respective employees to sign or comply with any internal agreements or statements prohibiting or otherwise restricting the lawful reporting of suspected or confirmed compliance issues to any entity authorized to receive such information.

Violation of Civil Rights

The CAP Center AmeriCorps program policy reflects the intent and the regulatory law of Title VII and all other Civil Rights Acts. The CAP Center AmeriCorps program is obligated to maintain a work environment free of all intimidation, insult, and any form of harassment and discrimination. Criminal penalties extend to those who injure, intimidate, or interfere with a person's civil rights, and those who attempt to do so. An AmeriCorps member involved in any form of a substantiated allegation of racial, sexual, religious, or ethnic epithets, harassment, intimidation, insults, or other categories falling into this category, including verbal abuse and sexual propositions, will be subject to disciplinary action. This disciplinary action can include dismissal for cause if the allegation is substantiated.

Reports and Investigations

The CAP Center AmeriCorps program recognizes that it can be difficult to determine whether a particular action or incident is an inappropriate overture or an act of harassment or discrimination affecting service. Consequently, CAP Center AmeriCorps program personnel will examine all the factual details of the incident and may refer the case to another investigative authority if needed. Given the nature of harassment or discrimination, the CAP Center AmeriCorps program recognizes that false accusations of harassment or discrimination can have serious effects on innocent persons. We trust that all AmeriCorps members will act responsibly based on the CAP Center’s Acceptable Conduct policies, and

contribute to a healthy environment free of harassment and discrimination. All members are encouraged to seek clarification and understanding on this from their designated supervisors, Service Site, or Lead Agency.

In addition to filing a report with local and state agencies that are responsible for resolving discrimination complaints, members may bring a complaint to the attention of CNCS. If members believe that they or others have been discriminated against, or if they want more information, they should contact:

Child Abuse Prevention Center
4700 Roseville Road, Suite 102
North Highlands, California 95660
Attn: Human Resources
(916) 244-1904

CaliforniaVolunteers
1400 10th Street
Sacramento, California 95814
(916) 323-7646

Corporation for National and Community Service
Equal Opportunity Program
1201 New York Avenue, NW
Washington, D.C. 20525
(202) 606-7503 (voice)
(202) 606-3472 (TTY)
eo@cns.gov (e-mail)
www.nationalservice.gov

This information is also provided to AmeriCorps members in the 2019-2020 CAP Center AmeriCorps Member Handbook.

Sexual Harassment Policy

Sexual harassment is an unlawful practice prohibited by both federal and state law. All AmeriCorps members must be allowed to serve in an environment free from unsolicited and unwelcome sexual behavior or overtures. This has become part of the interpretation of Title VII of the Civil Rights Act of 1964, as amended, which prohibits discrimination in employment based on gender.

The Equal Employment Opportunity Commission Guidelines define sexual harassment as unwelcome sexual advances, and requests for sexual favors; other verbal or physical conduct of a sexual nature constitutes sexual harassment when:

- Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's service;
- Submission to or reflection of such conduct by an individual is used as the basis for service decisions affecting such individual; or
- Such conduct has the purpose or effect of unreasonably interfering with an individual's service performance or creating an intimidating, hostile, or offensive service environment.

It is the policy of the CAP Center AmeriCorps program that sexual harassment is unacceptable behavior and it will not be condoned or tolerated. Individuals and Service Sites that violate this policy will be subject to disciplinary action up to and including termination of their term of service and/or termination of their right to participate in the CAP Center AmeriCorps program partnership. Service Site Supervisors, Service Sites, and Lead Agencies are directly responsible for preventing and responding to sexual harassment by taking appropriate action.

Any member who believes she/he has been the subject of discrimination, violation of civil rights, or sexual harassment should report the alleged act immediately to their Service Site Supervisor, Service Site, Lead Agency, and/or the CAP Center. An investigation of all reports will be undertaken immediately by the Lead Agency, Service Site, and the CAP Center. Any Service Site Supervisor, agent, or member who, after appropriate investigation by the Lead Agency and/or the CAP Center, has been found to have engaged in sexual or racial/ethnic harassment or discrimination of an AmeriCorps member, will be subject to appropriate sanctions depending on the circumstances.

Claims of unlawful harassment not brought to the attention of the Service Site Supervisor, Service Site, Lead Agency, the CAP Center, CaliforniaVolunteers, or CNCS' Equal Opportunity Program (EOP) within 45 days of their occurrence may not be accepted in a formal complaint of discrimination. OCRI may be reached at (202) 606-7503, (202) 565-2799 (TDD), eo@cns.gov, or www.nationalservice.gov.

REASONABLE ACCOMMODATION

AmeriCorps members have the right to request reasonable accommodations for any disability. If a member has a mental or physical disability or medical condition and needs accommodation in order to perform the assigned responsibilities, they should request the accommodation from their Service Site in writing. Members may also contact the CAP Center directly with questions or concerns about requests for reasonable accommodation. Accommodations that impose an undue financial or administrative burden on the operation of the program or fundamentally alter its nature are not reasonable accommodations. If you receive a request for a reasonable accommodation, please contact your CAP Center AmeriCorps Project Manager.

There may be times when someone requests an accommodation that you feel is too expensive, unwieldy, or impacts your program's ability to meet its mission. Under these circumstances, please contact your CAP Center AmeriCorps Project Manager or the CAP Center Human Resource Generalist.

MEDICAL PHYSICAL, AND DRUG TESTING

To provide a safe environment for the children and families served by the CAP Center AmeriCorps program, AmeriCorps members may be required to receive a medical physical and be drug tested. The CAP Center and/or the Service Site will provide AmeriCorps members with a written policy regarding medical physicals and drug testing if required for their AmeriCorps position.

Marijuana Use

Although marijuana use has been legalized for adults in California, the use or possession of marijuana during service hours is prohibited under federally funded programs such as

AmeriCorps.

Drug and Alcohol Testing

Drug testing when required can include, but is not limited to: blood, urine, breath, or other tests for evidence of the presence of alcohol, marijuana or controlled substances in the body.

Reasonable Suspicion

In cases where a Service Site Supervisor, member of management, or other personnel have reasonable suspicion to believe that an AmeriCorps member is under the influence of drugs and/or alcohol or are involved in a service-related accident, alcohol and/or drug screening may be ordered with advance notice and approval by CAP Center management. This reasonable suspicion must be based on objective symptoms, such as factors related to an AmeriCorps member's workplace appearance, behavior, speech, and/or other facts that indicate they may be under the influence of drugs or alcohol. A reasonable basis may also exist if an AmeriCorps member is found to be in possession of illegal drugs, alcohol, marijuana or paraphernalia connected with the use of an illegal drug. Possession of illegal drugs, marijuana, or alcohol is prohibited even if the AmeriCorps member has not used these substances. Such testing will also be required following the discovery of illicit or unauthorized drugs or drug paraphernalia or any other relevant evidence. If an AmeriCorps member is on medically prescribed medication, it is their responsibility to advise their Service Site Supervisor of this fact before they report to service.

If the results of an AmeriCorps member's drug and/or alcohol test are positive, the CAP Center will take disciplinary action which may include the AmeriCorps member's participation in a drug treatment or rehabilitation program, suspension from service, or immediate termination from the CAP Center AmeriCorps program. The disciplinary action will be based on the seriousness of the offense and the AmeriCorps member's past performance with the CAP Center AmeriCorps program. If the AmeriCorps member returns to service after testing positive for drugs and/or alcohol, they may be required to consent to unannounced tests for drugs and/or alcohol for the remainder of their term of service, and throughout future terms of service, as a condition of remaining in the CAP Center AmeriCorps program. In the event that the AmeriCorps member tests positive, they may request a second test to be performed by a reliable drug testing agency, at their expense.

Failure to Consent to Testing

Failure to consent to testing when requested to do so is considered insubordination, and may result in immediate termination.

DRUG-FREE WORKPLACE

In accordance with the Drug-Free Workplace Act (41 U.S.C. 701 et seq.) and in recognition of the fact that drug abuse may cause poor service performance and/or attendance, the CAP Center AmeriCorps program shall provide a drug-free workplace for its members.

The unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance is prohibited in any site wherein service is performed for the CAP Center AmeriCorps program.

Any AmeriCorps member who unlawfully manufactures, distributes, dispenses, or uses a controlled substance in the workplace shall be subject to disciplinary action, up to and including termination from service.

Any AmeriCorps member who is convicted of a drug-related violation at their Service Site shall be subject to disciplinary action, up to and including termination from service. The AmeriCorps member shall inform their Service Site Supervisor and the Lead Agency in writing within five (5) calendar days of such conviction. The CAP Center AmeriCorps program will then report any such conviction to CV and/or CNCS within ten (10) days of such conviction. Failure to notify the Service Site Supervisor and Lead Agency in writing within the specified period of time shall be regarded as grounds for immediate termination.

The CAP Center AmeriCorps program will attempt to help a person with a substance abuse problem by encouraging entry into a rehabilitation program approved for such purposes by a federal, state, county health, law enforcement, or other appropriate agency. AmeriCorps members experiencing problems with alcohol or other drugs are urged to seek assistance voluntarily.

Definition of Substance Abuse

Any use of an illegal drug; misuse of any over-the-counter drug, in cases where such use impairs service performance; use of any prescription drug in a manner inconsistent with its

medically prescribed or intended use, or under circumstances where use is not permitted; use of alcohol where such use impairs service performance, or consumption of alcohol while on duty; intentional and inappropriate use of any substance, legal or illegal, which impairs service performance.

The CAP Center AmeriCorps program recognizes that drug abuse can be successfully treated. Consequently, the CAP Center AmeriCorps program shall provide materials to the member, informing them about the dangers of drug abuse in the workplace, the CAP Center AmeriCorps program's policy of maintaining a drug-free workplace, any available drug counseling or rehabilitation programs, and the penalties that may be imposed upon members for drug abuse violations occurring in the workplace.

CONFIDENTIALITY

To create and maintain an environment of safety and trust, family and agency confidentiality must be maintained. Each Service Site will discuss their site-specific Confidentiality Policy with their AmeriCorps members. Member violation of confidentiality may result in disciplinary action, up to and including release for cause.

Confidential Files and Information

Careful custody and handling of documents and materials containing confidential information, as well as discussed or overheard private communications are of critical importance. Members are responsible for safeguarding this information against theft, loss, unauthorized use or disclosure. Therefore, if in the course of service, the member has access to such materials or information, the member must take the necessary steps to ensure that it is handled, stored, transmitted, or destroyed in a manner which will preclude loss or misuse.

Such information should be given only to those persons at the Lead Agency and/or Service Site who are authorized and need the information in order to perform the duties of their programmatic positions. Any unauthorized individuals, inside or outside the Lead Agency and/or the Service Site shall not have access to this information. Information will be identified as confidential by the Lead Agency and the Service Site.

Breaches of Personally Identifiable Information

Personally Identifiable Information (PII) is any information about an individual, including but not limited to, education, financial transactions, medical history, criminal or employment history and information which can be used to distinguish or trace an individual's identity, such as their name, social security number, date and place of birth, mother's maiden name, biometric records, etc., including any other personal information which is linked or linkable to an individual. Any breach of PII must be reported to your CAP Center AmeriCorps Project Manager within one business day.

PROHIBITED ACTIVITIES

Corporation for National and Community Service Prohibited Activities

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.

Religious Use

CNCS assistance may not be used to provide religious instruction, conduct worship services, or engage in any form of proselytization.

Political Activity

CNCS assistance may not be used by program participants or staff to assist, promote, or deter union organizing; or finance, directly or indirectly, any activity designed to influence the outcome of a Federal, State, or local election to public office.

Contracts or Collective Bargaining Agreements

CNCS assistance may not be used to impair existing contracts for services or collective bargaining agreements.

Nonduplication

CNCS assistance may not be used to duplicate an activity that is already available in the locality of a program. And, unless the non-displacement requirements listed below are met, CNCS 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.

Nondisplacement

- Lead Agencies and/or Service Sites 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 an AmeriCorps member.
- Lead Agencies and/or Service Sites may not displace a volunteer by using an AmeriCorps member.
- A service opportunity will not be created that will infringe in any manner on the promotional opportunity of an employed individual.
- An AmeriCorps member 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.
- An AmeriCorps member may not perform any services or duties, or engage in activities, that:
 - Will supplant the hiring of employed workers; or
 - Are services, duties, or activities with respect to which an individual has recall rights pursuant to a collective bargaining agreement or applicable personnel procedures.
- An AmeriCorps member may not perform services or duties that have been performed by or were assigned to any:
 - Presently employed worker;
 - Employee who recently resigned or was discharged;
 - Employee who is subject to a reduction in force or who has recall rights pursuant to a collective bargaining agreement or applicable personnel procedures;
 - Employee who is on leave (terminal, temporary, vacation, emergency, or sick);
or
 - Employee who is on strike or who is being locked out.
- Lead Agencies and/or Service Sites must, at minimum, conduct and document consultation with the appropriate local labor organization, if any, representing employees in the area where AmeriCorps members and unionized employees are

engaged in the same or similar work as that proposed to be carried out to ensure compliance with the non-displacement requirements specified in section 12637 of the National and Community Service Trust Act.

Other CNCS Prohibited Activities

- While charging time to the AmeriCorps Program, accumulating service or training hours, or otherwise performing activities associated with the CAP Center AmeriCorps program, staff and AmeriCorps members may not engage in 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; or engaging in any form of religious proselytization*.
 - Providing a direct benefit to:
 - A business organized for profit;
 - A labor union;
 - A partisan political organization; or
 - A nonprofit entity that fails to comply with the restrictions contained in section 501(c)(3) of the Internal Revenue Code of 1986 related to engaging in political activities or substantial amount of lobbying except that nothing in these provisions shall be construed to prevent participants from engaging in advocacy activities undertaken at their own initiative; and

- An organization engaged in the religious activities described above, unless CNCS funds are not used to support those religious activities*.
- Conducting a voter registration drive or using CNCS funds to conduct a voter registration drive*.
- Providing abortion services or referrals for such services; and
Such other activities as CNCS may prohibit. *

AmeriCorps members may not engage in the above activities directly or indirectly by recruiting, training, or managing others for the primary purpose of engaging in one of the activities listed above. Individuals may exercise their rights as private citizens and may participate in the activities indicated with an asterisk above on their own initiative, on non-AmeriCorps time, and using non-CNCS funds. Individuals should not wear the AmeriCorps logo while engaging in any of the above activities on their personal time. Additionally, the CAP Center requests that members do not otherwise identify themselves as AmeriCorps members if engaging in any of the above activities on their own time.

CAP Center Prohibited Activities

- AmeriCorps members may not engage in, and therefore, not record hours in fundraising activities while serving in the CAP Center AmeriCorps program.
- Lead Agencies and/or Service Sites must not employ their AmeriCorps members in any capacity while the AmeriCorps members are serving under a Member Contract in a CAP Center AmeriCorps program.
- AmeriCorps members may not transport clients, children, and/or families in their personal automobile during service unless authorized in writing by the Service Site, Lead Agency, and the CAP Center.
- AmeriCorps members are not responsible for supervising the performance, activities, or service experience of other members.
- AmeriCorps members must not have contact with clients during non-service hours. Exceptions will only be made with the prior written approval of the Service Site, Lead Agency, and CAP Center.
- AmeriCorps members must not participate in gambling on Service Site premises.
- AmeriCorps members must not steal/take AmeriCorps or Service Site's property or property of another.

- During service hours or while in uniform, AmeriCorps members must not purchase, consume, or serve alcohol or drugs at any time.
- AmeriCorps members may not participate in un-awarded activities, those activities that are not reflected in a position description or the program's performance measures.
- AmeriCorps members may not primarily perform administrative tasks at the service site. AmeriCorps members primarily perform those activities reflected in their position description or the program's performance measures.
- AmeriCorps members may not earn service hours from home.

All Service Site locations where members serve are required to post a listing of the 2019-2020 CNCS and CAP Center prohibited activities. The CAP Center will provide all service sites with a laminated listing of the 2019-2020 CNCS Prohibited Activities, Other CNCS Prohibited Activities, and the CAP Center Prohibited Activities. If additional or replacement listings are needed, please contact your CAP Center AmeriCorps Project Manager.

REPORTING CHILD ABUSE

All CAP Center AmeriCorps members are required to take the Cap Center Mandated Child Abuse Reporter Training (MCART) within the first 30 days of their service start date. Any member that has not taken the CAP Center MCART within the first 30 days of their start date may be suspended and will not earn service hours until member participates in the required MCART.

All members of the CAP Center AmeriCorps program are required to report suspected child abuse and neglect under California Penal Code 11164-11174.4, on which the CAP Center will train members. The following situations are reportable conditions: physical abuse; sexual abuse; sexual exploitation (including child pornography and child prostitution); neglect; unlawful corporal punishment or injury; and willful cruelty and unjustifiable punishment.

- When to Report (CPC 11166[a]): AmeriCorps members shall make a report to the proper agency whenever they have knowledge of or observe a child whom the member knows or reasonably suspects has been a victim of child abuse or neglect that is obtained in his/her professional capacity or within his/her scope of service.
- How to Report (CPC 11166[a]): AmeriCorps members shall make a report to the proper agency immediately or as soon as practicably possible by telephone, and the

member shall prepare and send a written report thereof within thirty-six (36) hours of receiving the information concerning the incident.

- To whom do Members Report (CPC 11165.9): AmeriCorps members have a choice of reporting to a Child Welfare Agency (Child Protective Services), Police or Sheriff's department, or County Probation Department. Each county has preferred reporting procedures. Commercial film and photo processors report only to law enforcement.
- Individual Responsibility (CPC 11166[g-h]): Any individual named in the reporting law must report child abuse and neglect. When two or more mandated reporters jointly have knowledge or reasonable suspicion of child abuse or neglect, a designated member of the team may make the verbal and written reports. Any team member who has knowledge that the designated member has failed to report shall thereafter make the report. No supervisor or employer may impede or inhibit the reporting duties, and no mandated reporter shall be subject to any sanction for making a report. Reporting information to a supervisor or employer shall not be a substitute for making a mandated report to the proper agency.
- Anonymous Reporting (CPC 11167[a,d1,f]): A mandated reporter is required to give his/her name. The identity of a mandated reporter who reports child abuse or neglect shall be confidential. Non-mandated reporters may report anonymously.
- Immunity (CPC 11172[a-c]): A mandated reporter has immunity from civil and criminal liability when making a suspected child abuse report. In the event a civil suit is filed against the mandated reporter, reimbursement for legal fees incurred in the suit can be made up to \$50,000.
- Liability (CPC 11166[c]): A mandated reporter can be criminally liable for failing to report suspected child abuse. The penalty is a misdemeanor and is punishable up to six months in county jail, a fine not more than \$1,000, or both. Mandated reporters can be civilly liable for failing to report suspected child abuse, too.

ASSISTING MEMBERS WITH LIFE-THREATENING ILLNESSES

The CAP Center AmeriCorps program recognizes that members with life-threatening illnesses, including but not limited to cancer, heart disease, and AIDS may wish to continue to engage in as many of their regular activities as their condition allows, including serving in the program. As long as these members are able to meet acceptable performance standards and medical evidence indicates that their conditions are not a threat to themselves or others, they

will be permitted to serve.

The CAP Center AmeriCorps program will treat all medical information obtained from members as confidential. Members will be required to submit, upon request, doctor's statements addressing service-related questions to determine their ability to continue serving and to meet their duties described in the position description.

LEAVES OF ABSENCE

Types of Leave

The CAP Center recognizes two types of leave:

- Leave under the Family Medical Leave Act ("FMLA"), available to AmeriCorps members who meet certain requirements (see Family and Medical Leave Act below); and
- All other leave, including personal and medical, collectively referred to as "Leave of Absence."

It is important for AmeriCorps members to request any leave of absence in writing as far in advance as possible, to keep in regular contact with their Service Site Supervisor during the leave, and to give prompt notice if there is any change in the return date. Each request for a Leave of Absence will be reviewed individually and must be approved by the Service Site Supervisor, the Lead Agency, and the CAP Center.

At the Lead Agency's discretion, leave may be authorized for AmeriCorps members for documented medical or personal reasons. If leave is appropriate, the Service Site has the flexibility to determine the duration of the absence. The length of leave must be based on two considerations: (1) the circumstances of the situation; and (2) the impact of the absence on the member's service experience and on the overall program.

The Impact of a Leave of Absence on Service Hours

The benefit for the member in having an approved leave of absence is that it can serve to extend the period of time a member has available to successfully complete their term of service. Additionally, any remaining portion of the living allowance may be available to the

member during the period of extension (not to exceed the original contracted annual living allowance amount). The member's contract can be extended by the length of the leave of absence, as long as it does not exceed the end date of the current Program Year.

Service Hour Accrual

Service hour accrual is suspended during a leave of absence because a member is not providing service. A member will retain hours previously accrued toward term completion and will be eligible to re-enter the program at a later date during the same program year. When a member re-enters the CAP Center AmeriCorps program, the suspension will be lifted and they will resume accruing service hours. All hours must be completed by the member's original or amended contracted end date.

Leave of Absence Request Procedure

- The member must discuss the situation with their Service Site Supervisor and submit a written request the leave of absence as far in advance as possible. The written request must include the following information:
 - Start date of the leave.
 - Reason for the leave.
 - Expected date of return to their Service Site. If the AmeriCorps member is unable to return on the date indicated, the member must contact their Service Site Supervisor prior to the documented return date to discuss the situation. If a member does not return and does not contact their Service Site Supervisor prior to the return date as stated, the Service Abandonment process may be initiated.
 - Proposed plan to serve more hours before and/or after the leave to ensure successful term completion, if necessary. See Section 3, Recruitment and Beginning Service, Term Completion Plan for more information.
 - Member must sign and date the request.
- If the Service Site Supervisor approves the request, they must sign, date, and indicate written approval. The original written request for the leave and Service Site Supervisor approval must be sent to the CAP Center for the Member File.
- Lead Agencies may require Service Sites to obtain Lead Agency approval prior to allowing a member's leave of absence.

- The member will be suspended and no service hours will be accrued during the leave of absence
- The suspension will be entered into My AmeriCorps.
- See page 86 for impacts of leave of absence suspension on member benefits

Family and Medical Leave Act

The Family and Medical Leave Act of 1993 (“FMLA”) requires that AmeriCorps members, if eligible, be granted up to twelve (12) weeks of unpaid leave per year for the following reasons:

- The birth of the AmeriCorps member’s child, or placement of a child with the member for adoption or foster care;
- To care for the AmeriCorps member’s spouse, child, or parent who has a serious health condition;
- For a serious health condition that makes the AmeriCorps member unable to perform his or her duties; or
- For any “qualified exigency” (defined by federal regulations because the AmeriCorps member is the spouse, child, or parent of an individual on covered active duty [or has been notified of an impending call or order to active duty] in the Armed Forces).

An AmeriCorps member who is the spouse, child, parent, or next of kin of a covered service member (a service member is a current member of the Regular Armed Forces, the National Guard, or the Reserves) shall be entitled to a total of 26 weeks of leave during a 12-month period.

To be eligible for leave, a member must have provided service in the same program for at least twelve (12) months and have completed at least 1,250 service hours. For purposes of calculating the twelve (12)-month period during which 12 weeks of leave may be taken, the CAP Center uses the rolling calendar method: a “rolling” 12-month period measured backward from the date a member uses any family leave. Each time an AmeriCorps member takes family leave, the remaining leave entitlement is any balance of the 12 service weeks which has not been used during the immediately preceding 12 months.

For leave to care for a covered service member, the 12-month period begins on the first day of the leave, regardless of how the 12-month period is calculated for other leaves. A leave to care for a covered service member is for a maximum of 26 workweeks during a 12-month

period.

Procedure for Applying for FMLA Leave

An AmeriCorps member must submit in writing to their Service Site Supervisor and the Lead Agency their request for FMLA leave. It is the responsibility of the Service Site or Lead Agency to make the CAP Center aware of the member's need for FMLA leave within three (3) business days of its knowledge, but no later than the beginning of the leave. If the leave is based on the expected birth, placement for adoption or foster care, or planned medical treatment for a serious health condition of the AmeriCorps member or a family member, the member must notify the Lead Agency at least thirty (30) days before leave is to begin. The member must consult with their Service Site Supervisor regarding scheduling of any planned medical treatment or supervision in order to minimize disruption to their AmeriCorps service. Any such scheduling is subject to the approval of the healthcare provider of the AmeriCorps member or the healthcare provider of the member's child, parent, or spouse. If the member cannot provide thirty (30) days' notice, the Service Site and/or Lead Agency and the CAP Center must be informed as soon as is practical. The CAP Center requires the member to provide certification from their healthcare provider within fifteen (15) days of any request for family and medical leave under federal law unless it is not practicable to do so. The CAP Center may require recertification from the healthcare provider if additional leave is required. If the AmeriCorps member does not provide medical certification in a timely manner to substantiate the need for family and medical leave, the CAP Center may delay approval of the leave, or continuation thereof, until certification is received. If certification is never received, the leave may not be considered family and medical leave.

Birth of AmeriCorps Member's Child, or Placement of Child with the Member for

Adoption or Foster Care: If the leave is based on the expected birth, placement for adoption or foster care, or planned medical treatment for a serious health condition of the AmeriCorps member or a family member, the member must provide certification from the healthcare provider stating:

- Date of commencement of the possible leave for the birth of a child;
- Duration of leave for the birth of child, duration of leave for the adoption placement, or foster care required;

- The CAP Center may require the member to provide certification from their healthcare provider within 15 days; and
- If the leave is for the birth of a child, the member must provide Medical certification that the member is able to return to service.

Leave to Care for Family Member: If the leave is needed to care for a sick child, spouse, or parent, the member must provide certification from the healthcare provider stating:

- Date of commencement of the serious health condition;
- Probable duration of the condition;
- Estimated amount of time for care by the healthcare provider; and
- Confirmation that the serious health condition warrants the participation of the member.

Leave for an AmeriCorps Member's Own Serious Health Condition: If an AmeriCorps member cites his/her serious health condition as a reason for leave, the member must provide certification from the healthcare provider stating:

- Date of commencement of the serious health condition;
- Probable duration of the condition; and
- Inability of the member to work at all or perform any one or more of the essential functions of his/her position because of the serious health condition.

The CAP Center will require certification by the member's healthcare provider that the member is able to return to service. Failure to provide certification by the healthcare provider of the member's fitness to return to service will result in denial of reinstatement for the member until the certificate is obtained.

Leave Related to Military Service: A leave taken due to a "qualified exigency" related to military service must be supported by a certification of its necessity. A leave taken due to the need to care for a service member shall be supported by a certification by the service member's healthcare provider.

An AmeriCorps member taking FMLA leave will be allowed to continue participating in any health benefits plans in which they were enrolled before the first day of the leave at the level and under the conditions of coverage as if the member had continued in service for the

duration of such leave. The continued participation in health benefits begins on the first date leave first begins under the Family and Medical Leave Act. AmeriCorps members should consult CAP Center Human Resources for their specific situation.

The Impact of a Leave of Absence or FMLA Leave on Program Benefits

Benefit	Leave of Absence	FMLA Leave of Absence
Service Hours toward Segal AmeriCorps Education Award	DO NOT accrue	DO NOT accrue
Living Allowance	WILL NOT receive, UNLESS member serves the minimum hours required for the pay period	WILL NOT receive, UNLESS member serves the minimum hours required for the pay period
AmeriCorps Child Care	NOT available	NOT available
AmeriCorps Healthcare	NOT available	AVAILABLE for up to 12 weeks

Member’s Responsibility during a Leave of Absence or FMLA Leave

During an approved leave of absence, it is important for the AmeriCorps member to take time to address and remedy their situation, whether it is for personal or medical reasons. At the same time, to best serve children, families, and their community, and in order to complete their term of service, the member should make every effort to return to the CAP Center AmeriCorps program as soon as possible.

During a leave of absence, the member must keep the Lead Agency and the Service Site abreast of their situation through the pre-determined check-in dates. If for any reason the agreed upon return date to the program should change, it is the responsibility of the member to discuss this request for change with their Service Site Supervisor prior to the originally determined return date. Both the request for extension and the approval or denial should be

documented in writing and submitted to the CAP Center for the Member File.

Service Site Supervisor's Responsibility during a Leave of Absence or FMLA Leave

Service Site Supervisors are encouraged to utilize a leave of absence as a management tool in helping an AmeriCorps member successfully complete their term of service. A leave of absence should not be reserved only for extreme situations requiring a lengthy period of time away from service. Lead Agencies and/or Service Sites should contact their CAP Center AmeriCorps Project Manager when considering a Leave of Absence.

Before the leave of absence begins, Service Site Supervisors must work with members on a Term Completion Plan to "make up" for time passed during the leave of absence. CAP Center AmeriCorps personnel will enter the leave of absence into the My AmeriCorps system. It is the Service Site Supervisor's responsibility to maintain contact with the member during the leave of absence. This can be accomplished by observing the check-in dates established in the member's request for leave. The Lead Agency's role is to support the Service Site Supervisor and member throughout the Leave of Absence process. As such, the Service Site Supervisor should update the Lead Agency and the CAP Center of any changes in the member's status or situation.

Termination of Service during a Leave of Absence

If an AmeriCorps member fails to either check in with their Service Site Supervisor as agreed upon, or return to the Service Site on the designated return date, a pre-termination letter for service abandonment will be sent to them, which may result in termination from the CAP Center AmeriCorps program.

If the member is unable to return to the program and communicates as directed with the Service Site and the CAP Center, the member may be eligible to receive a prorated education award. In this circumstance, the member must have completed at least 15% of their service hours and be able to provide documentation of a compelling personal circumstance (see Section 13, End of Member Term and Program Year).

SUSPENSION FOR CAUSE

Service Sites or Lead Agencies may suspend AmeriCorps members for cause including, but not limited to, any situations listed in this Handbook and/or the Member Contract. Please review Section 12, Progressive Discipline to learn more about the policy and procedure for suspending a member for cause.

Section 7

iEMPLOYEE and TIMEKEEPING POLICIES

REQUIREMENTS

To ensure accurate time recording for AmeriCorps members, the CAP Center uses an online timekeeping system called iEmployee. All AmeriCorps members serving in CAP Center AmeriCorps programs are required to use this system. You are responsible for reviewing and approving or rejecting your AmeriCorps members' timesheets in iEmployee, and will be issued a temporary user name and password with which to access iEmployee. At your first log in, you will have the opportunity to choose a new password.

AmeriCorps members must record their time DAILY, on an "after the fact" basis (see page 91). This is the best way for them to capture their time; if they wait to record, they might forget how many hours they served, or exactly what they were working on. Also, CaliforniaVolunteers, CNCS' Office of Inspector General, and various auditors may look at AmeriCorps members' timesheets to see if they are following this procedure or not. Failure to follow the procedure could become an audit finding, which can result in disallowed costs; impacting future funding decisions for the CAP Center's AmeriCorps programs.

At the end of each living allowance period (the 15th and the last day of the month), AmeriCorps members are responsible for electronically submitting their timesheet to their Service Site Supervisor. The Service Site Supervisor must then review and approve the timesheet. Timesheets must be completed and approved by the dates listed in the AmeriCorps Member Living Allowance Schedule; see Section 15, 2019-2020 AmeriCorps Member Living Allowance Schedule ("Living Allowance Schedule"). Failure to meet these deadlines may result in delay of payment. A living allowance for any given living allowance period will only be paid when the CAP Center can verify that an AmeriCorps members' Service Site Supervisor has approved the corresponding timesheet by the due date listed on the Living Allowance Schedule. If an AmeriCorps member does not submit their timesheet to their Service Site Supervisor on time, or if the Service Site Supervisor does not approve the timesheet on time, the AmeriCorps member will not receive their living allowance on time. However, once the AmeriCorps member's late timesheet has been approved by their Service Site Supervisor; the CAP Center will issue a paper check outside of the normal pay schedule.

ACCESS

AmeriCorps members can only view, create, and edit their own timesheets. Service Site Supervisors are able to view the timesheets of all AmeriCorps members that they supervise. CAP Center AmeriCorps personnel will create logins and profiles for each member and Service Site Supervisor. An automatic e-mail will be generated by iEmployee and sent to the members and Service Site Supervisors when their profiles are created.

BROWSER COMPATIBILITY

iEmployee is fully compatible with any version of Internet Explorer. It is only partially compatible with Google Chrome, Mozilla Firefox, and Apple Safari, and iEmployee will not save your work, or your member's work if one of these browsers is used. Be sure that you and your AmeriCorps members are using Internet Explorer when entering or submitting timesheet information. Older versions of Internet Explorer (prior to Internet Explorer 9) may also create problems with saving information; if you or your members are using an older version of Internet Explorer, click the "compatibility view" icon in the address bar.

AFTER THE FACT TIMEKEEPING

AmeriCorps members **MUST** record their time in an "after the fact" fashion. This means that they can only record time at the end of their shift. AmeriCorps members cannot estimate and record time that they will spend in the future, even if it is for the same day.

- Example: If an AmeriCorps member's normally scheduled day ends at 5pm, they cannot complete their timesheet for that day during their lunch break, or any other time before their shift is completed.
- Example: You will be out for the remainder of the week, and your member wants to make sure that their Service Site Supervisor has an opportunity to approve the timesheet so that the member gets paid on time. The AmeriCorps member cannot submit their timesheet with hours they have not yet served. In this situation, you can either a) login to iEmployee remotely to approve the timesheet, or b) make arrangements with your CAP Center AmeriCorps Project Manager to have another individual approve the timesheet. This individual must be someone who can verify the activities and time frames that the AmeriCorps member has recorded in their timesheet.

MEAL PERIODS

Service Sites are required to provide members with a meal period of between thirty (30) and sixty (60) minutes, when the member serves over five (5) hours, during which time the member must be relieved of their service duties. Exception: If a period of no more than six (6) hours will complete the member's day, *and* the meal period has been waived by both the AmeriCorps member and the Service Site Supervisor at the beginning of the shift, then the AmeriCorps member does not need to take a meal period. When an AmeriCorps member takes a meal period, they should record it in iEmployee. There is no project for meal periods. When a member has taken a meal period, they can record it by either: a) recording the duration of the meal period in the time clock (they can access the time clock by clicking on the "I" button), or b) simply recording the hours they spent in the various projects, and showing a resultant gap of thirty (30) minutes or more in between. If an AmeriCorps member did not take a meal period, but served more than six hours that day, they SHOULD NOT record a meal period.

EXTERNAL SERVICE REQUESTS

An External Service Request form will be completed for offsite teambuilding and celebrations for any service activities that occur outside the member's normal service schedule. The External Service Request form needs to be approved by the Site Supervisor and CAP Center AmeriCorps personnel. Please contact CAP Center Project Manager to obtain form and answer any questions.

SERVICE ACTIVITY VERIFICATION FORM

A Service Activity Verification form will be completed to verify member's participation in allowable service activities outside a member's normal schedule.

SUBMISSION TIME FRAMES

AmeriCorps members' timesheets are due to their Service Site Supervisor for each living allowance period by the dates listed on the Living Allowance Schedule. The CAP Center

recommends that you add these dates to your calendar to ensure that your AmeriCorps members get paid on time. Living allowances for late timesheets will be paid outside of the normal pay schedule.

HOUR PROGRESS REPORTING

CAP Center AmeriCorps personnel will download AmeriCorps members' timesheet information periodically, and use it to calculate the AmeriCorps members' progress toward completing their contracted number of hours to earn a Segal AmeriCorps Education Award and California for All Education award (if applicable), and to ensure that they are also meeting the average weekly number of hours stipulated in each AmeriCorps member's Member Contract.

CATEGORIZING MEMBER HOURS

AmeriCorps members are required to document their time on a timesheet in the appropriate category; either service or member development:

- **Service:** the majority of member time; spent in the majority of the activities of the member position description, striving to meet grant Performance Measures, and service-related activities.
- **Member Development:** time spent in training, supervision/coaching, professional development, workshops/seminars pertaining to service-related activities, and National Service Days. Members may spend no more than 20% of their term in Member Development.

Per CaliforniaVolunteers' policy, AmeriCorps members may only accrue hours spent in fundraising if an AmeriCorps program has an approved Performance Measure that identifies fundraising as part of the program's design. **No** CAP Center AmeriCorps State and National program has fundraising in its approved performance measures for the 2019/20 program year; therefore, members may neither engage in, nor record, hours spent in fundraising activities during their term of service. During AmeriCorps members' terms of service, they will categorize their time based on the "project" they worked on. "Project" refers to the specific task AmeriCorps members performed.

The table below shows examples of the different projects:

Project	Recordable Hours	Notes
<p>Service Activity <i>*This is the time type that members will use most often*</i></p>	<p>Actual time spent on the service activities.</p>	<p>AmeriCorps members receive hours when they have been approved by their AmeriCorps Service Site Supervisor, and the activities are within the AmeriCorps program's approved performance measures.</p>
<p>Service: Jury Duty</p>	<p>The hours that the member would have normally served.</p>	<p>AmeriCorps members receive credit for their regularly scheduled service hours when they are called for jury duty. Members may be asked to submit documentation verifying their participation.</p>
<p>Service: U.S. Armed Forces</p>	<ul style="list-style-type: none"> • AmeriCorps members should not record hours for once-a-month weekend service. • AmeriCorps members should record the hours they would have served, had they not been fulfilling their Reserves obligation. 	<p>If possible, the AmeriCorps member's duty requirement should be fulfilled when it will not conflict with their AmeriCorps schedule. If this is not possible, they may request a 2-week leave of absence.</p>

Fundraising	N/A	Per CV requirements, “fundraising” must be included in as a project in iEmployee; however, CAP Center AmeriCorps members cannot spend time in fundraising.
Member Development: National Service Day	Actual time spent participating in a National Service Day.	AmeriCorps members are required to participate in National Service Days (see page 43).
Member Development: Supervision	Any time spent in one-on-one or group supervision with their Service Site Supervisor.	CAP Center policy is that members should receive a minimum of one (1) hour of supervision per week.
Member Development: (name of training)	Hours spent at a required training.	Core trainings required by the CAP Center.
Member Development: Training Other	Time spent at a Service Site all-staff meeting, or actual hours spent attending training.	Additional trainings outside of those required by the CAP Center.
Absent	AmeriCorps members should record “0” hours for being absent.	Used only when an AmeriCorps member is absent for an entire regularly scheduled day.
Absent: Site Closed/Holiday	AmeriCorps members should record “0” hours for days when their Service Site is closed.	Used only for holidays or other days that the Service Site is closed.

FALSIFICATION OF TIMESHEETS

Allegations of timesheet falsification will be investigated by the CAP Center. Lead Agencies and/or Service Sites MUST contact their CAP Center AmeriCorps Project Manager prior to taking any disciplinary action. Confirmed falsification of timesheets is grounds for immediate termination.

Section 8

AMERICORPS MEMBER BENEFITS

EDUCATION AWARD (Segal AmeriCorps Education Award & California for All Education Award) (more detail can be found in the Member Handbook)

After successfully completing a term of service, AmeriCorps members may be eligible to receive an AmeriCorps Education Award (“Education Award” or “Ed Award”). For the 2019/2020 program year, the amount of the Education Award is as follows:

- For a 1700-hour member: \$6,095-Segal AmeriCorps Education Award
+ \$3,905-California for All Education Award
\$10,000-Total
- For a 1200-hour member: \$4,266.50-Segal AmeriCorps Education Award
+ \$0-California for All Education Award
\$4,266.50-Total
- For a 900-hour member: \$3,047.50-Segal AmeriCorps Education Award
+ \$0-California for All Education Award
\$3,047.50-Total

AmeriCorps members may receive less than these amounts if compelling personal circumstances apply, and the amounts of any previous awards received will affect the amount as well. This education award can be used to pay education costs at qualified institutions of higher education, to pay for educational training, and to repay qualified student loans.

Governor Newsom has included in the 2019/2020 state budget a California State Education Award called “California for All Education Award”. Full time (1700 hour) members of a CAP Center State AmeriCorps Program serving in the 2019/2020 program year and who successfully complete their term of service will be eligible to receive an additional \$3,905 as part of the California for All Education Award, for a combined total of \$10,000. Similar to the Segal Education Award, 1700 hour members who successfully complete their term of service may use the state supplemental education award to pay for current educational expenses, repay qualified student loans, or do both. The California for All Education Award may not be

subject to all CNCS rules applicable to the federal award.

The rules and procedures for accessing the California for All Education Award are still being defined. However, it is expected that members will access their federal and state education awards in separate procedures. The CAP Center will provide updates on the rules and procedures for accessing the California for All Education Award to Service Site Supervisors and members as we receive them.

AmeriCorps Education Award Pros and Cons

Pros

- Segal Ed Award is indexed to the Pell Grant. When the Pell Grant increases, the Segal Ed Award increases (although it may take some time for the increase to affect AmeriCorps State and National members). Once an award has been earned, the dollar value of that award will not increase.
- The Ed Award can be used in full or in part.
- Individuals can earn up to the value of two (2) full-time awards.
- AmeriCorps members have up to seven (7) years to use their Segal Ed Award after their term has ended, and can even request an extension if they are unavoidably prevented from using the Segal Ed Award.
- Under certain circumstances, AmeriCorps members can use the Segal Ed Award to study outside the U.S.
- AmeriCorps members can transfer their Segal Ed Award to their child, grandchild, or foster child, if the member is 55 years or older before beginning the term of service for the subject award.
- Under special circumstances, based on review and approval by the CAP Center, AmeriCorps members may receive a prorated Segal education award if they are unable to complete their term of service due to documented compelling personal circumstances.
- Some schools may match all or a portion of the Segal education award.

AmeriCorps members can manage their Segal Ed award(s) online in *My AmeriCorps*.

Cons

- Payments made from the Ed Award are considered taxable income in the year that the Trust makes the payment to a school or loan holder. Any interest payments made by the Trust are also considered taxable income.
- If an AmeriCorps member withdraws from the school at which they have used the education award, the school may be required to refund the trust. If any refund is owed, it is credited to the AmeriCorps member's education award "account," and is subject to the award's original expiration date (seven [7] years from the date the award was earned).

Using the Education Award to Repay Qualified Student Loans

The national service legislation defines *qualified student loan* as a loan backed by the federal government under Title IV of the Higher Education Act (except PLUS Loans to parents of students), or under Titles VII or VIII of the Public Health Service Act. AmeriCorps members may also use their Segal AmeriCorps Education Award to repay a student loan made to them by a state agency, including state institutions of higher education. Segal AmeriCorps Education Awards may not be used to repay any other type of loan, even if the loan was obtained for educational purposes. AmeriCorps members can use their Segal AmeriCorps Education Award to repay defaulted student loans as long as the loans meet the definition of *qualified student loan*.

Using the Education Award to Pay Current Educational Expenses at Eligible Schools

Eligible schools are higher educational institutions that currently participate in the Department of Education's Title IV student aid programs (referred to as Title IV schools). This category includes most post-secondary colleges, universities, and technical schools.

The education award can also be used for programs of education, apprenticeship, or on-the-job training that have been approved for educational benefits under the Montgomery G.I.-Bill and the Post 9/11 G.I.-Bill. For the purpose of the education award, these are referred to as *G.I. Bill approved programs*.

Educational Expenses that can be Paid

Educational expenses that can be paid include:

- The “Cost of Attendance” (“COA”) for a degree- or certificate-granting program of study at a Title IV school. The COA may include tuition, books and supplies, transportation, room and board, and other expenses. Each Title IV school’s financial aid office determines their students’ COA based upon standard U.S. Department of Education guidance.
- Educational expenses for non-degree courses, such as continuing education courses or workshops offered by Title IV schools. Educational expenses that can be paid normally include tuition & fees, books, and supplies, as determined by the school’s administrative office.
- Courses or training programs authorized under the Montgomery G.I.-Bill and the Post 9/11 G.I.-Bill. These courses and programs have been approved by the Department of Veterans Affairs for G.I.-Bill educational benefits. The educational institutions or training establishments that offer these courses and training programs will have a VA-approved Certifying Official who can determine eligible expenses.

If the G.I.-Bill approved programs are offered by institutions that are also Title IV schools, expenses can be determined by either the institution’s Financial Aid Office or the VA-approved Certifying Official.

Current education expenses are expenses that were incurred after an individual became an AmeriCorps member. Educational expenses that pre-date their AmeriCorps service are not considered “current”. If the member took out a qualified student loan to pay for the expenses before they entered AmeriCorps, they can use their education award to repay that loan. But they cannot use the award to repay an old debt to a school, such as for an outstanding tuition bill that they incurred before they entered AmeriCorps.

How to Request Segal Education Award Payments Online from a *My AmeriCorps Account*

After an AmeriCorps member has completed their service and received notification of the availability of their award, they can begin to use their education award. The AmeriCorps

member will go into their account in *My AmeriCorps*. In their homepage, under “My Education Award,” they click on the “Create Education Award Payment Request” link to bring up the screen to request the payment. Then they follow the instructions and complete the form.

Financial Aid

Determining the amount of financial aid for which a student is eligible can be a complicated process. The rules governing financial aid may contain terms that are hard to understand. Financial Aid Officers are trained to keep up with the ever-changing rules and legislation affecting federal student aid. The Financial Aid Office of the AmeriCorps member’s school can assist them in planning their financial aid over their college years.

Tax Relief

While AmeriCorps members are responsible for taxes on their education award and other AmeriCorps benefits, they may be eligible for other tax relief through the Taxpayer Relief Act of 1997. Issues about income taxes are very complicated. The important point to remember is that AmeriCorps members should consider the tax consequences of any decisions they make about when and how to use their education award. A tax professional or the Internal Revenue Service can provide more details. IRS Publication 970, *Tax Benefits for Education* explains tax benefits that may be available to AmeriCorps members who are using education awards to pay for current educational expenses or to repay qualified student loans.

TRAINING / MEMBER DEVELOPMENT

The CAP Center AmeriCorps Program provides a comprehensive training program that helps develop AmeriCorps members into effective, well trained, and valuable team members in their respective area of service. Training is an ongoing component of the CAP Center AmeriCorps program. CNCS allows up to 20% of an AmeriCorps member’s total service commitment to be dedicated to training. All CAP Center AmeriCorps members are required to take Cap Center Mandated Child Abuse Reporter Training (MCART) within the first 30 days of their service start date. Any member that has not taken the CAP Center MCART within the first 30 days of their start date may be suspended and will not earn service hours until member participates in the required MCART. See Section 9 for more information regarding AmeriCorps training and member development.

LIVING ALLOWANCE

The CAP Center AmeriCorps program provides AmeriCorps members with a living allowance during their term of service. The amount of the living allowance and the frequency of distribution are indicated in each AmeriCorps Member Contract. The living allowance is designed to help AmeriCorps members meet necessary living expenses incurred while they are participating in the CAP Center AmeriCorps program. Disbursements will only be issued upon receipt of an approved time sheet.

The living allowance:

- Is not a wage;
- Is not paid on an hourly basis;
- Does not fluctuate based on the number of hours an AmeriCorps member serves in a given time period;
- Is issued in incremental payments twice per month on the dates listed in Section 15, 2019/2020 AmeriCorps Member Living Allowance Schedule (“Living Allowance Schedule”); and
- Will cease when the AmeriCorps member completes, or is released from, their term of service.

Minimum Hours for Living Allowance

It is an expectation of the CAP Center AmeriCorps Programs that AmeriCorps members serve at a minimum, the average number of hours as documented in the Member Contract.

However, on very rare occasions when a member is unable to serve the average number of hours, the member may be eligible to receive the full incremental living allowance payment. In these rare instances:

- 1,700-hour AmeriCorps members must serve at least sixteen (16) hours in the period;
- 1,200 hour AmeriCorps members must serve at least twelve (12) hours in the period;
and
- 900-hour AmeriCorps members must serve at least eight (8) hours in the period.

Zero Hours Policy

If an AmeriCorps member does not serve any hours in a given pay period, they will not receive the living allowance for that period.

Prorated Living Allowance

The living allowance incremental payment may be reduced depending on the members last day of service (see chart below)

Action	Pay Period	Cut-off Date	Exit On or BEFORE Cut-off Date	Exit AFTER Cut-off Date
Exit	1 st — 15 th	8 th day of month	Prorated incremental payment	Full incremental payment
	16 th — end of month	22 nd day of month	Prorated incremental payment	Full incremental payment

The formula used to calculate the prorated living allowance amounts in the circumstances above is as follows:

$$\frac{\text{Incremental payment performed} \times \text{number of days of service}}{\text{Number of calendar days in the pay period}}$$

AmeriCorps members may be required to serve more than eight (8) hours per day or forty (40) hours per week. Since AmeriCorps members are not employees of the program or of the federal government, they are exempt from wage and hour laws, including overtime pay.

Living allowance checks will be processed as follows:

- Direct Deposit. Living allowance checks will be deposited on the dates listed on the Living Allowance Schedule. Advice of deposit will be mailed the business day before the pay date.

- Paper Check. Living allowance checks will be mailed the business day before the pay date.

Lost or Missing Living Allowance Checks

If an AmeriCorps member’s living allowance check is lost or missing, they are responsible for notifying the CAP Center’s payroll department, who will provide a Lost Check Affidavit to be completed by the member.

The Effect of a Living Allowance on a Member’s AFDC (or TANF), Food Stamps, and other Need-Based Programs

The living allowance may affect an AmeriCorps member’s eligibility for need-based programs funded under the Social Security Act, such as Temporary Assistance for Needy Families (“TANF”, or “CalWORKs” in California), Supplemental Security Income (“SSI”), and Medicaid (“Medi-Cal” in California). The living allowance does not affect an AmeriCorps member’s eligibility for all other federal need-based programs such as Food Stamps (“CalFresh” benefits in California), Section 8 housing, and public housing.

Potentially Affected (Distributed Under Social Security Act Programs)	Not Affected
<ul style="list-style-type: none"> • Temporary Assistance to Needy Families (“TANF”, or “CalWORKs” in California) 	<ul style="list-style-type: none"> • Food Stamps (“CalFresh” benefits in California)
<ul style="list-style-type: none"> • Medicare 	<ul style="list-style-type: none"> • Federal job Training Programs
<ul style="list-style-type: none"> • Medicaid (“Medi-Cal” in California)* 	<ul style="list-style-type: none"> • Pell Grants for Higher Education
<ul style="list-style-type: none"> • Federal Old Age, Survivors, and Disability Insurance Benefits (“OASDI”) 	<ul style="list-style-type: none"> • Section 8 Housing Programs
<ul style="list-style-type: none"> • Supplemental Security Income for the Aged, Blind and Disabled (“SSI”) 	<ul style="list-style-type: none"> • Public and Indian Housing
<ul style="list-style-type: none"> • Title XX Block Grant Programs (These programs vary by state.) 	<ul style="list-style-type: none"> • Federal Student Financial Aid (Based upon need)
	<ul style="list-style-type: none"> • Veterans Administration Benefits
	<ul style="list-style-type: none"> • Other Federal Need Based Programs

*The State of California currently utilizes a waiver in the Social Security Act, which allows individuals eligible for CalFresh to also be eligible for Medi-Cal through the Express Lane program. The California Department of Health Care Services (DHCS) sends letters to these individuals explaining their eligibility and how to enroll.

Taxes

The following taxes will be withheld from an AmeriCorps member's living allowance based on federal and state laws:

- Federal Income Tax Withholding ("FIT W/H").
- State Income Tax Withholding ("SIT W/H").
- Federal Insurance Contributions Act – Social Security ("FICA"). FICA tax is composed of Social Security tax at 6.2% and Medicare tax at 1.45% of an AmeriCorps member's gross pay.

No taxes are withheld for the following, since AmeriCorps members are not considered employees of the CAP Center:

- State Disability Insurance ("SDI")
- State Unemployment Insurance ("SUI")

AmeriCorps members are national service participants and are not considered employees under California Unemployment Insurance Code Section 634.5(j). The Employment Development Department ("EDD") has ruled that AmeriCorps members are not working in employment for purposes of Unemployment Insurance, Employment Training Tax, or Disability Insurance. AmeriCorps members are not eligible for unemployment benefits from their living allowance. However, if an AmeriCorps member's term of service ends before the contracted date, they may be able to apply for unemployment benefits from a previous employer. AmeriCorps members should contact their local EDD office for more information.

Garnishment

Any type of garnishment of the federal portion of an AmeriCorps member's living allowance is not permitted due to issues of sovereign immunity. Sovereign immunity protects the property interests of the United States from suits to which it has not consented. The federal government has a continuing property interest in AmeriCorps grant funds until they are expended in accordance with the grant's terms. With respect to the living allowance, CNCS has a property interest in the federal share of the member's living allowance, until the AmeriCorps member actually receives it, and this property interest is protected by sovereign immunity. Only Congress may waive this immunity.

FOOD STAMPS (“CalFresh”)

California’s Department of Social Services recognizes that AmeriCorps State and National payments should be exempted from consideration as income for food stamp eligibility and benefit determination. While this is true, it appears that some individual workers or departments may have difficulty interpreting the policy. In these cases, AmeriCorps members can reference the California Department of Social Services’ Manual of Policies and Procedures, specifically MPP 63-507(a) (17). If the member still experiences difficulty in accessing food stamps, they should request that their worker contact CalFresh in Sacramento for clarification at 916-654-1896.

TAX BENEFIT: EARNED INCOME CREDIT (EIC)

The earned income credit (EIC) is a credit for eligible AmeriCorps members. It can reduce the amount of tax owed. It may provide a refund even if no tax is owed. More information can be found at: <http://www.irs.gov/Individuals/EITC,-Earned-Income-Tax-Credit,-Questions-and-Answers>.

CHILD CARE

AmeriCorps members who are serving in a full-time capacity (full time capacity/schedule is defined as serving 35 hours or more a week), and need child care in order to participate, may apply. A member is considered eligible for child care if he or she:

- Is the parent or legal guardian of, or is acting in loco parentis for, a child under thirteen (13) who resides with the member;
- Has a family income that does not exceed 75% of the State’s median income for a family of the same size;
- At the time of acceptance into the program, is not currently receiving child care assistance from another source, including a parent or guardian, which would continue to be provided while the participant serves in the program; and
- Certifies that he or she needs child care in order to participate in the program.

Eligible child care providers are those providers as defined in the child care and development block grant act of 1990 (42 U.S.C. 9858n(5)). The amount of the child care allowance may not exceed the applicable payment rate to an eligible provider established by the state for child care funded under the child care and development block grant act of 1990 (42 U.S.C.

9858c(4)(a)). Child care reimbursement is only available for days and times that correspond to an AmeriCorps member's service and/or training/member development activities. The AmeriCorps member's timesheets must support the information that they record on the child care attendance sheets that they and their child care provider complete.

Programs have five (5) business days to notify the Corporation's child care administrator, GAP Solutions, Inc. (see below) of changes in an AmeriCorps member's status that would make them ineligible to receive the child care benefit including but not limited to: no longer serving in a full time capacity, terminating or releasing a member from service, temporarily suspending a member and/or any other change in the member's service status that could have an impact on child care benefit eligibility. If payments continue to be made to an ineligible member's child care provider, the member must reimburse GAP Solutions, Inc. for the cost of those payments. If a member is experiencing delays in Childcare benefit approval/payments, please have them contact GAP Solutions, Inc. immediately and CAP Center AmeriCorps Personnel.

GAP Solutions, Incorporated

CNCS selects an administrator for the child care benefit through a competitive bid process. The current AmeriCorps child care administrator, GAP Solutions, Inc. ("GAPSI") follows the Child Care Development Fund Plan for each state, and can reimburse legal child care providers at the same rate that the State would pay. Reimbursement rates can be found on the California Department of Education's website at: <http://www3.cde.ca.gov/rcsc/>. Assembly Bill 97 (Chapter 14 of the Statutes of 2017), which was signed into law on June 27, 2017, maintained the previous Regional Market Rate ceilings through December 31, 2017. Effective January 1, 2018 the new Regional Market Rate ceilings for licensed providers are established at the 75th percentile of the 2016 Regional Market Rate survey or the Regional Market Rate ceilings as they existed on December 31, 2017, whichever is greater. The license-exempt child care providers continue to be 70 percent of the family childcare home ceiling.

AmeriCorps members apply on GAPSI's website: <https://www.americorpschildcare.com/> and fax (800-521-5415) or scan/email (americorpschildcare@gapsi.com) all supporting documentation within 30 days of commencement of service. Delays in processing may be experienced if they submit an incomplete application, or do not provide legible copies of

required supporting documentation. Significant delays may impact an AmeriCorps member's child care provider, who in turn may no longer be able to care for the member's child(ren). It is imperative that AmeriCorps members submit their child care application within thirty (30) days of the day they begin service.

Trustline

AmeriCorps members may select either licensed/regulated or unlicensed/unregulated providers. Unlicensed/unregulated providers may need to be Trustlined; Trustline is a multi-level background check required by the State of California. Grandparents, aunts and uncles by blood, marriage or court decree are exempt from Trustline. Note: unlicensed/unregulated providers who reside at a member's same address, where care is to be provided, do not qualify for reimbursement. If an AmeriCorps member selects an unlicensed/unregulated provider, GAPSI will instruct Trustline to initiate the background check process. The cost of Trustline is subsidized by the California Department of Education; however, unlicensed/unregulated providers may be responsible for a nominal fingerprint rolling fee. More information about Trustline is available at: <http://www.trustline.org/>, but members should not initiate a background check for AmeriCorps child care.

HEALTHCARE

AmeriCorps programs are required to make healthcare available to members who serve in a full-time capacity (full time capacity/schedule is defined as serving 35 hours or more a week and involve performing service on a normal full time schedule for a period of six (6) weeks or more.) who do not have healthcare at the time they enroll in the program, or who lose coverage as a result of serving in the program, or who lose coverage during their term through no fault of their own. The CAP Center satisfies its obligation by purchasing Minimum Essential Coverage "MEC" directly through the Corps Network. However, programs should provide members with information about all of their available options, which include: staying on a parent's or spouse's insurance, purchasing coverage through the Exchange, or enrolling in Medi-Cal (if eligible).

The Corps Network

The CAP Center has selected The Corps Network as its AmeriCorps healthcare plan.

Enrollments, terminations, and invoicing services are provided by Ascension, with the actual health insurance being provided through the Cigna Open Access Plus network. If an AmeriCorps member is eligible for The Corps Network plan, and enrolls, the CAP Center will pay the member's monthly healthcare premium for the duration of their term, or until they terminate coverage or become ineligible for coverage, whichever is first. Coverage is only available for AmeriCorps members; there is no coverage for dependents or other family members. All AmeriCorps members serving in a full-time capacity who do not have other coverage must be enrolled in the Corps Network Plan. There is no continuation of coverage after the AmeriCorps member's term of service has ended; however, the member could re-enroll in The Corps Network plan if they are selected for a subsequent term of service.

The Corps Network Plan is 100% ACA-compliant, covering MEC at no cost to AmeriCorps members. In-network non-MEC treatments and services are typically covered at 80% plan/20% member, after the \$100 deductible has been paid, with a limit of twenty (20) visits per plan year. Out-of-network costs are typically covered at 60% plan/40% member. After a \$2,000.00 out-of-pocket maximum (including deductible) has been met, the plan pays at 100%. There is no benefit maximum. The plan offers prescription drug coverage; the cost share is the same as for medical. Co-insurance is paid at the pharmacy, and some prescriptions may require prior authorization.

The Corps Network Plan includes the following:

<p>Hospital:</p> <ul style="list-style-type: none"> • Room & Board • Other Hospital Services • Emergency Room 	<p>Professional Services:</p> <ul style="list-style-type: none"> • Office • Surgery • Diagnostic Lab & X-ray
<p>Preventive Care:</p> <ul style="list-style-type: none"> • Routine Care (including preventive screenings) • Mammogram/Pap Smear 	<p>Outpatient Rehabilitation:</p> <ul style="list-style-type: none"> • Includes: physical, speech, occupational, cardiac therapies, and chiropractic care.
<p>Mental Health:</p> <ul style="list-style-type: none"> • Inpatient 	<p>Chemical Dependency:</p> <ul style="list-style-type: none"> • Detoxification

• Outpatient	• Inpatient • Outpatient
Durable Medical Equipment	Ambulance
Prescription Drugs	Accidental Death & Dismemberment (\$10,000.00)

Medi-Cal

California’s Medi-Cal expansion opened the door for a few million more low-income Californians under age 65 who were previously ineligible for coverage. The Medi-Cal expansion also allows coverage for parents who would lose coverage under current rules if their income slightly exceeds the federal poverty level. To be eligible for Medi-Cal, an individual’s annual income must be 138% or less of the federal poverty level. Although the living allowance typically is counted in the benefit determination for Medicaid (“Medi-Cal” in California), the State of California is operating under an exemption to the Social Security Act that allows individuals who are eligible for CalFresh to be considered eligible for Medi-Cal as well. After 12 months of Medi-Cal coverage, an individual’s eligibility will be reviewed using Modified Adjusted Gross Income (“MAGI”) eligibility rules; because the guidelines are different, the individual may no longer be eligible for Medi-Cal. In this situation, an AmeriCorps member might then be able sign up with The Corps Network plan (see above).

The CAP Center encourages eligible AmeriCorps members to apply for Medi-Cal as it can be either a low or no cost option. If an AmeriCorps member has obtained health insurance from Medi-Cal, they must decline the plan offered by the CAP Center, and provide the CAP Center with a copy of their plan information or benefits ID card. For more information about Medi-Cal, visit the DHCS website at: www.dhcs.ca.gov

Family Medical Leave Act (“FMLA”)

If an AmeriCorps member is on an authorized Family Medical Leave Act (“FMLA”) leave of absence, they will be allowed to continue participating in any health benefits plans in which they were enrolled before the first day of the leave (for a maximum of twelve (12) work weeks). If they take an FMLA leave of absence for more than twelve (12) weeks, they will be suspended from the healthcare plan. The AmeriCorps member’s healthcare coverage will be

reinstated after the CAP Center and the Lead Agency receive a letter signed by the member and their Service Site Supervisor stating that service has resumed.

Health Insurance Portability and Accountability Act (“HIPAA”)

Due to the Health Insurance Portability and Accountability Act, the CAP Center discourages AmeriCorps members from sharing personal information regarding medical conditions or medical history with other AmeriCorps members, service recipients, Service Site or Lead Agency staff, and CAP Center employees. However, if the member wishes for the CAP Center’s AmeriCorps healthcare provider to share such information with the CAP Center, they may work with the provider to initiate the information sharing process.

LOAN FORBEARANCE AND INTEREST ACCRUAL

Forbearance

AmeriCorps members may be eligible to temporarily postpone the repayment of their qualified student loans through an action called loan forbearance. Members can easily and quickly request the forbearance on-line through *My AmeriCorps*. While the loan is in forbearance during their term of service, interest continues to accrue. However, if the member successfully completes their term of service, the National Service Trust will pay all or a portion of the interest that accrued on their qualified student loans during their service period. After they finish their term of service, they will be responsible for repaying their loan according to the terms of the loan.

Eligibility for Forbearance

AmeriCorps members are eligible for forbearance for most federally-guaranteed student loans. If the member’s loan holder tells them that their student loan does not qualify for forbearance based upon their national service, they should ask if their service qualifies them for some other type of forbearance or for a deferment.

CNCS cannot approve or disapprove forbearance requests; it can only verify that AmeriCorps members are in an approved national service position. Only the loan holder can determine the loan’s eligibility and approve a request for forbearance. If an AmeriCorps member’s loan

is in default, it may not be eligible for forbearance. However, if the member has loans that had gone into default before they began their national service, they can attempt to negotiate an arrangement with the loan holder or collection agency to bring the loan out of default so forbearance can be granted and interest can be paid.

How to Apply for Forbearance

After an AmeriCorps member has been enrolled in a CAP Center AmeriCorps program, they can go into their account in *My AmeriCorps*. In their homepage, they should click on the “Create Forbearance” link at the top of the page to bring up the page to request forbearance and follow the instructions. They will select their current term of service and identify the company that holds their student loan. When they click on “submit”, a request will be sent electronically to their loan company. This request will verify their involvement in AmeriCorps and request that their qualified loans be put in forbearance during their service period.

The AmeriCorps member’s loan holder will notify them when they have acted upon the request. Members should contact their loan holder if they have not heard from them within four (4) weeks of submitting their information online. If the loan company has not registered with *My AmeriCorps*, they will not be on the list of institutions in the system. In this case, AmeriCorps members should click on the institution “Not found” link and follow the directions.

Interest Payments

AmeriCorps members who have successfully completed a term of service are eligible to have the Trust pay as much as 100% of the interest that accrued on their qualified student loan(s) during their service. The portion that the Trust will pay is determined by the type of service (full- or part-time) and the length of the member’s service period. The Trust will only pay interest on qualified student loans.

The Trust will not pay interest if the AmeriCorps member fails to complete their term of service. Exceptions will be made only if the member fails to complete their term of service for compelling personal circumstances, and they have earned a prorated award. It is up to the CAP Center AmeriCorps program to determine compelling personal circumstances.

Examples that might be considered are: a serious illness or injury, death of the member’s

immediate family member, or early closing of their project. An interest payment can only be made after the member has completed their service and has earned an award.

Interest payments are in addition to an AmeriCorps member's education award; they are not deducted from their education award amount. Interest payments are based upon the interest that accrued only during the time the member was serving in the AmeriCorps program.

AmeriCorps members should remember that interest payments, as well as payments made from their education award account, are considered by the IRS to be taxable income in the year in which a payment is made.

How to Apply for an Interest Accrual Payment

After an AmeriCorps member has completed their service and received notification of their award, they can go into their account in *My AmeriCorps*. In their homepage, they should click on the "Create Interest Accrual" link at the top of the page to bring up the page to request the payment, and follow the instructions. They will select the appropriate term of service and type of loan and identify the holder of their student loan. If the AmeriCorps member's loan company has not registered in *My AmeriCorps*, they will not be on the list of institutions in the system. The member should click on the institution "Not found" link and follow the directions. These payment requests may need to be processed manually through paper forms and may take several weeks to complete.

COLLEGE COST REDUCTION AND ACCESS ACT

The College Cost Reduction and Access Act of 2007 ("CCRAA"), includes two programs that may provide significant benefits to AmeriCorps members and AmeriCorps alumni: the Public Service Loan Forgiveness Program ("PSLF") for recipients of William D. Ford Direct and Direct Consolidation Loans, and the Income-Based Repayment Plan ("IBR"). For more detailed information on these programs, including eligibility requirements and Department of Education processes, AmeriCorps members can visit

<http://www2.ed.gov/policy/highered/reg/hearulemaking/2008/loans.html>

Public Service Loan Forgiveness

Under PSLF, the Department of Education will forgive any outstanding balance and accrued interest on a borrower's Direct Loan or Direct Consolidation Loan after the borrower makes

120 qualifying payments on the loan on or after October 1, 2007. Payments do not need to be made consecutively. For a payment to be qualifying, it must be:

- A payment on a Direct Loan or Direct Consolidation Loan that is not in default;
- Paid under an income-based repayment plan, income-contingent repayment plan, or 10-year standard repayment plan;
- A regular payment made within fifteen (15) days of the payment's monthly due date, unless the individual has made a lump sum payment with an AmeriCorps Education Award or a Peace Corps transition payment; and
- Made while employed full-time by a public service organization or serving in a full-time AmeriCorps or Peace Corps position.

In addition, the individual must be working in a public service job (including full-time AmeriCorps service) and may not be in default on the loan for which forgiveness is requested at the time the individual applies for loan forgiveness and at the time the balance on the loan is forgiven. The Department of Education has stated that the requirement that the payment be made within fifteen (15) days of the payment's monthly due date will not apply in the situation where an individual makes a lump sum payment on a qualifying loan using an AmeriCorps Education Award. In that situation, the Department of Education will consider the individual to have made qualifying payments equal to the lesser of the number of payments resulting after dividing the amount of the lump sum payment by the monthly payment amount the borrower would have made under a repayment plan or twelve payments.

Under the Department of Education's regulations, only full-time service in an approved AmeriCorps position will be considered equivalent to employment in a public service job for purposes of PSLF. The Department of Education provides a definition for "full-time" employment, including working "an annual average of at least thirty (30) hours per week." However, to be serving in a "full-time AmeriCorps position," one's service must satisfy AmeriCorps' definition of "full-time." CNCS defines a "full-time" approved AmeriCorps position as service for "not less than 1,700 hours during a period of not less than nine (9) months and not more than one (1) year." In other words, CNCS' interpretation of "full-time" does not take into consideration the average number of hours worked per week, but rather focuses on the agreed-upon term of service. Consequently, payments made by a 900-hour AmeriCorps member serving in an approved AmeriCorps position would not count toward PSLF.

AmeriCorps members who are granted forbearance for one or more qualified student loans will not be working toward PSLF, as they will not be making qualifying payments on their Direct or Direct Consolidation loan.

If an AmeriCorps member elects to use their Education Award to make a lump sum payment on an eligible loan for which they are seeking PSLF, the Department of Education will consider them to have made either: 1) the number of payments that would result from dividing the amount of the lump sum payment by the monthly payment amount they would have made under their selected repayment plan, or 2) twelve payments – whichever is less. AmeriCorps members should check the terms of their repayment plan to determine how amounts paid in excess of the required monthly payment are credited toward their loan. For example, someone who used the entire education award amount of \$6,095.00 at once to pay on a loan under an income-based repayment plan with an expected monthly payment of \$100 who intends to qualify for PSLF will have \$1,200 of the \$6,095.00 count as twelve (12) payments, and the remaining \$4,895.00 would be credited first to accrued interest, second to collection costs, third to late charges, and last to the loan principal.

Income-based Repayment Plan

The CCRAA added IBR to the federal family education loans (“FFEL”) and Direct Loan programs for individuals with a partial financial hardship. Under IBR, an individual’s monthly payments will be limited to no more than 15% of the amount by which their adjusted gross income exceeds 150% of the poverty guideline applicable to their family size, divided by twelve (12). Based on this calculation, if an individual were single and made \$11,000 each year in AmeriCorps, their monthly payments could be as low as \$0 each month. Even a payment of \$0 a month on a qualifying loan counts towards the required 120 payments for PSLF. Individuals may find the IBR calculator available at ibrinfo.org helpful in estimating what their monthly payments would be under IBR, and whether they would qualify.

There are many variables surrounding PSLF and IBR; AmeriCorps members are encouraged to contact their loan holder(s) for guidance. More information regarding CCRAA, PSLF, and IBR, can be found on the CNCS website at:

http://www.nationalservice.gov/pdf/08_1210_ccraa_faqs.pdf

WORKERS' COMPENSATION

The CAP Center provides Workers' Compensation insurance for our AmeriCorps members. If a member suffers an injury or illness while serving, they may be eligible to receive temporary disability payments. In addition to disability payments, necessary hospital, medical, and surgical expenses are covered under Workers' Compensation, with payments being made directly to the hospital or physician. Temporary disability benefits are not paid until the AmeriCorps member has been absent three (3) days following treatment by a physician or hospitalization, whichever comes first.

Following is the procedure for handling service-related injuries:

- AmeriCorps members must immediately notify their Service Site Supervisor. It is the member's responsibility to report their service-related injury or illness. Failure to report may result in a delay and/or loss of benefits. If an AmeriCorps member does not report within twenty-four (24) hours, they may not be eligible for Workers' Compensation benefits.
- AmeriCorps members should seek medical attention if necessary.
 - In a life-threatening injury, members should call "911". The member's Service Site Supervisor must be notified immediately. Emergency treatment should be sought at the nearest emergency room immediately following the injury.
 - In a non-life threatening injury, an AmeriCorps member must notify their Service Site Supervisor to provide information regarding the injury. If the member or their Service Site Supervisor feels that medical treatment is necessary, the member must see an approved provider within the Medical Provider Network ("MPN") unless they have pre-designated another healthcare provider prior to the injury. To pre-designate a healthcare provider, the member must, at the time of enrollment or prior to an injury, declare in writing, a personal healthcare provider of record, including the name, address, and telephone number, as their Workers' Compensation healthcare provider. The healthcare provider must be a medical doctor who retains the member's medical records/history and must agree to the designation in writing prior to the injury. If the healthcare provider is a specialist, the AmeriCorps member may be required to see a primary care physician first, in order to maintain eligibility

for Workers' Compensation benefits. If the AmeriCorps member goes to another medical facility without prior authorization, they may not have their bills paid, and they may become the member's responsibility.

- If the AmeriCorps member's healthcare provider restricts them from regular duty because of a service related injury, the member must immediately inform their Service Site Supervisor. The CAP Center has a Return to Work program and the AmeriCorps member's Service Site Supervisor and/or the CAP Center's Human Resources may be able to accommodate the member's restrictions and provide them with modified service activities.
- The AmeriCorps member should obtain a Claim for Benefits form from their Service Site Supervisor, complete the employee section, and return it to the CAP Center.

It is illegal to collect Workers' Compensation temporary disability income while serving. If an AmeriCorps member returns to service while collecting temporary disability, they must notify the CAP Center's Human Resources at (916) 244-1904. Workers' Compensation fraud is a felony in California. Any person who files or contributes to the filing of a false Workers' Compensation claim may be committing a crime punishable by a prison sentence and/or penalty fines. At this time, The CAP Center's Workers' Compensation carrier is Prosight Insurance (Policy #WC201800013268).

Section 9

MEMBER DEVELOPMENT AND TRAINING

CAP Center AmeriCorps programs utilize a comprehensive member development and training program for AmeriCorps members. Training and member development is an ongoing component of AmeriCorps that supports your members to be effective, well-trained, and valuable team members.

Member development is a term used to describe positive changes in members' professional, communicative, written, or interactive skills and behaviors. Providing ample opportunity for personal and professional growth is one of the main benefits of AmeriCorps. Member development is not limited to formal classroom trainings, although formal trainings are a major part of member development. Member development is an all-encompassing, action-oriented philosophy that aims to provide members with growth opportunities through coaching, supervision, formal training, experiences, and other creative avenues to change.

CNCS strongly believes in the personal and professional development of AmeriCorps members, and allows programs to spend an aggregate total of no more than 20% of all allocated member hours in member development. Any of the following activities can be counted towards member development hours: member orientation, in-service training, online training, conferences, and classroom training. Members who are students cannot count time in school as member development. Best practices for training show that effective and comprehensive training develops competent members who provide exemplary service.

A comprehensive training plan for all AmeriCorps members is an essential tool to ensure that each member receives adequate training and member development opportunities.

AmeriCorps members' service assignments vary by Service Site and geographical area. Some members begin their term of service with minimal experience and require significant hands-on training for several aspects of their position. Others begin their term of service with strong knowledge, skills, and/or experience in one given area, but need support to grow in other areas required for the position.

Each program's training calendar is updated each year. If you are a partner in CWS, First 5,

or PATH you can contact your CAP Center AmeriCorps Project Manager [or AmeriCorps Program Support/ Coordinator](#). If you are a partner in Birth & Beyond or Foster Youth Initiative, you can contact the CAPC Training and Outreach Coordinator at (916) 244-1959 or ktaylor@thecapcenter.org. For Birth & Beyond and Foster Youth Initiative, registration is required to attend all courses, and must be completed on the online training registration website. Depending on your program, registration is to be completed by the Training Coordinator or by the Service Site Supervisor. Specific registration instructions will be provided to Service Site Supervisors by their respective CAP Center AmeriCorps Project Manager. The deadline for training registration is one (1) week prior to the workshop delivery date. Each class must have a minimum of six (6) registered participants at that time, or it may be cancelled.

Training/member development is a benefit that the AmeriCorps program offers to your members. It is required that all members attend and participate fully to obtain the most from the material being presented. For successful member development and training, remember the following:

- Member development hours include many types of training and activities including, but not limited to: member orientation, online training, classroom training, attendance at conferences, supervision, and National Service Days.
- When planning for member development activities, be certain to clearly communicate participation expectations. Work together with your Supervisor to develop the member training plan at the beginning of their term of service.
- Member development is a significant grant compliance issue, and it is required that every member attend all mandatory CAP Center trainings, as well as those delivered by the Lead Agency and/or Service Site.

For further assistance with creating your member training plans or executing any aspect of the member training and development portion of your program, please contact your CAP Center AmeriCorps Project Manager.

AmeriCorps Core Trainings

All AmeriCorps members must participate in the AmeriCorps Core Trainings listed below. The

delivery method of the following trainings will vary by CAP Center AmeriCorps program. Please contact your CAP Center AmeriCorps Project Manager or CAPC Training Coordinator for more specifics or to answer any questions you may have.

- **Orientation:** AmeriCorps orientation is designed to prepare members for their service and includes: review of National Service history; overview of national, state, and local AmeriCorps programs; AmeriCorps Member Handbook for service commitment; National Service Days; Performance Measures; benefits; and program calendar. Members also learn about rights/responsibilities, acceptable conduct, prohibited activities, leaves of absence, compelling personal circumstances, progressive discipline, suspension/termination, grievance procedures, and iEmployee.
- **Service Site Orientation:** Service Sites are required to provide a Service Site orientation to members to help them understand the bigger picture in terms of the community they will be serving and targeted beneficiaries, as well as the culture of the sponsoring organization, the organization policies that apply to them, and common expectations.
- **Mandated Child Abuse Reporting:** This training teaches a mandated reporter their legal responsibilities to report known or suspected child abuse and neglect in California, how to recognize indicators (red flags) of the different types of abuse and neglect, and how to make a Suspected Child Abuse Report. All CAP Center AmeriCorps members are required to take Cap Center Mandated Child Abuse Reporter Training (MCART) within the first 30 days of their service start date. Any member that has not taken the CAP Center MCART within the first 30 days of their start date may be suspended and will not earn service hours until member participates in the required MCART.
- **Boundaries and Ethics:** This training is designed to assist individuals in the family support field in balancing their emotional involvement with the families they serve. The issue of professional boundaries and confidentiality is critical to AmeriCorps members, who often encounter sensitive issues while working closely with children and families. This training facilitates the participant's understanding of the importance of personal and professional boundaries, ethical issues in the field, and emphasizes the principles of family-centered and strength-based service.
- **Cultural Awareness/Proficiency:** During this training, participants will define culture, explore their own culture and other cultures, and address how stereotypes and values impact relationships. Through hands-on activities and small group exercise,

participants will increase their awareness and appreciation of the value of cultural diversity.

- **Conflict Resolution:** This training provides opportunities for participants to assess their conflict resolution skills, explore techniques for handling conflicts, communication, and practice effective intervention techniques through engaging activities. The training is presented in a fun, interactive setting, and offers practical applications to enable participants to better handle conflict in both their professional and personal lives.
- **Public Speaking:** This training encourages participants to look at a variety of leadership styles and the approaches that are most appropriate in different situations. Learners are also given information regarding public speaking skills, presentation techniques, and tips to speak with confidence.
- **Active Citizens:** This training is created to meet the AmeriCorps program’s member development objectives regarding citizenship. Through lively discussions and small group activities, participants will enhance their knowledge of American history and government, engage in civil rights debates, increase awareness of their rights and responsibilities, and learn how to be effective citizens in their communities.
- **AmeriCorps Advantage/AmeriCorps: What’s Next:** These workshops incorporate topics from the Corporation for National and Community Service’s “Next Steps: Life after AmeriCorps” workbook. The workshop uses a combination of learning styles, and individual and group activities to engage members through self-reflection and team building. The three (3) main areas of focus are: self-reflection on service, identification of transferable skills and interests, and exploration of paths to take following service including a subsequent term, utilization of a Segal AmeriCorps Education Award, and/or employment.

AmeriCorps Program-specific Trainings

Please see Exhibits F through J for program-specific AmeriCorps trainings.

Section 10

SUPERVISION

Service Site Supervisors must ensure that AmeriCorps members perform service activities according to their Member Contracts, within the scope of each CAP Center AmeriCorps program's approved performance measures. Additionally, they must enforce the policies regarding prohibited activities, fundraising, and other program requirements. Consistent and supportive supervision helps AmeriCorps members to provide high-quality service to children and families in their communities.

WEEKLY SUPERVISION

Each AmeriCorps member must receive a minimum of one (1) hour of supervision each week during their term of service, unless the member's or Service Site Supervisor's absence prevents this meeting. Weekly supervision meetings between the AmeriCorps member and his/her Service Site Supervisor are necessary to develop the member-supervisor relationship. The weekly meetings are an opportunity to discuss members' successes and challenges, and coach members through difficult service issues. Creating meeting agendas and completing weekly meeting reports are effective supervisory practices to demonstrate good planning and communication skills.

Initial Supervision Meeting Discussion Points

- Orientation to the Service Site;
- Clarification of program objectives, Position Description, expectations, and policies;
- Service Site tour;
- Development of weekly schedule;
- Development of daily tasks;
- Initial goal setting; and
- Getting acquainted activities

Ongoing Weekly Supervision Meeting Discussion Points

- Continuation of discussion on program objectives, expectations, and policies;
- Clarification of weekly schedule and daily tasks;
- Discussion on overcoming barriers and challenges;
- Debrief trainings member has attended;
- Addressing member and Service Site Supervisor concerns;
- Coaching members on performance issues;
- Celebrating member successes; and
- Conducting the member's Mid-Term Performance Evaluation.

Final Supervision Meeting Discussion Points

- Review of program and member accomplishments during term of service;
- Discussion of "AmeriCorps What's Next? "
- Celebration of successes;
- Conducting the member's End-of-term Performance Evaluation; and
- Completion of Exit Survey and paperwork.

Problem-Solving

Avoid sticking points and whenever possible, work out issues as they arise. As with any relationship, Service Site Supervisors and AmeriCorps members can clash over any number of things. Some common sticking points include:

- Different work ethics;
- Differences in personalities, work habits, and communication styles;
- Not keeping each other informed about emerging issues;
- Power struggles over responsibilities and credit for work done; and
- Failure to follow through on commitments.

Here are some ways to address these issues:

- Negotiate a solid set of working agreements;
- Clarify expectations from the beginning;
- Address the behavior, not the person;
- Give specific, timely feedback;
- Try to understand the situation from multiple perspectives;

- Commit to working together for a win-win; and/or
- Consult a neutral third party.

However, you tackle supervisor-member conflicts, document every conversation.

Documentation can be useful, and may be necessary in the event of further conflicts, challenges, or discipline (see Section 12, Progressive Discipline).

Successful programs have embraced the following best practices in working with their members:

- **Flexibility:** All programs, staff, and members experience growth and change during the course of a program year. Members will need to expect and cope with change. Lead Agencies and Service Sites should maximize effective and rewarding change and minimize frustrating changes. However, if unexpected changes arise, Lead Agencies and Service Sites can model flexibility and coach members in how to adapt to sometimes unpredictable circumstances.
- **Consistency:** All members will be held to the same standards and maintain the standards across time and circumstances.
- **Clarity:** Communicating clear expectations equals better results. Encouraging two-way communication will ensure flexibility, consistency, involvement, and alignment of members to service.
- **Inspiration:** Esprit d' Corps matters! Lead Agencies and Service Sites should reinforce the connection to the national service movement because it increases productivity and it represents the greatest reward members can receive – personal transformation.

PERFORMANCE EVALUATIONS

During their term, every member will receive:

- Initial Assessment;
- Mid-term Performance Evaluation; and an
- End-of-term Performance Evaluation.

You may conduct more than three (3) performance evaluations; please contact your CAP Center AmeriCorps Project Manager if you need guidance. Performance evaluations are intended to:

- Enhance individual member performance and ensure effective Service Site operations;
- Summarize formal and informal performance discussions held throughout the review period;
- Document performance areas where members are satisfactorily meeting program standards;
- Document performance areas in which improvement is needed;
- Establish goals and objectives to accomplish performance plans; and
- Correct performance and/or behaviors that are not meeting program standards.

Initial Assessment

Initial Assessments establish a baseline of each AmeriCorps member's knowledge and abilities, as they pertain to the CAP Center AmeriCorps program. Additionally, they are useful in targeting areas that require improvement in order for the member to provide service in an effective manner. The Initial Assessment must be conducted and submitted within the first forty-five (45) days of commencement of each AmeriCorps member's term of service. You will be provided with a template that captures the information necessary to complete the assessment. Original Initial Assessments must be submitted to your CAP Center AmeriCorps Project Manager and a copy kept in the members file.

Mid-term Performance Evaluation

Pursuant to 45 CFR XXV, Section 2522.220 (c), each AmeriCorps member must receive a Mid-term Performance Evaluation. The Mid-term Performance Evaluation must be completed using the CAP Center's Performance Evaluation template (see below), and should be conducted approximately halfway through each member's term of service. While Mid-term

Members who exit prior to their mid-term date do not require a Mid-term Performance Evaluation, but do require an End-of-term Performance Evaluation. Mid-term Performance Evaluations cannot be accepted in lieu of End-of-term Performance Evaluations.

End-of-term Performance Evaluation

Pursuant to 45 CFR XXV, Section 2522.220 (c), each AmeriCorps member must receive an End-of-term Performance Evaluation. The End-of-term Performance Evaluation must be

completed using the CAP Center's Performance Evaluation template (see below), and should be conducted during the final month of service. In the case of service abandonment, an End-of-term Performance Evaluation will be completed in the member's absence, attesting to their performance up until abandonment of service.

Section 11

COMMUNICATION

COMMUNICATION

Service Sites must be dedicated to building a successful working relationship with each AmeriCorps member. The CAP Center AmeriCorps Program recognizes that members are learning new tasks and developing life-long skills. Each AmeriCorps member learns at different rates and through different training models. The CAP Center AmeriCorps program will strive to communicate expectations through regular, open, two-way communication between the AmeriCorps member, Service Site Supervisor(s), program staff, and other team members. Each AmeriCorps member can expect the following:

- Provision of a Position Description that outlines the essential and marginal service duties and requirements of their position;
- Provision of a Member Handbook outlining program benefits, AmeriCorps member policies, member requirements, non-negotiable code of conduct, and discipline; and
- Supervisors using coaching techniques to help AmeriCorps members develop new skills and meet program expectations.

Supervisors are responsible for communicating regularly with their AmeriCorps members to address and resolve any issues that arise, including matters which affect members' service-related duties; the community and agencies in which they serve; and their relationships with other AmeriCorps members, staff, and clients.

Section 12

COACHING AND PROGRESSIVE DISCIPLINE

COACHING

Coaching is appropriate when an AmeriCorps member's behavior or performance does not warrant beginning the progressive discipline process (see below). Coaching focuses on building upon the AmeriCorps member's existing strengths, helping them to improve their performance, and also develop problem-solving skills which can then be applied to other situations. As a Service Site Supervisor, your role as a coach is to provide an environment that supports learning, development, and continual improvement, as well as providing necessary tools and resources. Through coaching, two equally significant objectives are accomplished:

- Individual and program performance is improved, and
- Member capacity is developed.

Performance Improvement Plan

A Performance Improvement Plan ("PIP") can be a useful tool to help AmeriCorps members move toward desired performance outcomes and correct deficiencies. It can also be used to help them attain their own goals, in terms of personal development.

When a Supervisor identified the need for a PIP, they will schedule an informal meeting with the AmeriCorps member to discuss the situation. During the conversation, Supervisors share concerns with the AmeriCorps member, remembering to be objective and factual; provide specific examples of the performance deficiency whenever possible. They will collaborate with the AmeriCorps member to identify potential solutions to correct their performance, and also identify any necessary resources that your Service Site or Lead Agency will provide, or that the AmeriCorps member will provide. If other individuals may be of assistance, capture that information as well.

Original copies of completed PIPs should be sent to your CAP Center AmeriCorps Project Manager for inclusion in the AmeriCorps member's Member File. The CAP Center recommends that you keep a copy for your records, and provide the AmeriCorps member with a copy as well.

PROGRESSIVE DISCIPLINE

Discipline may take the form of verbal warnings, written warnings, suspension, pre-termination, or termination. The process is not organized by "steps"; supervisors collaborate with their CAP Center AmeriCorps Project Manager to determine the appropriate response under the circumstances, up to and including terminating an AmeriCorps member from the CAP Center AmeriCorps program.

AmeriCorps members cannot be treated in the same way as "at will" employees. They are under contract to provide service, and there is no employer/employee relationship. Under no circumstances can a Lead Agency or Service Site take action to dismiss an AmeriCorps member from their contracted term of service without authorization from the CAP Center. However, when warranted, AmeriCorps member may be suspended from service; this option can be used when there is a safety concern, or when the severity of a situation is such that it is not appropriate for the AmeriCorps member to remain at the Service Site. **With the exception of verbal warnings, Service Site Supervisors or Lead Agencies must contact their CAP Center AmeriCorps Project Manager prior to implementing progressive discipline.** Your CAP Center AmeriCorps Project Manager is available to support and guide you throughout the progressive discipline process including, but not limited to, meeting with you and/or your AmeriCorps supervisors. Depending on the nature of the unacceptable behavior or situation, the CAP Center's Human Resources may also be involved.

AmeriCorps members will be advised that if behaviors and/or performance do not improve to the degree of meeting the set standard, they are jeopardizing their position with the CAP Center AmeriCorps Program. In addition, members are jeopardizing earning a Segal AmeriCorps Education Award and California for All Education Award (if applicable). It is the goal of the CAP Center AmeriCorps Program to provide clear communication with members so that each member can correct, and thereby improve, their behavior and/or performance.

PROGRESSIVE DISCIPLINE MEASURES

Verbal Warning

A verbal warning may or may not be applicable in all situations. A verbal warning may be appropriate for a first-time, minor infraction of a CAP Center AmeriCorps Program policy or procedure, rules of the Service Site, or certain performance deficiencies. The procedure for a verbal warning is:

- Supervisors schedule a meeting with the AmeriCorps member as soon as possible following observation of the member's performance, conduct, or attendance issue.
- During the meeting:
 - Specific examples will be provided of the unacceptable behavior or situation, referring to the CAP Center Member Handbook when possible.
 - Supervisors state how the behavior or situation is to be corrected, and provide a time frame for improvement.
 - The consequences will be discussed if the behavior or situation is not corrected.

Written Warning

The Written Warning details the undesirable behavior or action(s), specifies the time frame in which the behavior or performance must improve, and states the consequences if the member does not comply. The procedure for a Written Warning is:

- Supervisors will schedule a meeting with the AmeriCorps member as soon as possible following observation of the member's performance, conduct, or attendance issue.
- Complete the sections of the Written Warning addressing the member's performance, conduct, or attendance issue; and identify any CNCS or CV rules and regulations, CAP Center policies and procedures, or Service Site rules that have been violated.
- During the meeting:
 - The seriousness of the behavior or situation will be explained.
 - Review the Written Warning and any accompanying documentation with the member.
 - Specific examples will be provided of the unacceptable behavior or situation, referring to the CAP Center Member Handbook when possible.
 - Specifically, supervisors will state how the behavior or situation is to be corrected, and provide a time frame for improvement.

- Supervisors will state the consequences if the behavior or situation is not corrected.
- Both Service Site Supervisor and AmeriCorps member should sign the Written Warning. If the member refuses to sign, it will be noted that on the form. The member will be provided with a copy of the completed Written Warning for their records.
- The supervisor will follow up with the member to ensure that the Written Warning is being followed, and that the undesirable behavior or situation is being corrected.

Acknowledgment of Performance Improvement

If the unacceptable behavior ceases after a written warning, an acknowledgment of Performance Improvement will be completed. Service Site Supervisors must use the CAP Center Acknowledgement of Performance Improvement template (available online at: www.capamericorps.weebly.com). An Acknowledgement of Performance Improvement is typically delivered in a meeting between an AmeriCorps Member and their AmeriCorps Service Site Supervisor, once the time frame for improvement has passed **and** there have been no further instances of the identified performance, conduct or attendance issues. During the meeting, the AmeriCorps Service Site Supervisor will:

- Review the Written Warning with the member;
- Specifically, state how the behavior or situation has been corrected;
- Acknowledge the member's improvement;
- Obtain the member's signature on the Acknowledgment of Performance Improvement. If the member refused to sign, this will be noted on the form.
- Submit the original signed Acknowledgment of Performance Improvement to your CAP Center AmeriCorps Project Manager and place a copy in the member's personnel file.

Suspension

There may be performance, conduct, or safety incidents so problematic or harmful that the most effective action may be the temporary removal of the member from the Service Site. Members may be suspended pending the results of an investigation for reasons including, but not limited to, when: immediate action is necessary to ensure the safety of the member or others; the member has falsified documentation (including time sheets) or misrepresented service activities

or trainings; the member has intentionally violated a policy or procedure, or the member is the subject of a Subsequent Arrest Notification from CA DOJ. AmeriCorps members may not receive a living allowance or other benefits during a period of suspension, if the suspension encompasses an entire living allowance period. Depending on the nature of the unacceptable behavior or situation, the CAP Center's Human Resources may become involved.

Pre-Termination Notice

When a written warning has been issued and the behavior or situation has not been corrected, or when a single breach of program standards is sufficiently serious, the Service Site Supervisor/Lead Agency with the CAP Center will issue a Pre-Termination Notice to the member verbally and in writing.

Termination

When an AmeriCorps member's performance, conduct, or attendance issue has not been corrected through progressive discipline, or when a single breach of program standards is sufficiently serious, you may initiate the termination process. The CAP Center's Human Resource may be involved in cases of termination. When the member has completed the necessary termination paperwork, the AmeriCorps Member will receive their final living allowance check on the next CAP Center AmeriCorps Pay Date (See Section 15 for AmeriCorps Living Allowance Schedule).

AmeriCorps members released for cause will not earn any portion of the Segal AmeriCorps Education Award or California for All Education Award (if applicable), and may not be eligible for future terms of AmeriCorps service. See Section 13, End of Member Term and Program Year, for more information on release for cause.

Section 13

END OF MEMBER TERM AND PROGRAM YEAR

END OF MEMBER TERM

An AmeriCorps member may either: successfully complete their term of service, be released for compelling personal circumstances, or be released for cause. The term, “released for cause,” addresses all situations, in which a member does not complete his/her contracted term of service, other than “compelling personal circumstances,” and includes service abandonment. If a member has completed less than 15% of their contracted service hours, that term will not count as one of the four (4) terms of service that an individual may serve in AmeriCorps State and National. Unless compelling personal circumstances (see below) apply, AmeriCorps members who do not successfully complete their term of service may not be eligible to enroll for future terms in any AmeriCorps program.

Successful Completion of Service

The Service Site and/or Lead Agency responsible for an AmeriCorps member’s supervision must determine whether the member successfully completed a term of service based upon an end-of-term evaluation conducted pursuant to 45 CFR XXV § 2522.220(c). The criteria are as follows:

- Whether the member completed the required number of hours, as listed in their Member Contract;
- Whether the member satisfactorily completed assignments, tasks or projects; and
- Whether the member met any other performance criteria which had been clearly communicated both orally and in writing at the beginning of the member’s term of service.

An individual who is responsible for supervising an AmeriCorps member must indicate on the End-of-term Performance Evaluation whether the AmeriCorps member successfully completed a term of service, considering the criteria listed above. A member’s satisfactory completion of service does not guarantee a member a subsequent term of service. Service sites are under no obligation to enroll a member for a subsequent term of service.

If an AmeriCorps member did not complete their contracted number of service hours, and compelling personal circumstances do not apply, then they did not successfully complete the term of service. Note that AmeriCorps members who do not successfully complete their term of service

may be ineligible to enroll for future terms in any AmeriCorps program.

Release for Compelling Personal Circumstances

A compelling personal circumstance is one that is beyond a member's control. Examples of compelling personal circumstances include, but are not limited to:

- A member's disability or serious illness;
- Disability, serious illness, or death of a member'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 member'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.

Compelling personal circumstances also include those which CNCS has, for public policy reasons, determined as such, including:

- Military service obligations; and
- Acceptance by a participant of an opportunity to make the transition from welfare to work.

The CAP Center AmeriCorps program reserves the right to determine whether or not circumstances are compelling. Each request will be reviewed and either approved or disapproved by CAP Center AmeriCorps personnel. The member has the primary responsibility for demonstrating that the compelling personal circumstance prevented him/her from completing the term of service.

Compelling personal circumstances do not include leaving a program:

- To enroll in school;
- To obtain employment, other than in moving from welfare to work;
- To obtain employment, other than in leaving a program that includes in its approved objectives the promotion of employment among its members;
- Because of dissatisfaction with the program; or
- Because of dissatisfaction with the living allowance.

If a member resigns for any of these reasons or other reasons within his or her control, the individual will not receive any portion of a Segal AmeriCorps Education Award for that term of service and will not be eligible for future terms of AmeriCorps.

Prorated Education Award

Members who are released due to compelling personal circumstances may be eligible for a prorated education award, unless they have already been awarded the value of two (2) full-time education awards for previous terms of AmeriCorps service. In order to be eligible for a prorated education award, the member must have completed a minimum of 15% of their term of service, must provide acceptable documentation of the circumstance, and must have an award available.

Members who resign from the program based on compelling personal circumstances must submit their request for a prorated education award to you in writing. The request must include:

- A description of the compelling personal circumstance;
- A description of the substantiating documentation supporting the compelling personal circumstance;
- A request for a prorated education award; and
- The appropriate substantiating documentation attached to the letter. Examples include, but are not limited to, doctor/medical provider's letter, hospital records, military orders, etc.

If in agreement, supervisors must provide written support of the member's claim and request for the prorated education award, and forward all of the documentation to your CAP Center AmeriCorps Project Manager within three (3) business days of receiving the member's request.

The CAP Center is responsible for reviewing all prorated education award requests and determining whether a member's personal circumstances are sufficiently "compelling" (as defined by 45 CFR XXV §2522.230) and have sufficient documentation to justify the release of a prorated education award.

Release for Cause

A release for cause encompasses any situations, in which a member does not complete his/her contracted term of service, other than compelling personal circumstances. The term “for cause” does not necessarily have the same meaning as under traditional employment law, but can include disciplinary removals pursuant to the Member Contract. See Section 5, Member Requirements for specific non-negotiable codes of conduct. AmeriCorps members who are released for cause will earn no portion of a Segal AmeriCorps Education Award or California for All Education Award (if applicable) for that term of service, and may not be eligible to serve any more terms of AmeriCorps service.

Service Abandonment

The term “service abandonment” refers to situations where an AmeriCorps member has not reported for service for a period of three (3) days or more, not returned to service from a leave of absence, or not returned to service from a period of suspension. When one of these situations occurs, you may initiate the termination process. Supervisors **must** notify your CAP Center AmeriCorps Project Manager when it appears that an AmeriCorps member has abandoned service. The steps for responding to suspected service abandonment are:

An AmeriCorps member who is terminated from a CAP Center AmeriCorps program for service abandonment will not receive any portion of a Segal AmeriCorps Education Award or California for All Education Award (if applicable) for that term of service, and will not be eligible to serve any other terms of AmeriCorps service.

FINAL DOCUMENTATION

At the end of an AmeriCorps member’s term of service, unless otherwise noted, you and your supervisor must submit the following information to your CAP Center AmeriCorps Project Manager:

- National Service Trust Exit Form: The AmeriCorps Exit Form must be completed for each member, regardless of how they completed their term of service. Keep in mind that it is necessary to indicate whether or not the member successfully completed the term of service; if they did not meet the criteria listed elsewhere in this section, they will not be

eligible for any portion of a Segal AmeriCorps Education Award for that term of service, and will not be eligible to serve any other terms of AmeriCorps service.

- End-of-term Performance Evaluation: See Section 10, Supervision, for information regarding End-of-term Performance Evaluations.
- Approval of all completed AmeriCorps member timesheets in iEmployee.
- Any other original documentation that has not yet been submitted to your CAP Center AmeriCorps Project Manager.

CONSIDERATION FOR SUBSEQUENT TERMS

Service Sites are under no obligation to enroll a member for a subsequent term of service. To be considered for a subsequent term of service with the CAP Center AmeriCorps program, the following must be completed:

- Application Packet (including experience and training from member's previous term of AmeriCorps service).
- National Service Criminal History Check – All members enrolling for a subsequent term of service in a CAP Center AmeriCorps program must be re-fingerprinted *and as of January 1, 2020 all applicants must be checked through Truescreen and Fieldprint. Additionally, members will be checked against the National Sex Offender Public Website (NSOPW) prior to commencement of a subsequent term of service.
- Social Security Card and Eligibility Documents must be validated through the My AmeriCorps Portal.
- References – At least one of two (2) references can be from a professional who supervised the member during their previous term of service.
- Performance Evaluation – A member must have received a satisfactory performance evaluation for a prior term of service to be eligible to serve a subsequent term of service. Applicants applying for a subsequent term of AmeriCorps service with a CAP Center AmeriCorps program must furnish their prospective Service Site with a copy of their most recent End-of-term Performance Evaluation, unless the member's previous term of service was at the same Service Site.

GRADUATION CEREMONY

CV requires each AmeriCorps program in its portfolio to conduct a graduation ceremony for its respective AmeriCorps members. Your CAP Center AmeriCorps Project Manager will inform you as to whether or not your agency will be required to conduct a graduation ceremony for your AmeriCorps members. If so, here are some tips for conducting the ceremony:

- Provide an opportunity for celebration! Many programs implement a full graduation ceremony, complete with graduation certificates and local dignitaries who attend the event.
- Other programs take the end of term as an opportunity to formally thank the member and reflect on the many contributions they have made to their community.
- Activities may include a presentation of a photo slideshow capturing the member in action, hosting a potluck luncheon for all agency staff and/or partners, or inviting the community to sign a congratulatory banner in honor of the member's service.
- Whatever you choose, the end of term is a time for reflection, celebration, and preparation for the future so make the most of it.

RETENTION OF RECORDS

Records must be maintained for a minimum of seven (7) years after the end of the 2019/20 program year. If an audit is started prior to the expiration of the seven-year period, the records must be retained until the audit findings involving the records have been resolved and final action taken.

Section 14

GRIEVANCE PROCEDURE

CAP CENTER GRIEVANCE PROCEDURE

Per 45 CFR XXV § 2540.230, the CAP Center has established and maintains a procedure for the filing and adjudication of grievances from participants, labor organizations, and other interested individuals concerning programs that receive assistance from CNCS. The grievance procedure may include dispute resolution programs such as mediation, facilitation, assisted negotiation and neutral evaluation. If the grievance alleges fraud or criminal activity, it must immediately be brought to the attention of CNCS's inspector general.

Alternative Dispute Resolution

- The aggrieved party may seek resolution through alternative means of dispute resolution such as mediation or facilitation. Dispute resolution proceedings must be initiated within 45 calendar days from the date of the alleged occurrence. At the initial session of the dispute resolution proceedings, the party must be advised in writing of his or her right to file a grievance and right to arbitration. If the matter is resolved, and a written agreement is reached, the party will agree to forego filing a grievance in the matter under consideration.
- If mediation, facilitation, or other dispute resolution processes are selected, the process must be aided by a neutral party who, with respect to an issue in controversy, functions specifically to aid the parties in resolving the matter through a mutually achieved and acceptable written agreement. The neutral party may not compel a resolution. Proceedings before the neutral party must be informal, and the rules of evidence will not apply. With the exception of a written and agreed upon dispute resolution agreement, the proceeding must be confidential.

Grievance Procedure for Unresolved Complaints

If the matter is not resolved within thirty (30) calendar days from the date the informal dispute resolution process began, the neutral party must again inform the aggrieving party of his or her right to file a formal grievance. In the event an aggrieving party files a grievance, the neutral party may not participate in the formal complaint process. In addition, no communication or

proceedings of the informal dispute resolution process may be referred to or introduced into evidence at the grievance and arbitration hearing. Any decision by the neutral party is advisory and is not binding unless both parties agree.

Time Limitations

Except for a grievance that alleges fraud or criminal activity, a grievance must be made no later than one (1) year after the date of the alleged occurrence. If a hearing is held on a grievance, it must be conducted no later than thirty (30) calendar days after the filing of such grievance. A decision on any such grievance must be made no later than sixty (60) calendar days after the filing of the grievance.

Arbitration

- Arbitrator
 - Joint selection by parties. If there is an adverse decision against the party who filed the grievance, or sixty (60) calendar days after the filing of a grievance no decision has been reached, the filing party may submit the grievance to binding arbitration before a qualified arbitrator who is jointly selected and independent of the interested parties.
 - Appointment by CNCS. If the parties cannot agree on an arbitrator within fifteen (15) calendar days after receiving a request from one of the grievance parties, CNCS's Chief Executive Officer will appoint an arbitrator from a list of qualified arbitrators.
- Time Limits
 - Proceedings. An arbitration proceeding must be held no later than forty-five (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 thirty (30) calendar days after the arbitrator's appointment.
 - Decision. A decision must be made by the arbitrator no later than thirty (30) calendar days after the date the arbitration proceeding begins.
- The Cost
 - The cost of the arbitration proceeding must be divided evenly between the parties to the arbitration. If, however, a participant, labor organization, or other

interested individual prevails under a binding arbitration proceeding, the State or local applicant that is a party to the grievance must pay the total cost of the proceeding and the attorney's fees of the prevailing party.

Suspension of Placement

If a grievance is filed regarding a proposed placement of a participant in a program that receives assistance under this chapter, such placement must not be made unless the placement is consistent with the resolution of the grievance.

Remedies

Remedies for a grievance filed under a procedure established by a recipient of CNCS assistance may include:

- Prohibition of a placement of a participant; and
- In grievance cases where there is a violation of nonduplication or nondisplacement requirements and the employer of the displaced employee is the recipient of CNCS assistance:
 - Reinstatement of the employee to the position he or she held prior to the displacement;
 - Payment of lost wages and benefits;
 - Re-establishment of other relevant terms, conditions and privileges of employment; and
 - Any other equitable relief that is necessary to correct any violation of the nonduplication or nondisplacement requirements or to make the displaced employee whole.

Suspension or Termination of Assistance

CNCS may suspend or terminate payments for assistance under this chapter.

Effect of Noncompliance with Arbitration

A suit to enforce arbitration awards may be brought in any Federal district court having jurisdiction over the parties without regard to the amount in controversy or the parties' citizenship.

Section 15

2019/20 AmeriCorps Member Living Allowance Schedule

Pay Period:	Member must submit timesheet no later than*:	Service Site Supervisor must approve timesheet no later than:	Pay Date:
8/1/19– 8/15/19	8/16/19	8/16/19	8/23/19
8/16/19 – 8/31/19	9/3/19	9/4/19	9/10/19
9/1/19 – 9/15/19	9/16/19	09/17/19	9/25/19
9/16/19 – 9/30/19	10/1/19	10/2/19	10/10/19
10/1/19 – 10/15/19	10/16/19	10/17/19	10/25/19
10/16/19 – 10/31/19	11/1/19	11/1/19	11/8/19
11/1/19 – 11/15/19	11/18/19	11/18/19	11/25/19
11/16/19 – 11/30/19	12/2/19	12/3/19	12/10/19
12/1/19 – 12/15/19	12/16/19	12/16/19	12/23/19
12/16/19 – 12/31/19	1/2/20	1/3/20	1/10/20
1/1/20 – 1/15/20	1/16/20	1/17/20	1/24/20
1/16/20 – 1/31/20	2/3/20	2/3/20	2/10/20
2/1/20 – 2/15/20	2/18/20	2/19/20	2/25/20
2/16/20 – 2/28/20	3/2/20	3/3/20	3/10/20
3/1/20 – 3/15/20	3/16/20	3/17/20	3/25/20
3/16/20 – 3/31/20	4/1/20	4/2/20	4/10/20
4/1/20 – 4/15/20	4/16/20	4/17/20	4/24/20
4/16/20 – 4/30/20	5/1/20	5/1/20	5/8/20
5/1/20 – 5/15/20	5/18/20	5/18/20	5/22/20
5/16/20 – 5/31/20	6/1/20	6/2/20	6/10/20
6/1/20 – 6/15/20	6/16/20	6/17/20	6/25/20
6/16/20 – 6/30/20	7/1/20	7/2/20	7/10/20
7/1/20 – 7/15/20	7/16/20	7/17/20	7/24/20
7/16/20 – 7/31/20	8/3/20	8/3/20	8/10/20
8/1/20 – 8/15/20	8/17/20	8/18/20	8/25/20
8/16/20 – 8/31/20	9/1/20	9/2/20	9/10/20
9/1/20 – 9/15/20	9/16/20	9/17/20	9/25/20
9/16/20 – 9/30/20	10/1/20	10/2/20	10/9/20

AmeriCorps members must adhere to the CAP Center's after-the-fact timekeeping policy. AmeriCorps members cannot submit their timesheet for approval until the end of their last shift in any given pay period.

APPENDIX A

Birth and Beyond 2019/20 PERFORMANCE MEASURES	
Home Visitation (Primary Needs and Service Performance Measure)	
Activities:	
<p>Members will maintain a caseload of 15 parents during their term of service. AmeriCorps members will:</p> <ul style="list-style-type: none"> • Provide one-on-one parenting education through home visitation. • Administer assessments to parents including the Adult Adolescent Parenting Inventory (“AAPI”), which highlights areas needing support and progress. • Co-develop a Family Nurturing Plan with parents. • Facilitate Nurturing Parenting Program (“NPP”) lessons. • Facilitate activities/workshops where parent/child interact and communicate with parent/child in a nurturing way to model appropriate/positive parent-child interactions. • Educate on child and adolescent development, including age-appropriate social-emotional & cognitive development. • Engage and connect families with local school districts. • Provide resources/referrals for health insurance, health care access, health benefits, and food. • Provide resources/referrals to meet parent/family needs including, but not limited to: peer support, Alcohol & Other Drugs (“AOD”), clothes closet, utility assistance, and school support services. • Attend community events, conduct community presentation, and establish formal/informal partnerships to educate other about Birth & Beyond services. • Perform case management and complete associated documentation. <p>Dosage:</p> <ul style="list-style-type: none"> • Direct High Need (“DHN”) parents will receive 1 hour/week of parenting education via one-on-one home visits for at least 8weeks. • 	
Data Collection Tools	
Tool	Purpose
Face to Face Form	<ul style="list-style-type: none"> • Collect data on parent support and parenting education provided through home visitation, including length and frequency of the home visit.
Sacramento County Child Protective Services Data	<ul style="list-style-type: none"> • Used to collect data on the number of referrals.
Adult Adolescent Parenting Inventory (“AAPI”)	<ul style="list-style-type: none"> • Collect data on parenting knowledge and skills (these will be matched pairs).
Output Targets	
<ul style="list-style-type: none"> • 1100 unduplicated parents receive parenting education through home visitation. • 425 unduplicated parents received 1-7 hours of parent education through home visitation. • 675 unduplicated parents receive at least 8 hours of parent education through one-on-one home visitation. 	

Outcome Targets

- 605 parents completing at least 8 hours of parenting education through home visitation will increase parenting skills by at least .5 points in 5 AAPI constructs.
- 133 unduplicated parents who complete at least 8 hours of parenting education through home visitation will increase their parenting skills by .5 points in 5 AAPI constructs.
- 187 unduplicated parents who complete 9 to 15 hours of parenting education through home visitation will increase their parenting skills by .75 points in 5 AAPI constructs.
- 285 unduplicated parents who complete 16 hours or more of parent education through home visitation will increase their parenting skills by 1.0 points in 5 AAPI constructs.
- 630 of 675 parents completing at least 8 hours of parenting education through home visitation will have no substantiated CPS referrals within the program year.
- 295 of 300 (98%) unduplicated parents with NO CPS history who complete at least 8 hours of parent education through home visitation will have no substantiated referrals to Child Protective Services.
- 155 of 180 (86%) unduplicated parents with CPS history who complete 9 to 15 hours of parent education through home visitation will have no new substantiated referrals to Child Protective Services.
- 180 of 195 (92%) unduplicated parents with a CPS history who complete at least 25 hours of parent education through home visitation will have no new substantiated referrals to Child Protective Services.

Family Resource Center (Non-Primary Needs & Services Performance Measure)

Activities:

Members will facilitate a class of 15 parents during their term of service. AmeriCorps Members will:

- Orient parents to the FRC and enroll them in a parenting workshop and/or parent support services (i.e., stress reduction, crisis intervention services, car seat safety, infant safe sleeping, child development, life skills training, bullying prevention, teen support groups, etc.)
- Administer assessments to parents including the AAPI which highlights areas needing support and progress.
- Facilitate Nurturing Parenting Program (NPP) lessons.
- Facilitate activities/workshops where parent/child interact and communicate with parent/child in a nurturing way to model appropriate/positive parent-child interactions.
- Educate on child and adolescent development; including age appropriate social-emotional & cognitive development.
- Provide resources/referrals for: health insurance, health care access, health benefits, food.
- Provide resources/referrals to meet parent/family needs including but not limited to: peer support, Alcohol & Other Drugs (AOD), clothes closet, utility assistance, school support services.
- Facilitate Parent Advisory Councils; provide training on effective communication and navigating public or government systems to empower parents to advocate on their and their children's behalf.
- Attend community events, conduct community presentations, and establish formal/informal partnerships to educate others about Birth & Beyond services.
- Perform case management and complete associated documentation.
- Provide developmental child care for children whose parents attend parenting education workshops and utilize parent support services.

Dosage:

<ul style="list-style-type: none"> • Direct High Need (DHN) parents will receive 1 hours/week of parenting education via Family Resource Center (FRC) workshop for at least 16 weeks. • DHN Parents will participate in at least 1 hour of parent support services. 	
Data Collection Tools	
Tool	Purpose
Class Attendance Roster	<ul style="list-style-type: none"> • To collect data on parents' attendance at parenting education workshop.
Adult Adolescent Parenting Inventory (AAPI)	<ul style="list-style-type: none"> • To collect data on parenting knowledge and skills (These will be matched pairs).
Output Targets	
<ul style="list-style-type: none"> • 1000 parents receive parenting education through parenting education workshops. • 350 unduplicated parents receive 1-15 hours of parenting education through parenting education workshops. • 650 of 1000 unduplicated parents receive at least 16 hours of parenting education through parenting education workshops. 	
Outcome Targets	
<ul style="list-style-type: none"> • 420 of 650 unduplicated parents (65%) who complete at least 16 hours of parenting education through parenting education workshops will report a 20% increase in their parenting skills. 	
Volunteer Recruitment (Non-primary, National Performance Measure)	
Activities:	
<p>Members will recruit two types of volunteers: Parent Leaders and Community Volunteers. Members will also implement effective volunteer management practices at their Service Sites including, but not limited to: volunteer screening, training, coordinating, and supervising. AmeriCorps members identify parent Leaders from former/current B&B service recipients who successfully graduated and want to "give back." AmeriCorps members participate on the interview/screening panel for potential Parent Leaders. Once a Parent Leader is selected, AmeriCorps members provide orientation and trainings which cover: confidentiality, professional boundaries, prohibited/unallowable activities, and other policies mandated by B&B. AmeriCorps members train parent Leaders and coordinate their efforts to: co-facilitate the parenting workshops and conduct community outreach. AmeriCorps members also facilitate group supervision with the Parent Leaders from their sites. Community volunteers serve in both ongoing and one-time community project opportunities. AmeriCorps members train, supervise, and support Community Volunteers to expand FRC capacity with: community, cultural, health, child abuse prevention events and fairs; family bonding nights (such as games or movie); Community Service Projects, and support with child abuse prevention activities.</p>	
Data Collection Tools	
Tool	Purpose
Service Activity Form	<p>Collect data on number of:</p> <ul style="list-style-type: none"> • Volunteers recruited for ongoing activities. • Volunteers recruited for one-time activities. • Volunteer hours for ongoing activities. • Volunteer hours for one-time activities. •
Output Targets	

- 650 volunteers recruited for ongoing activities.
- 450 volunteers recruited for one-time activities.
- 10,000 volunteer hours for ongoing activities.
- 2,250 volunteer hours for one-time activities.

Member Development (Non-primary Performance Measure)

- Orientation: Overview of AmeriCorps and National Service as well as: member benefits, rights, responsibilities, code of conduct, prohibited activities, progressive discipline and policies and procedures. Review Member Contract, Member Handbook, Performance Measures, electronic timekeeping, and Service Site Orientation.
- Core Hours: Mandated Child Abuse Reporting, Professional Boundaries & Confidentiality, Cultural Proficiency, Active Citizens, Team Building, and Life after AmeriCorps.
- Ongoing Hours: Protective Factors, B&B Basics, Nurturing Parenting Program, Home Visitation Skills, Make Parenting a Pleasure, Facilitation, Child Development, Baby Behaviors, Domestic Violence, Conflict Resolution, Trauma Informed Care, and Leadership Academy.
- National Service: Participate in service projects for Make a Difference Day, MLK Day, and AmeriCorps week.
- Other: Service Site-specific (related to member positions) trainings, supervision/coaching, and Professional Development.

Data Collection Tools

- Training Log and electronic timesheets to collect data on member names, specific topic, and # of hours.
- Member Performance Evaluation to collect data on member skill increases.

Output Targets

- 102 members will participate in 26,520 training hours.

Outcome Targets

- 71 (70%) of members will increase skills by 10%.

APPENDIX B

Child Welfare System Improvement 2019/20 PERFORMANCE MEASURES
Prevent Child Abuse and Neglect (Primary Needs and Service Performance Measure) Parenting Education and Family Stabilization
Activities:
<p>AmeriCorps members serving as Family Support Aides will provide family stabilization services and parenting education services to at least 1,000 high-need beneficiaries (parents) for 25-50 weeks. Full-time members will provide direct, ongoing services to an average caseload of 20 high-need beneficiaries, and half-time members will serve 10 high-need beneficiaries. At least 800 high-need beneficiaries will receive approximately 4 hours of family stabilization services, and at least 400 will receive 8 hours of parenting education using the Nurturing Parenting Program (NPP) curriculum.</p> <p>Members will:</p> <ul style="list-style-type: none">• Orient parents to the service site and inform them of services/resources available.• Administer the Protective Factors Survey to determine level of family instability and risk for child abuse and neglect.• Co-develop a Family Stabilization Plan with parents.• Provide ongoing family stabilization services, continuous follow-up with parents to check on progress/track successful connections with services, and complete all associated documentation.• Provide services/resources/referrals for: health insurance, health care access, health benefits, household food security, and accessing safe/affordable housing.• Provide resources/referrals to meet parent/family needs including but not limiting to: peer support, Alcohol & Other Drugs services, mental health services, clothes closet, utility assistance, tax assistance, and school support services.• Conduct outreach through community events, community presentations, and formal/informal partnerships to educate others about CWS AmeriCorps services.• Administer the Nurturing Parenting Program (NPP) assessment (known as the Adult Adolescent Parenting Inventory) to parents in order to highlight areas needing support and progress.• Facilitate NPP lessons either at CWS service site or during home visits.• Facilitate activities/workshops where parent/child interact and model appropriate/positive parent-child interactions.• Educate on child and adolescent development; including age appropriate social-emotional & cognitive development.• Teach appropriate child developmental activities.

Data Collection Tools	
Tool	Purpose
Beneficiary Information Form & Service Progress Form	<ul style="list-style-type: none"> • Intake form for parents to gather baseline info, CPS history (if applicable), indicators of high need/causes of stress, and specific service needs. • Track parents at-risk for child abuse and neglect who receive ongoing services from CWS AmeriCorps members.
Protective Factors Survey	<ul style="list-style-type: none"> • Pre-assess levels of risk and areas of risk prior to receiving family stabilization services, and post assessment to measure change in risk.
NPP Progress Form & AAPI	<ul style="list-style-type: none"> • Collect data on the number of parents completing NPP lessons and Pre/Post assessment to measure improvement in parenting knowledge and behavior.
CWSI Recidivism Tool	<ul style="list-style-type: none"> • Collect data on parents entering/re-entering the Child Welfare System after completing NPP.
Output Targets	
<ul style="list-style-type: none"> • 1,000 high need parents will receive family stabilization services. • 800 high need parents will receive at least 4 hours of family stabilization services. • 600 high need parents will receive at least 1 hour of information on health insurance, health care access, and health benefits programs. • 700 high need parents will receive at least 1 hour of support, services, education, and/or referrals to alleviate long-term hunger. • 600 high need parents will receive parenting education. • 400 high need parents will receive at least 8 hours of parenting education. 	
Intermediate Outcome Targets	
<ul style="list-style-type: none"> • 560 of 800 (70%) high need parents who received at least 4 hours of family stabilization services will increase their family stability and decrease their risk for child abuse and neglect by one level in 3 or more domains. • 420 high need parents who receive at least 1 hour of health information will access or their children will access at least one health-related program or service. • 560 high need parents who receive at least 1 hour of food access support will report increased food security of themselves and their children as a result of CNCS-supported services. • 280 of 400 (70%) high need parents who receive at least 8 hours of parenting education will increase their parenting skills by 1 level in 3 or more AAPI constructs. • 360 of 400 (90%) high need parents who receive at least 8 hours of parenting education will have no substantiated referrals to the Child Welfare System. 	

Volunteer Recruitment (Non-primary, Strengthening Communities Performance Measure)	
Member Activities:	
Members will recruit volunteers to serve in both on-going and one-time community service opportunities to support family stabilization and parenting education services. Members will constantly outreach to the various target populations to make them aware of volunteer opportunities. Traditional volunteer recruitment strategies will be utilized such as newsletters, word-of-mouth, outreach events, and posting opportunities on-site; while more innovative strategies will be utilized like social media and targeted recruitment to specific groups. Volunteer activities will include: community, cultural, and health events; community service projects; and support with on-going child abuse prevention activities.	
Data Collection Tools	
Tool	Purpose
Volunteer Tracking Tool	Collect data on number of: <ul style="list-style-type: none"> • Volunteers recruited for ongoing activities. • Volunteers recruited for one-time activities. • Volunteer hours for ongoing activities. • Volunteer hours for one-time activities.
Output Targets	
<ul style="list-style-type: none"> • 325 volunteers recruited for ongoing activities. • 500 volunteers recruited for one-time activities. • 4,600 volunteer hours for ongoing activities. • 2,300 volunteer hours for one-time activities. 	
Member Development (Non-primary Performance Measure)	
Activities	
<ul style="list-style-type: none"> • Orientation: Overview of AmeriCorps and National Service as well as: member benefits, rights, responsibilities, code of conduct, prohibited activities, progressive discipline, policies & procedures. Review member contract, member handbook, performance measures, and electronic timekeeping, and Service Site Orientation. • Core Hours: Protective Factors, Nurturing Parenting Program, CWS Basics, Mandated Child Abuse Reporting, Active Citizens, Team Building, Leadership, and Life after AmeriCorps. • Ongoing Hours: Supervision and other site specific Professional Development, and PCACA webinars. • National Service: Participate in service projects for Make a Difference Day, Cesar Chavez Day, MLK Day, and AmeriCorps Week. 	
Data Collection Tools	
<ul style="list-style-type: none"> • Training Log and electronic timesheets to collect data on member names, specific topic, and number of hours. • Member Performance Evaluations to collect data on member skill increases. 	
Output Targets	
<ul style="list-style-type: none"> • 52 members will participate in 10,190 training hours. 	
Outcome Targets	
<ul style="list-style-type: none"> • 44 of 52 members (85%) will increase skills by 10%. 	

APPENDIX C

First 5 Service Corps 2019/20 PERFORMANCE MEASURES	
Child Development (Primary Needs and Service Performance Measure)	
Activities:	
<p>AmeriCorps members provide 25 economically disadvantaged children 35 hours of one-on-one GOLD Assessment school activities in social emotional, literacy, and numeracy. Members administer GOLD Assessment and develop an individualized Early Education Plan and deliver social emotional, literacy, and numeracy skills activities in classroom, small group, and one-on-one settings.</p>	
Data Collection Tools	
Tool	Purpose
Student Daily Contact Log	<p>Student Daily Contact Log to collect data on number of children who start and complete participation in an AmeriCorps Early Childhood Education Program, the number of hours that children receive skill-building services in social emotional, literacy, and/or numeracy. Members submit data in the online database monthly, Project Manager monitors quarterly Completed by: AmeriCorps Members Frequency: Daily</p>
Teaching Strategies GOLD Assessment	<p>Teaching Strategies GOLD Assessment to collect data on the number of children that demonstrate social emotional, literacy, and/or numeracy skills. Members submit data in the online database monthly, Project manager monitors quarterly. Completed by: AmeriCorps Members Frequency: 1. Completed within the first 5 hours of service delivery 2. Completed at 35 hours of service delivery. 3. Completed at the end of the program year (Year Long Programs)</p>
Output Targets	
<ul style="list-style-type: none"> • 2,000 children will start in an AmeriCorps Early Childhood Education Program. • 1,750 children will complete participation in an AmeriCorps Early Childhood Education Program. 	
Intermediate Outcome Targets	
<ul style="list-style-type: none"> • 1,500 children will meet age appropriate school readiness milestones. • 1,000 children will demonstrate gains in school readiness in terms of social and emotional development. • 1,000 children will demonstrate gains in school readiness in terms of literacy skills. • ,800 children will demonstrate gains in school readiness in terms of numeracy (math) skills. 	
Family Involvement (Non-primary, Needs and Service Performance Measure)	
Member Activities:	

<p>Members provide parents of economically disadvantaged children 5 hours of workshops teaching the importance of and techniques for book sharing with children at home to develop family literacy routines. Members provide culturally and linguistically appropriate books and a DVD so parents read to their child for 20 minutes 3 times per week for 8 weeks, applying what they have learned.</p>	
<p>Data Collection Tools</p>	
Tool	Purpose
Student Daily Contact Log	Student Daily Contact Log to collect data on number of children who start and complete participation in an AmeriCorps Early Childhood Education Program, the number of hours that children receive skill-building services in social emotional, literacy, and/or numeracy. Members submit data in the online database monthly, Project Manager monitors quarterly Completed by: AmeriCorps Members Frequency: Daily
Raising a Reader Parent Survey	Raising A Reader Parent Survey to collect data on the number of parents who that demonstrate improvement in family literacy behaviors including sharing books with their children more frequently, visiting the library, establishing a family routine for reading books to their child 60 minutes/per week for 8 weeks. Members submit data in the online database monthly, Project manager monitors quarterly. Completed by: AmeriCorps Members Frequency: Twice 1. Completed at the onset of service delivery 2. Completed at the end of service delivery
<p>Output Targets</p> <ul style="list-style-type: none"> • 1,200 Parents will begin Family Literacy Training • 600 Parents will complete family Literacy Training • 400 will demonstrate improved family literacy behaviors 	
<p>Volunteer Recruitment (Non-primary, Strengthening Communities Performance Measure)</p>	
<p>Member Activities:</p> <p>Members will recruit volunteers to serve in both ongoing and one-time community project opportunities. Parents of the program beneficiaries make up a significant part of the volunteer pool that members engage. Parents are encouraged by the member during instructional sessions to contribute to School Readiness activities, including: education-focused fairs; family game/movie nights; providing classroom support; and helping increase service site capacity. Additionally, members conduct community outreach in order to identify and recruit volunteers from outside of the program. Outreach includes: dissemination of recruitment materials (i.e., flyers or electronic postings) to community organizations; delivering presentations to local high school and college classrooms; and working with established volunteer centers to recruit volunteers. Volunteer activities will include: community, cultural, health, and education-focused events and fairs; family bonding nights (such as games or movies); Community Service Projects; and support with school readiness activities.</p>	
<p>Data Collection Tools</p>	
Tool	Purpose
Volunteer Log	Collect data on number of: <ul style="list-style-type: none"> • Volunteers recruited for ongoing activities.

	<ul style="list-style-type: none"> • Volunteers recruited for one-time activities. • Volunteer hours for ongoing activities. • Volunteer hours for one-time activities.
Output Targets	
<ul style="list-style-type: none"> • 96 volunteers recruited for ongoing activities. • 380 volunteers recruited for one-time activities. • 384 volunteer hours for on-going activities. • 760 volunteer hours for one-time activities. 	
Member Development (Non-primary Performance Measure)	
Activities	
PCA CA and Service Site Orientation 50 or more hours: Connection to National Service, Member Contract review and Prohibited Activities Training, Community Engagement, Child Development, Assessment Training, Mandated Child Abuse Reporting, and Site-specific Technical Training.	
Web-based Modules: GOLD Curriculum & Activity Development Training.	
CORE Training: Active Citizens, Life after AmeriCorps, Cultural Awareness, and Conflict Resolution.	
Ongoing Hours, including other site-specific (related to member position) trainings, supervision/coaching, Professional Development, and PCA CA webinar.	
Data Collection Tools	
<ul style="list-style-type: none"> • Training Log and electronic timesheet to collect data on number of members and number of hours. • Member Performance Evaluation to collect data on member skill increases. 	
Output Targets	
<ul style="list-style-type: none"> • 96 members will participate in 22,784 training hours. 	
Outcome Targets	
<ul style="list-style-type: none"> • 70% (67) of members will increase skills by 10%. 	

APPENDIX D

Prevent Abuse Through Home Visitation 2018/19 PERFORMANCE MEASURES	
Home Visitation (Primary Needs and Service Performance Measure)	
Activities:	
<p>Members will maintain a caseload of 12 parents during their term of service. Member will:</p> <ul style="list-style-type: none"> • Provide parenting education to high need parents at risk for child abuse & neglect through evidence based home visitation Administer assessments to parents to identify areas needing support. • Provide development centered parenting education to high need parents at risk for child abuse & neglect through evidence based home visitation • Facilitate activities/workshops where parent/child interact and model appropriate/positive parent-child interactions. • Administer assessments to assess social emotional development of child and parenting knowledge of parent. <p>Describe dosage:</p> <ul style="list-style-type: none"> • High Need parents will participate in at least 1 home visit per week. • Each visit will be at least 1 hour. • The total duration of the PATH program will be at least 12 hours completed over the course of 12 weeks. 	
Data Collection Tools	
Tool	Purpose
Service Activity Form	<ul style="list-style-type: none"> • Collects data on parenting education provided through home visitation, including length and frequency of the home visit
Protective Factors Survey (PFS)	<ul style="list-style-type: none"> • Measures the level of risk for child abuse and neglect.
Adult Adolescent Parenting Inventory (AAPI)	<ul style="list-style-type: none"> • Measures the level of risk for child abuse and neglect.
Ages and Stages Questionnaire (ASQ)	<ul style="list-style-type: none"> • Measures the developmental and social emotional development of the child.
Output Targets	
<ul style="list-style-type: none"> • 240 parents start parenting education through home visitation • 168 parents receive at least 12 hours of parent education through one-on-one home visitation • 168 parents receive 12 hours or more of parenting education and engage in at least 6 activities that promote growth towards their child's developmental and social emotional milestones 	
Outcome Targets	

<ul style="list-style-type: none"> • 151 of 168 (90%) high need parents who receive 12 hours or more of parenting education through home visitation improve their parenting attitudes and practices by 20% • 151 of 168 (90%) high need parents who receive at least 12 hours of parenting education will have no referrals to the Child Welfare System • 118 of 168 (70%) children will demonstrate gains in terms of social and/or emotional development 	
Volunteer Recruitment (National Performance Measure)	
Member Activities:	
<ul style="list-style-type: none"> • Members will recruit volunteers to serve in both on-going and one-time community project opportunities. Parents make up a significant part of the volunteer pool that members engage. Parents are encouraged by the member during parenting education sessions to contribute to activities, including education-focused fairs, family game/movie nights, providing classroom support, and helping increase service site capacity. Additionally, members conduct community outreach in order to identify and recruit volunteers from outside of the program. Outreach includes dissemination of recruitment materials (i.e. flyers or electronic postings) to community organizations, delivering presentations to local high school and college classrooms, and working with established volunteer centers to recruit volunteers. Volunteer activities will include: community, cultural, health, and education-focused events and fairs; family bonding nights (such as games or movies); Community Service Projects/National Service Days and support with activities. 	
Data Collection Tools	
Tool	Purpose
Service Activity Form	Report data on number of: <ul style="list-style-type: none"> • Volunteers recruited for ongoing activities. • Volunteers recruited for one-time activities. • Volunteer hours for ongoing activities. • Volunteer hours for one-time activities.
Output Targets	
<ul style="list-style-type: none"> • 20 volunteers recruited for ongoing activities. • 40 volunteers recruited for one-time activities. • 40 volunteer hours for ongoing activities. • 80 volunteer hours for one-time activities. 	
Member Development (Non-primary Performance Measure)	
Activities	
AC Orientation: Overview of AmeriCorps and National Service, benefits, rights, responsibilities, prohibited activities, and policies and procedures, Member Contract and Handbook, Performance Measures, and electronic timekeeping.	
Core Hours: Protective Factors, family engagement, stability services and mandated child abuse reporting; Evidence Based Training – Including NPP or PAT, administering assessments, and data collection	
Other Hours: Supervision and other site specific Professional Development, and PCACA webinars	
National Service: Participate in three National Service projects for Make a Difference Day, MLK Day, and AmeriCorps Week.	
Data Collection Tools	
<ul style="list-style-type: none"> • Training Log to collect data on number of members and number of hours provided. • Member Performance Evaluation to collect data on member skill increases. 	
Output Targets	

<ul style="list-style-type: none">• 18 full time members will complete 3,744 hours of Core Training
<ul style="list-style-type: none">• 4 part time members will complete 720 hours of Core Training
Outcome Targets
<ul style="list-style-type: none">• 15 of 22 members will increase skills by 10%.

APPENDIX E

California Foster Youth Initiative 2019/20 PERFORMANCE MEASURES	
Preparation for Adulthood Mentoring (Primary Needs and Service Performance Measure)	
Activities:	
<p>AmeriCorps members mentor foster youth and provide life skills activities to foster youth for one hour per week for at least 36 weeks and up to a maximum of 52 weeks. Preparation for Adulthood Mentoring activities include: meeting with youth one-on-one or in small group settings; conducting High Need Assessment on youth; jointly creating Transition Plans; and providing Preparation for Adulthood Mentoring activities to develop a youth's skill in life's important domains:</p> <ul style="list-style-type: none"> • Life Skills Training such as Self-Care activities, and Work and Study Life activities; • Academic Assistance, including: homework assistance, graduation support, college preparation, and basic technology support; • Daily Living activities such as: grocery store trips, cooking, and health education; • Financial Literacy Training, including: checking and savings accounts, credit card information, fraud awareness, and loans; • Job Skills Training, including: career planning, resume writing, interview skills, job finding, and other soft skills; and • Relationship Building, such as: communication activities, making new friends, and having a trusted adult. 	
Dosage:	
<ul style="list-style-type: none"> • Life Skills Training: <ul style="list-style-type: none"> • Frequency: AmeriCorps members will meet with foster youth once per week. • Intensity: Sessions will last for one hour. • Duration: At least 44 hours or more. • Financial Literacy Activities: <ul style="list-style-type: none"> • Frequency: AmeriCorps members will meet with foster youth once per week. • Intensity: Sessions will last for one hour. • Duration: 7 hours or more. 	
Data Collection Tools	
Tool	Purpose
Service Activity Form	<ul style="list-style-type: none"> • Collect data on the number of foster youth who begin participation in life skills-activities. • Collect data on the number of youth-mentor matches that commence, and the hours they are sustained. • Collect data on the number of foster youth who receive financial literacy services.
Casey Life Skills ("CLS") Assessment	<ul style="list-style-type: none"> • Collect data on increased competency of life skills, and increased competencies in domains measuring attitude.
School Transcripts	<ul style="list-style-type: none"> • Collect data on the number of foster youth who demonstrate improved academic engagement, and twelfth grade foster youth graduating from high school.
EVERFI Financial	<ul style="list-style-type: none"> • Collect data on foster youth's improved financial knowledge.
Output Targets	
<ul style="list-style-type: none"> • 1000 foster youth will receive life skills mentoring • 500 foster youth will receive 1-43 hours of life skills mentoring. • 500 Foster youth will receive 44 hours or more of life skills mentoring. 	

<ul style="list-style-type: none"> • 170 foster youth will receive 7 hours or more of financial literacy activities. 	
Outcome Targets	
<ul style="list-style-type: none"> • 330 of 500 foster youth who receive 44 hours or more of life skills mentoring will demonstrate improved • academic engagement or social and emotional skills. • 230 of 500 foster youth who receive 44 hours or more of life skills mentoring will demonstrate competency in • three or more CLS domains. • 140 of 500 foster youth who receive 44 hours or more of life skills mentoring will graduate from high school o170time with a diploma • 270 of 500 foster youth who receive 44 hours or more of life skills mentoring will promote to the next grade level • 140 of 170 foster youth who receive 7 hours or more of financial literacy services will demonstrate improved financial knowledge. 	
Volunteer Recruitment (National Performance Measure)	
Member Activities:	
<ul style="list-style-type: none"> • AmeriCorps members will engage volunteers within the communities that they serve. AmeriCorps members will identify volunteers that posse skills and abilities appropriate to serve the needs of the foster youth population and provide support in areas such as banking, credit management, employment attainment, interview skills, social work experience, career planning, and resume writing. Members will also implement effective volunteer management practices at their sites including, but not limited to, volunteer screening and training coordination. AmeriCorps members train and support Community Volunteers to expand partner capacity with community, cultural, health, and employment events and fairs that are targeted to foster youth. Volunteers have a strong desire to serve foster youth and support their transition to adulthood. CA FYI is the recipient of items supplied by community volunteers to support the basic needs of foster youth in this transition such as luggage, towels, and blankets. Members will serve as liaisons to distribute already received items to foster youth to ensure foster youth are ready for adult life. 	
Data Collection Tools	
Tool	Purpose
Service Activity Form	Report data on number of: <ul style="list-style-type: none"> • Volunteers recruited for ongoing activities. • Volunteers recruited for one-time activities. • Volunteer hours for ongoing activities. • Volunteer hours for one-time activities.
Output Targets	
<ul style="list-style-type: none"> • 125 volunteers recruited for ongoing activities. • 300 volunteers recruited for one-time activities. • 1,500 volunteer hours for ongoing activities. • 1,500 volunteer hours for one-time activities. 	
Member Development (Non-primary Performance Measure)	
Activities	
AC Orientation (6 hrs/once): Overview of AmeriCorps and National Service, benefits, rights, responsibilities, prohibited activities, and policies and procedures, Member Contract and Handbook, Performance Measures, and electronic timekeeping.	
(Core (75 hours/ongoing), including but not limited to: CA FYI Basics, Leadership Academy, Service Site Orientation, Financial Literacy, CLSA, mandated child abuse reporting, Trauma Informed Care training, Life after AmeriCorps, and Active Citizens.	
Ongoing/ Other Hours (90 hrs/monthly): Supervision, coaching, and Site-specific trainings for member position.	

National Service (4 hrs/3x): Participate in three National Service projects for Make a Difference Day, MLK Day, and AmeriCorps Week.
Data Collection Tools
<ul style="list-style-type: none"> • Training Log to collect data on number of members and number of hours provided. • Member Performance Evaluation to collect data on member skill increases.
Output Targets
<ul style="list-style-type: none"> • 100 members will complete 18,300 hours of training.
Outcome Targets
<ul style="list-style-type: none"> • 65% (65 of 100) of members will increase skills by 10%.

APPENDIX F

BIRTH & BEYOND (B&B) SPECIFIC AMERICORPS MEMBER TRAININGS

In addition to the AmeriCorps Core Trainings provided to the AmeriCorps Members, attendance at the following Birth & Beyond trainings is mandatory for all first term members. Attendance requirements will vary for subsequent term members; please contact the B&B Project Manager or CAPC Training and Outreach Coordinator for more details.

- **Alcohol and Other Drugs 101:** In this training, participants will learn about the four most prevalent substances in Sacramento County (methamphetamine, opioids, alcohol, and marijuana) and their impacts on the individual, their family, and the community. This training will also include information on co-occurring disorders and the stigma surrounding substance use. Additionally, participants will learn about the resources available to people struggling with substance use and how to access those services.
- **Birth & Beyond FRC Basics:** Basic training incorporated into members' service site orientation, which introduces B&B FRC AmeriCorps members and community partners to the fundamentals of child abuse and neglect prevention, and teaches the tools necessary to perform day-to-day duties. The training prepares members to work directly with families by gaining strength-based skills and knowledge in several areas including: crisis intervention, case file documentation, assessments, member safety, and home visitation structure. Structured Decision Making ("SDM") explains the approach to Child Protective Services ("CPS") that uses decision-making criteria for screening families and determining response priority. Differential Response ("DR") training is facilitated by a County Planner who teaches members about the Path 1-3 model and joint visits. Critical Incident Reports ("CIR") are part of the overall strategy between B&B and DHHS to ensure the safety of children, families, and members. The County Planner explains the purpose and procedure for submitting CIRs.
- **Community Engagement:** This training focuses on providing the tools to engage with potential program participants and partners in one-on-one in public settings such as outreach, presentations, and meetings. The training will explore different forms of outreach and engagement along with techniques to build rapport from a culturally responsive framework.
- **Ethics and Boundaries:** In this training, participants will learn how to communicate boundaries effectively to a client, how to explain confidentiality and the limits of

confidentiality to a client, and how to navigate ethical dilemmas. Participants will also learn about Burnout, Compassion Fatigue, Secondary Traumatic Stress, and Vicarious Trauma and will create a self-care plan to help prevent those symptoms.

- **Event Planning and Coordination:** This training will be an extension of the Community Engagement training that will involve participants in the process of group activity/event development from a community engagement perspective. Participants will identify how to identify, develop, and implement group events that are relevant and of interest to the community they are serving.
- **Facilitating Change Talk:** This training is designed to provide participants with strategies and techniques for facilitating interviews and other interactions to support the development of safe, trusting relationships with the families they serve. Participants will learn the definition of change talk and will be introduced to the various stages of change. Participants will then explore and practice strategies and tools for eliciting change talk.
- **Families with Special Needs:** This workshop builds on the Child Development training and specifically addresses working with families who have identified a child as having a special need or development delay.
- **Family Support and Service Coordination:** Participants will gain an understanding of strengths-based, family-centered services while applying their already established understanding of protective capacities. This training will allow individuals to identify their own personal strengths and how to utilize case management skills so they can support families going through a change-process with the help of home visitation services.
- **Home Visitation Skills:** This training reviews how to provide resources and advocacy to families in the home, safety during home visits, case management, and active listening skills. The focus is on developing the technical and communication skills so that home visitors can better support the unique families that B&B offers various in-home services.
- **Impacts of Violence:** In this training, participants explore the dynamics and indicators of domestic violence, sexual assault, elder abuse, teen violence and human trafficking. Through this training, members will understand the lasting impacts violence has on the developing child, enhance knowledge of community resources for survivors, and examine protective factors that can lead to prevention of violence i.e. safety planning, crisis intervention, trauma informed counseling etc. The training is designed to increase the participant's competency and comfort levels with addressing the impact of domestic

violence, family violence, and sexual assault issues in their community. This training is intended to desensitize those who work with children and families to the causes, dynamics and consequences of violence and other abuse issues on the child and family.

- **Make Parenting a Pleasure (MPAP):** Make Parenting a Pleasure Facilitator Training is provided to AmeriCorps members, FRC staff, parent leaders, and community partners. Training focuses on the MPAP curriculum and how to facilitate the workshop series. The curriculum is universal and aimed to improve parenting skills and an understanding of child development. It is court approved for mandated parenting education. It includes such topics as positive discipline, nurturing and attachment.
- **Mandated Child Abuse Reporter Training:** Mandated Child Abuse Reporter Training (“MCART”) teaches a mandated reporter his/her legal responsibilities to report known or suspected child abuse and neglect in California. The training also includes Impacts of violence on children to demonstrate for the participate the long-term social, emotional, and physical health impact violence and exposure to violence has on children throughout their life time. All CAP Center AmeriCorps members are required to take Cap Center Mandated Child Abuse Reporter Training (MCART) within the first 30 days of their service start date. Any member that has not taken the CAP Center MCART within the first 30 days of their start date may be suspended and will not earn service hours until member participates in the required MCART.
- **Maternal & Infant Well-Being:** This two-day training covers an array of topics that effect a pregnant person’s perinatal and neonatal experience. Participants will learn to identify health and environmental risk factors that contribute to adverse pregnancy and birth outcomes. In this training, (we) will recognize the racial and ethnic inequities in maternal and infant well-being and examine some of the causes for the inexcusable disparities in health outcomes for Mothers and Infants in Sacramento. This training focuses on and teaches many different prevention strategies participants can use with clients such as activities, resources, and effective communication. Attendees of this training will also explore the parent-infant relationship as it relates to bonding, family strengthening, and child development.
- **Mental Health First Aid: In this one-day training, participants will learn** risk factors and warning signs for mental health and addiction concerns, strategies for how to help someone in both crisis and non-crisis situations, and where to turn for help.

- **Nurturing Parenting:** Nurturing Parenting (NP) Training immerses the participants in the NP philosophy and curriculum through comprehensive coverage of the group and home based programs. The training covers Infant/Toddler/Preschooler curriculum. Participants will be able to: explain the impacts of negative and positive nurturing, re-parenting and cellular memories; how to administer the Adult and Adolescent Parenting Inventory (AAPI-2); define the 5 Constructs: Child Development, Empathy, Discipline, Family Roles and Empowerment.
- **Nurturing Parenting – Father’s Program:** In this workshop, participants will learn to facilitate the Nurturing Father’s Curriculum. NP Father’s is a 13-week class for fathers. It provides fathers with the tools to become involved in the lives of their children and strengthen their parenting skills. During this one-day training, topics such as expressing feelings, understanding the father wound, discipline with respect and handling stress are covered.
- **Nurturing Parenting – Parents with School Age Children:** This one-day workshop is designed to help individuals who are working with school age children and their parents to become familiar and prepared to facilitate the Nurturing Parenting Program for School Aged Children and Parents. Some of the topics of discussion in this workshop are communication, discipline with dignity, creating house rules and sexuality/sex.
- **Nurturing Parenting – Parents and Adolescents:** This one-day workshop focuses on understanding teen development and some of the factors that may influence personality. This workshops also looks to prepare individuals to facilitate the Nurturing Parenting for Parents and Adolescents. Nurturing Parenting is a philosophy that supports parents and adolescents living together in a caring and supportive home that promotes cooperation, respect and self-worth. Parental empathy is the key to establishing an open line of non-judgmental communication that empowers teens’ self-worth, autonomy and independence.
- **Playcare:** This one-day training covers the basics regarding the implementation of the Playcare model. During the training participants will learn about the importance of play, their role as a Playcare worker, the guidelines for the Playcare model, the importance of reading, and learn to utilize techniques in the Discipline With Dignity model.
- **Personal Safety and Crisis Intervention:** After this training, participants will be able to demonstrate an awareness of their environment and how to assess for safety (formal and informal). As a part of this awareness, they will have the opportunity to determine if

they need to develop a safety plan and how to put this plan into action. Members will also learn de-escalation strategies that treat individuals in crisis with dignity and respect.

- **Professional Resilience:** This training empowers participants to reflect on their personal and professional needs as they provide services to the community. The focus is on building relationships with co-workers and partners, practicing self-care, and efficiently managing tasks and time.
- **Protective Factors:** This training is a one-day training covers the Strengthening Families Framework as well as the five Protective Factors to build resilience in children and strengthen families.
- **Public Speaking:** This training is a one-day training focused on how to facilitate group-based parent education, as well as tips for facilitating discussions with parents regarding parenting, discipline, and parent-child interaction. Participants will learn the basic concepts of adult learning principles, group dynamics, and facilitation skills to prepare them for delivering parent education to parents in a group setting. Participants will learn public speaking skills to effectively communicate their messages.
- **Understanding Child Development and the ASQ:** This training prepares B&B AmeriCorps members with an understanding of important child development milestones and to administer the Ages & Stages Questionnaire (ASQ), which is a tool to screen children's developmental milestones. Participants will learn how to administer the ASQ-3 and ASQ-SE, analyze and discuss the results with families, and develop appropriate family intervention activities that promote healthy infant development. ASQ-3 and ASQ-SE results will help screeners make appropriate referrals and resource offerings for infant and family services. The training also incorporates School Readiness and emphasizes tools and techniques to help parents get their children ready for preschool and kindergarten.
- **Trauma-Informed Care:** this training provides participants with an overview of trauma-informed concepts, research and resources; the effects of trauma and challenging issues related to direct service; and practice specific interventions when working with caregivers, especially ones who have unsafe coping strategies.
- **Team Building:** Team building is a key element in the success of any program. This training provides the core elements and applications of teamwork, and is designed to be an ongoing training with review and reinforcement.

- **Leadership Academy:** This training is for subsequent term members only and provides opportunities for experienced members to develop their leadership skills, engage in their community in new ways, and provide a higher level of service at their service sites and to the project. Through hands-on activities and experiential learning members will learn how to take a prominent role in the community, understand stakeholders' perspectives, and set an example for others through action.

please note that trainings may be added or deleted each program year based on current needs of the learning community we are serving

APPENDIX G

CHILD WELFARE SYSTEM (CWS) IMPROVEMENT SPECIFIC TRAININGS

In addition to the AmeriCorps Core Trainings provided to the AmeriCorps Members either on-site or by CAPC, attendance at the following CWS trainings is mandatory for all first term members. Delivery method varies by training; please contact the CWS Project Manager or PCA CA Training Coordinator for more information.

- **CWS Core Training:** This 5-day training highlights includes the following topics:
 - **Nurturing Parenting:** This training focuses on techniques for the treatment and prevention of child abuse and neglect. Participants will gain the knowledge necessary to effectively support parents, including: 1) teach age-appropriate expectations and neurological development of children; 2) develop empathy and self-worth in parents and children; 3) utilize nurturing, non-violent strategies and techniques in establishing family discipline; 4) empower parents and children to utilize their personal power to make healthy choices; and 5) increase awareness of self and others in developing positive patterns of communication while establishing healthy, caring relationships.
 - **Protective Factors & Family Strengthening:** Participants will learn the Five Protective Factors to build resilience in children and strengthen families.
 - **Case Management:** Participants will learn how to effectively manage a caseload of families being served, respond to needs of families and provide appropriate resources and referrals.
- **Mandated Child Abuse Reporter Training:** Mandated Child Abuse Reporter Training (“MCART”) teaches a mandated reporter his/her legal responsibilities to report known or suspected child abuse and neglect in California. The training also includes Impacts of violence on children to demonstrate for the participate the long-term social, emotional, and physical health impact violence and exposure to violence has on children throughout their life time. All CAP Center AmeriCorps members are required to take Cap Center Mandated Child Abuse Reporter Training (MCART) within the first 30 days of their service start date. Any member that has not taken the CAP Center MCART within the

first 30 days of their start date may be suspended and will not earn service hours until member participates in the required MCART.

- **Public Speaking:** This training is a one-day training focused on how to facilitate group-based parent education, as well as tips for facilitating discussions with parents regarding parenting, discipline, and parent-child interaction. Participants will learn the basic concepts of adult learning principles, group dynamics, and facilitation skills to prepare them for delivering parent education to parents in a group setting. Participants will learn public speaking skills to effectively communicate their messages.
- **Leadership:** In this training, participants will learn the following: Understand and apply their personal values and leadership style; Influence and build relationships within and across organizations; Identify characteristics of effective community leaders; Lead others with diverse styles; Develop effective strategies to solve social problems in your community; Coach and develop others for motivation and performance; Increase public speaking skills; Effective writing and verbal skills for leaders; and Gain tools for time and stress management.
- **Team Building:** Team building is a key element in the success of any program. This training provides the core elements and applications of teamwork, and is designed to be an ongoing training with review and reinforcement.

APPENDIX H

FIRST 5 SERVICE CORPS SPECIFIC TRAININGS

- In addition to the AmeriCorps Core Trainings provided to the AmeriCorps Members either on-site or by CAPC, attendance at the following First 5 Service Corps trainings is mandatory for all first term members. Delivery method varies by training; please contact the First 5 Project Manager or PCA CA Statewide Trainer for more information.
- **First 5 Orientation:** This 4-day training includes the following topics:
 - **Teaching Strategies GOLD:** Training on the associated tools and curriculum and technical trainings on the use of data collection and data entry systems. Members learn how to: observe/document learning over time; practice hands-on activities and learn how to deliver skills to children; identify children who might benefit from special help, collect and gather child outcome information; and provide reports to guide program planning.
 - **Mandated Child Abuse Reporter Training:** Mandated Child Abuse Reporter Training (“MCART”) teaches a mandated reporter his/her legal responsibilities to report known or suspected child abuse and neglect in California. All CAP Center AmeriCorps members are required to take Cap Center Mandated Child Abuse Reporter Training (MCART) within the first 30 days of their service start date. Any member that has not taken the CAP Center MCART within the first 30 days of their start date may be suspended and will not earn service hours until member participates in the required MCART.
- **Public Speaking:** This training is a one-day training focused on how to facilitate group-based parent education, as well as tips for facilitating discussions with parents regarding parenting, discipline, and parent-child interaction. Participants will learn the basic concepts of adult learning principles, group dynamics, and facilitation skills to prepare them for delivering parent education to parents in a group setting. Participants will learn public speaking skills to effectively communicate their messages.
- **Leadership:** In this training, participants will learn the following: Understand and apply their personal values and leadership style; Influence and build relationships within and across organizations; Identify characteristics of effective community leaders; Lead others with diverse styles; Develop effective strategies to solve social problems in your

community; Coach and develop others for motivation and performance; Increase public speaking skills; Effective writing and verbal skills for leaders; and Gain tools for time and stress management.

- **Team Building:** Team building is a key element in the success of any program. This training provides the core elements and applications of teamwork, and is designed to be an ongoing training with review and reinforcement. It may be delivered in the form of a service project.

APPENDIX I

PREVENTING ABUSE THROUGH HOME-VISITATION (PATH) SPECIFIC TRAININGS

In addition to the AmeriCorps Core Trainings provided to the AmeriCorps Members either on-site or by CAPC, attendance at the following PATH trainings is mandatory for all first term members. Delivery method varies by training; please contact the PATH Project Manager or PCA CA Training Coordinator for more information. In the PATH program partnering organizations will choose Nurturing Parenting or Parents As Teachers as their home visitation parent education model. Organizations are not required to do both.

- **Home Visitation Parent Education Curriculum:**
 - **Nurturing Parenting:** This training focuses on techniques for the treatment and prevention of child abuse and neglect. Participants will gain the knowledge necessary to effectively support parents, including: 1) teach age-appropriate expectations and neurological development of children; 2) develop empathy and self-worth in parents and children; 3) utilize nurturing, non-violent strategies and techniques in establishing family discipline; 4) empower parents and children to utilize their personal power to make healthy choices; and 5) increase awareness of self and others in developing positive patterns of communication while establishing healthy, caring relationships. OR
 - **Parents As Teachers:** This training focuses on techniques for the treatment and prevention of child abuse and neglect through home visitation. Participants will gain knowledge necessary to effectively support parents including: 1) teach age-appropriate expectations and neurological development of children; 2) develop empathy and self-worth in parents and children; 3) identify parents as the first and most influential teacher and advocate for their children 4) learn family centered, strength based approaches to create stronger partnerships with families and 5) increase awareness of self and others in developing positive patterns of communication while establishing healthy, caring relationships
- **Protective Factors & Family Strengthening:** Participants will learn the Five Protective Factors to build resilience in children and strengthen families.

- **Mandated Child Abuse Reporter Training:** Mandated Child Abuse Reporter Training (“MCART”) teaches a mandated reporter his/her legal responsibilities to report known or suspected child abuse and neglect in California. The training also includes Impacts of violence on children to demonstrate for the participate the long-term social, emotional, and physical health impact violence and exposure to violence has on children throughout their life time. All CAP Center AmeriCorps members are required to take Cap Center Mandated Child Abuse Reporter Training (MCART) within the first 30 days of their service start date. Any member that has not taken the CAP Center MCART within the first 30 days of their start date may be suspended and will not earn service hours until member participates in the required MCART.
- **Social Service Specific Training:** Partner sites are encouraged to find local training in the area of Social Services to support the continued growth of AmeriCorps Members in the field of Social Services and meet program requirements for training hours. (examples- Family Violence and its Effects on Children, Domestic Violence, Working with Families with Special Needs)
- **Other Professional Development Training:** Partner sites are encouraged to find local training in the area of Professional Development to support the continued growth of AmeriCorps Members and meet program requirements for training hours. (examples- Trauma Informed Care, Case Management, ACES)
- **Team Building:** Team building is a key element in the success of any program. This training provides the core elements and applications of teamwork, and is designed to be an ongoing training with review and reinforcement.

APPENDIX J

California Foster Youth Initiative (“Ca. FYI”) SPECIFIC TRAININGS

In addition to the AmeriCorps Core Trainings provided to the AmeriCorps Members, attendance at the following F.Y.I. trainings is mandatory for all members:

- **FYI Basics:** This training equips members with the tools and knowledge necessary to support foster youth. Members review performance measures and data collection tools, engage in team building activities, and connect with community experts on foster youth needs and resources. Training topics include, but are not limited to: the cycle of foster care, Youth Mental Health First Aid, mentoring, bullying/teen violence, human trafficking, AB-12 regulation, accessing financial aid for college, employment readiness, Do’s and Don’ts with foster youth, trauma informed care, and emancipation resources.
- **Financial Literacy and EVER FI:** This course provides AmeriCorps members with basic money management skills, financial coaching lessons, and activity ideas to effectively help foster youth develop this financial literacy competency.
- **Mandated Child Abuse Reporter and Family Violence Training:** Mandated Child Abuse Reporter Training (“MCART”) teaches a mandated reporter his/her legal responsibilities to report known or suspected child abuse and neglect in California. The training includes information on the impacts of violence on children to demonstrate for the participant the long-term social, emotional, and physical health impact violence and exposure to violence has on children throughout their life time. Participants will begin to understand the complex and interconnected dynamics associated with family violence and how to identify different types of abuse, gain an understanding of the cycle of violence, and the effects of family violence on children. Participants will increase their knowledge about resources available for domestic violence victims and learn how to develop a safety plan for survivors of abuse. All CAP Center AmeriCorps members are required to take Cap Center Mandated Child Abuse Reporter Training (MCART) within the first 30 days of their service start date. Any member that has not taken the CAP Center MCART within the first 30 days of their start date may be suspended and will not earn service hours until member participates in the required MCART.

- **Casey Refresh & Renew:** This training goes in-depth into CLSA processes and expectations, data tracking, data tools, life skills activities, and technical assistance. Members will receive support needed to successfully complete assessments for foster youth.
- **Team Building:** This training provides the core elements and applications of teamwork, effective communication and collaboration to CA. FYI members. This training is designed to be an ongoing training with review and reinforcement.

NATIONAL SERVICE CRIMINAL HISTORY CHECKS

3 CHECKS



NSOPW

Requires a Govt. Issued Photo ID



DOJ

California criminal history repository check, and the state where the applicant resides, if different



FBI

Fingerprint-based FBI check

ALL checks must be completed prior to commencement of service

AUTOMATIC DISQUALIFICATION

An individual will not authorize the NSCHC

An individual makes a false statement in connection with the NSCHC

Individuals who are subject to a State sex offender registration requirement may not serve as AmeriCorps members

An individual has been convicted of Murder

(Applicants have the opportunity to challenge the factual accuracy of of the results of the NSCHC)



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