Orientation

Presented by Lori Williams
Program Directors Training
06/25/2019
AGENDA

- What is Member Orientation
- What is required in member orientation
- Key element in member Orientation
- What is a Member contract
- What’s in a Member contract
- Break down of each section
- Requirements
Member Orientation

This introduction is the first step in cultivating a positive working relationship with AmeriCorps members. A thorough orientation can help reduce members' anxiety about their new service role and establish positive expectations for performance and communication. Orientation helps define why a member should be serving in a particular program and in AmeriCorps, outlines the structure of the program and how members will be serving, and demonstrates how members will fit into the program and AmeriCorps.
Key Elements to Orientation

- **National Identity**
  - History of AmeriCorps
  - The AmeriCorps vision (how participants are part of something larger)
  - AmeriCorps organization chart
  - Member pledge
  - Member contract
  - Review of Position Description

- **Term of Service**
  - What slot type is the member (how many hours will the member be serving)

- **Eligibility- Verify**
  - Proof of citizenship
  - Age requirement
  - High school diploma or equivalent or agreement to obtain one. High school diploma required for tutors.
  - National Sex Offender Registry check, and either a state criminal records check or FBI fingerprint check.
Key Elements to Orientation

Benefits

- How Stipend are paid
- Stipend—Amount
- Direct deposit of state warrants available; eliminates mail delays and lost warrants
- Deductions include federal tax, L&I for injury while on project, Social Security, & Medicare
- Deductions may include child support payments if applicable
- State assistance and food stamps may be affected by your stipend; contact your case worker for more information
- Housing received under HUD will not affect stipend
- Terms of medical coverage
- Eligible from first day of service; coverage ends on midnight of last day of service
- Policy information booklets and medical card available soon after enrollment
- What the program pays for medical insurance
- May be eligible to receive child care benefits
- Part-time members not eligible for child care
- Distribute child care forms to those interested and qualify.
Key Elements to Orientation

Member Development

- **Required Core Training:** AmeriCorps affiliation and program orientation; respectful treatment, CPR and 1st aid, Disaster, citizenship training, Show-me training; life after AmeriCorps

- **Project-specific training:** e.g., tutoring, mentoring, etc.

- **Reflection journals/portfolios**

- **Performance evaluations required twice/year**

Post-Service Benefit

- **Education award—**Member must successfully complete term of service (serve through to the project end date; achieve required hours of service; complete final reflection)

- **May be used to repay qualified student loans, pay cost of attending qualified institutions of higher education, or pay current expenses while participating in approved school-to-work program**

- **May be eligible to receive loan forbearance on existing student loan and possibly have interest paid while enrolled in AmeriCorps by the Corporation (obtain forbearance from loan institution)**

- **Further educational award information available at** [http://americorps.gov](http://americorps.gov)
Key Elements to Orientation

- Leave Policy
  - Explain importance of attendance
  - Living allowance not tied to hourly wage; members not entitled to formal vacation time, compensatory time, or sick leave
  - Required to notify supervisor of any absence

- Approved Absences
  - Must have prior approval by supervisor

- Unexcused Absences
  - Explain policy

- Disciplinary Suspension—No service hours credited or living allowance paid

- Holidays—explain policy
  - List approved holidays

- Military Leave

- Jury Duty—Will earn service hours and receive living allowance
Key Elements to Orientation

- **Prohibited Activity During Service Hours** (refer to member contract for full list).
  - Lobbying—Partisan political activities
  - Activities of religious nature
  - Voter registration
  - Union/labor organization

- **AmeriCorps Identity**
  - Elevator Speeches
  - Gear expectations
Key Elements to Orientation

- **Member Grievance Policy and Procedures**
  - Try to resolve with supervisor
  - Informal process with our program
  - Formal grievance with our program director
  - If not resolved, Arbitration process

- **Project orientation**
  - Project goals
  - Project performance measurements
  - Rights and responsibilities
  - Code of Conduct
Member Contract

What is Member contract (often referred to as member service agreement):

Member Service Agreements: Before starting service, each AmeriCorps member must sign a member service agreement. The agreement is an important tool to ensure that your members understand what is expected of them. This agreement should thoroughly describe the relationship between the AmeriCorps member and the AmeriCorps program, and it is a requirement in the AmeriCorps Grant Terms and Conditions. AmeriCorps Members should receive, read and agree to all elements of the service agreement before they begin their service.
Key Elements to the Member Contract

- Welcome Letter
- Purpose
- Term of Service
- Member training Requirements
- Position Description
  - Program Objectives
  - Position Title
  - Position Description
  - Service Site Information
  - Contact Information
Key Elements to the Member Contract

- Benefits
  - Living Allowance
  - Health Benefits
  - Childcare Allowance
  - Education Award
- Minimum Acceptable Conduct
- Rules of Conduct
- Grievance Procedures
- Timekeeping System of Record
- Contract Addendums
Welcome letter

- This is one of your 1st impressions.

- This is an opportunity to welcome the Member, and impart a bit of program-specific "personality" before the actual contract begins.
Purpose

- State the member name. It must be their legal name (not a nickname or preferred name). This is the only point in the contract that the member's name will be stated.
- State the Program’s name. This is the only point in the contract that the program will be referred by any other name than program.
Term of Service

- Provide the start/end date commitments required to successfully complete the term of service and be eligible for the education award. These dates should match the service term dates in the Member Portal.

- Include the classification, per AmeriCorps statute, of the member’s term of service (e.g., full-time, half-time, etc.). This classification is linked to the amount of the education award that will be available upon successful completion of the term of service.

- Confirm that member has sufficient opportunity to fulfill the term of service including holidays, time off, and missed hours.
Position Description

Program Objective: Define the broad purposes that the program is aiming to achieve, describe the community the program is designed to serve, and state the values and guiding principles which define its standards. Provide a brief (up to 3 sentences) summary of the purpose of member service by outlining the duties and responsibilities of the member and how this role connects within the organization.

Position Title: the title the member will have while serving in your organization.
Position Description

Position Description:

- A member position description should provide meaningful service activities and performance criteria that are appropriate to the skill level of members.
- Keep in mind that this section should thoroughly define the member service activities in specific terms including quantifiable performance goals and projected accomplishments.
- Clearly delineate between “essential” functions and “non-essential” functions in alignment with the Americans with Disabilities Act.
- Do not include vague activity descriptions such as “other duties as assigned.”
- Confirm that the member duties are not prohibited activities as outlined in 45 CFR §2520.65.
- Confirm that the AmeriCorps member position description follows the requirements related to supplementation, duplication or displacement of staff as outlined in 45 CFR §2540.100 (e) – (f).
- Confirm that the member position description clearly describes recurring access to vulnerable populations as outlined in 45 CFR §2510.20.
- Confirm that duties meet the requirements of members as Team leaders, if relevant for the program design (AmeriCorps FAQ C.56).
Position Description

- **Service Site Information:** The member’s primary service site location. You should state the name of the service site, building, or other descriptive name. Also provide the address of the service site including street address, city, state, and zip code.

- **Contact information:** The name of the Member Direct Supervisor.
Benefits

- Amount of the Segal AmeriCorps Education Award being offered for successful completion of the term of service in which the individual is enrolling.
- Amount of the living allowance the member will earn if applicable.
- Healthcare coverage, if applicable.
- Childcare coverage, if the member qualifies (45 § CFR 2522.250)
- Student loan forbearance and interest payments, if the member qualifies.

- Include intangible benefits such as making a difference in a community, being part of a dedicated service team, etc.
Minimum Acceptable Conduct

- Provide the name of their Direct Supervisor so they know who to direct concerns, problems or suggestions to.

- Add any additional behaviors that the individual is expected to exhibit at all times while representing your organization.
Rules of Conduct

- Fill in the name of the Program

- State any other acts that violates the Program rules of conduct.
Incorporate your grievance procedure into the body of this section.

BE SURE to include time component/statute of limitations.

BE SURE to include Arbitration. Also note how the cost of the arbitration will be paid for.

Note: MCSC does not involve itself in the Grievance Procedures of the Programs.
Timekeeping System of Record

- State how your program official timekeeping system.

- Explain what the Member responsibility is with timekeeping.
Contract addendums

- Number and list the title of any addendums to the contract.
  - Example: Confidentiality Agreement

- Detailed addendums are to be attached at the end of the contract.
Requirements

- Program Officer will send you a template to create your Member contract. **You are to only make changes to the font in red.**

- You **must** get your member contract approved by your program officer before the start of your program year. If you are told to make changes to the contract, you must resubmit it after you have made the changes for final approval.

- If you have more than one position description then **you will need to submit more than one contract- one for each position.**

- If you have more than one slot position then **you will need to submit more than one contract- one for each slot position.**