

# Keystone SMILES AmeriCorps



## Member Policies and Procedure's Manual

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2013-2014



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## **SECTION 1: AmeriCorps Grant Performance Measures**

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### **KEYSTONE SMILES AMERICORPS ACTIVITIES & TARGETS**

Keystone SMILES AmeriCorps establishes program activities and targets each year. Below are the activities and targets for providing services to meet the needs of schools, students and communities for the program year.

#### **Increasing Academic Engagement**

##### ***Problem Statement:***

*Nearly one in four children (23%) residing in the counties served by Keystone SMILES AmeriCorps lives below the poverty level. (USDA, ERS, 2010) An additional 31% live in families classified as "working poor," a group that includes children in homes where parents or guardians are employed or looking for work but whose total household income is below 200 percent of the poverty level. (Kids Count Data, 2009-2011) Taken together, these statistics represent an astonishing 54% of children in the counties served by Keystone SMILES AmeriCorps -- the only AmeriCorps program in the northwest quadrant of Pennsylvania. Despite firsthand knowledge of their students' struggle, rural educators are often unable to effectively address students' needs due to a lack of resources. The school districts served by Keystone SMILES AmeriCorps reported spending an average \$9,982 per student during the 2011-2012 school year. The statewide district average in the same year was \$14,535 per student (openpagov.org, 2009-2010). In a classroom of 20 students, this represents a gap of more than \$91,000.00. In report cards issued annually, the Pennsylvania Department of Education assesses each district's performance of No Child Left Behind (NCLB) Act requirements. In 2004, all 24 districts served by the school- and community-based efforts of Keystone SMILES AmeriCorps failed to meet NCLB targets in some area. Two short years later, in 2006, only 10 of the same districts remained in violation of NCLB standards. In 2011-2012, 11 of the 21 districts serving as host sites for Keystone SMILES AmeriCorps were unsuccessful in meeting the Adequate Yearly Progress required by NCLB.*

##### ***Selected Interventions:***

*Tutoring--One on One  
Tutoring--Small Group  
Other Classroom Support  
Summer Learning  
Mentoring*

##### ***Describe Interventions:***

*Members will provide tutoring and/or academic enrichment activities such as team-building, service-learning and study skills instruction to students in one-on-one or small group settings 2-5 times a week for 20 minutes in before, during and after school sessions hosted by school districts and community agencies.*

##### ***Output:***

*(PRIORITY) ED2: Number of students who completed K-12 education programs  
Target: 3344 Students  
Measured By: Students Served Data Collection Tool (Roster)*

##### ***Outcome:***

*(PRIORITY) ED27: Number of students in mentoring/tutoring programs with improved academic engagement  
Target: 2675 Students  
Measured By: Teacher Pre\Post Survey  
Describe Instrument: Academic Engagement Rubric - Pre and Post Participation*

#### **Volunteers and Service Learning**

***Problem Statement:*** *AmeriCorps members play a very important role in the recruitment and support efforts of Keystone SMILES' volunteers. At the onset of the AmeriCorps program year, all AmeriCorps members are given a target number of volunteers to recruit through their everyday service and through service learning projects. Each AmeriCorps member plans and implements at least one service-learning project to engage students in activities that meet real community needs. While accomplishing educational objectives and honing critical thinking skills, Keystone SMILES Community Learning Center Inc.*

*the service-learning projects help student volunteers develop a sense of empowerment and civic responsibility, thereby developing future volunteers. Roughly half of the volunteers engaged by members participate as students in service-learning projects. Members also recruit volunteers to serve alongside them in events such as Martin Luther King, Jr. Day, National Youth Service Day, Week of the Young Child, Make a Difference Day, and other local service projects. By fostering the active citizenship upon which the health of our democratic system depends, these episodic volunteer experiences are an ideal place to bring diverse people together around a common goal. Finally, members are encouraged to recruit ongoing volunteers. Ongoing volunteers serve alongside members to increase academic engagement by serving as tutors, mentors, field trip chaperones, guest speakers, and in other student support roles. No volunteers participate in prohibited and/or unallowable activities, as described earlier under "Member Training."*

**Selected Interventions:**

*Volunteer Management*

**Describe Interventions:**

*All AmeriCorps members will receive service-learning training. AmeriCorps members will engage volunteers and service-learning participants in both episodic and ongoing capacities, to assist in projects and assignments.*

**Output:**

*Number of Members Trained in Service Learning*

*Target: 100 percent*

*Measured By: Member Development Tracking System*

**Outcome:**

*Number of volunteers and service-learning participants managed by members*

*Target: 2808 volunteers*

*Measured By: Volunteer Roster*

*Hours of service contributed by volunteers and service learning participants*

*Target: 15201 hours*

*Measured By: Volunteer Roster*

## Section 2: AmeriCorps Member Resources and Responsibilities

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### I. AMERICORPS MEMBER BENEFITS

- a. **Living Allowance / Living allowance:** These are the terms used to describe the financial benefit that members receive from the AmeriCorps program they participate in. The living allowance that AmeriCorps members receive is not considered to be a salary, or an hourly wage. Under the law that established AmeriCorps, a member is not an employee, and will not receive a wage or salary.

A complete living allowance will be received only for a full term of service. This requires a member to be enrolled and serve from the start date through the end date listed on the member's agreement. The living allowance is defined as money earned to meet minimum living expenses while serving as an AmeriCorps member. If a member does not serve during the living allowance period which is a minimum of 15 days in a row, the member must be suspended and will not receive a living allowance. It must **not be** paid on an hourly basis or be tied to hours served in any way.

The living allowance is considered income, though, the member is expected to pay all applicable local, state and federal taxes. These are withheld under standard withholding rules. The member may be eligible for a withholding exemption if no tax liability was withheld last year, and the exemption is expected to remain the same for the upcoming year.

Please NOTE: The Commonwealth of PA has ruled that AmeriCorps members are not covered by unemployment compensation law and are not eligible for unemployment insurance.

The living allowance may affect the member's eligibility for various federal assistance programs. The living allowance will not affect eligibility for federal work-study assistance, federal student aid, SSI, food stamps, Section 8 or public housing. It may however affect, AFDC (Aid for Families with Dependent Children), SSDI, and Medicaid. State and private student aid may or may not be affected, depending upon individual school regulations. Effects on state assistance programs will depend on state regulations.

The living allowance is distributed in regular increments and may not fluctuate based on the number of hours served. This monthly living allowance must cease when a member concludes their term of service. SMILES will pay the living allowance according to a bi-monthly rate based on dividing the gross amount by the number of pay periods within their term of service. Living allowance funds will be directly deposited into the account (s) designated by the member, on the 15th and last day of each month. Members first two and last living allowance check will be a paper check and released upon the completion of all requirements.

If a member starts late, he/she may not receive a "catch-up" amount so that the member will receive the same living allowance as other members who started earlier but will end at the same time. Also the living allowance may not be issued to the member at a higher payment each time.

**Example:** Members placed in an after-school program from September – May (9 months)

Living allowance is distributed twice a month on the 15<sup>th</sup> and last day of every month in 18 equal payments over the term of service. A new member starts in October and will finish in May with the rest of the members doing similar service at the same site will receive 17/18 living allowance payments. Members serving at the same location should not be receiving different living allowance amounts from others of the same type serving at that site.

If a member finishes his/her service early, he/she cannot receive a "lump sum" payment nor can the living allowance be re-calculated so that it is distributed in higher increments over the shorter time frame.

Members shall not accrue any benefits, rights, or privileges beyond the last day of his/her service.

In the event a member requires the re-issue of a lost check, or stop-payment for some reason attributable to the member, he/she will be responsible for the \$35 fee associated with this action.

A member serving to receive a full-time education award should always serve full time hours while receiving a full-time living allowance and full-time benefits. If a member is not serving full-time hours from their start to end date, they will lose their full-time benefits. For example: A full-time member or QT Summer member must serve full-time hours during their last living allowance service period to be eligible for health care and a full living allowance disbursement.

**b. Education Award**

Upon successful completion of a term of service, members are eligible to receive a Segal AmeriCorps Education Award, which may be used only to pay education costs to institutions which accept federal dollars or to repay federally backed student loans. Members may earn up to two awards and have seven years to use this benefit. Since the inception of AmeriCorps in 1994, more than 800,000 alumni have earned more than \$2.4 billion in education awards.

The amount of a full-time education award is equivalent to the maximum value of the Pell Grant for the award year in which the term of service is funded. Payments made from Segal AmeriCorps Education Awards are considered taxable income in the year that the Corporation makes the payment to the school or loan holder.

The Serve America Act allows for the transfer of AmeriCorps State and National and Silver Service education awards under certain conditions. Basically, the person who earned the award has to have been at least 55 years old when they began the term of service and the person to whom the award is transferred has to be the transferring individual's child, grandchild, or foster child.

**c. Loan Forbearance**

All AmeriCorps members earn an education award and are uniquely eligible for one type of postponement called forbearance. During this forbearance based on national service, interest continues to accrue. If members successfully complete their term of service and earn an education award, the Trust will pay all or a portion of the interest that has accrued on your qualified student loans prorated based on the type of position the member has been enrolled. This accrued interest paid by the Trust, like the education award, is subject to income taxes. The National Service Trust does not grant forbearances; the loan holders do.

Members may complete a loan forbearance form after creating an account with My AmeriCorps at <https://my.americorps.gov/>. More specific instructions for creating and using a My AmeriCorps account are available in the "My AmeriCorps" section of this manual. Member should submit forbearance requests within the first 30 days of their term. Members whose loans are in current default status are not eligible for this benefit.

It is the responsibility of the member to submit an interest accrual request via the My AmeriCorps Portal upon completion of their term of service. The lender must subsequently submit the approval to the National Service Trust, for the processing of interest accrual payments.

Keystone SMILES staff members will be able to assist the member in this process, but cannot be held liable for any loan that is held by an AmeriCorps member. It is not the responsibility of Keystone SMILES or its employees to contact a member's lender regarding forbearance.

The National Service Trust can be reached at 1-888-507-5960 OR 202-606-5000 ext. 347 or by visiting [www.americorps.gov](http://www.americorps.gov).

**d. Health Care**

Members serving in a full time capacity are eligible for health care provided through Keystone SMILES AmeriCorps. Members enrolled to earn a full-time education award and currently covered through Medicare/Medicaid must accept the AmeriCorps provided health insurance. This insurance is considered primary coverage by these government-funded programs. AmeriCorps requires all members to enroll in their health plan UNLESS proof of coverage is submitted.

For more specific insurance information, contact Nancy Ambrose in our HR/Financial office at 814-797-2127 ext 222.

**e. Child Care (If Income Eligible)**

Full time AmeriCorps Members are eligible to apply for Childcare benefits. Benefits are based on enrollment status AND income eligibility.

For information on eligibility, contact Nancy Ambrose in our HR/Financial office at 814-797-2127 ext 222.

**f. Service Learning Coursework: See member training for more information**

**g. CERT (Citizen Emergency Response Training): See member training for more information**

**h. Act 48 Credits**

Members may be approved to receive Act 48 credit for training requirements based on previous academic or professional experience. Act 48 Hours are earned upon completion of the program year member development plan.

**i. Travel, Mileage and Accommodations**

Costs associated with overnight travel required by Keystone SMILES will be covered in full by Keystone SMILES. Overnight travel required by Host Sites will be subject to the policies and procedures of the Host Site School or Agency.

Mileage reimbursement cannot be paid for travel to and from the member's first daily service site. Mileage reimbursement between service sites is the responsibility of a member's host site. Mileage for trips to AmeriCorps training or events requires written pre-approval from the AmeriCorps Office, unless otherwise stated.

Monthly mileage logs must be turned in to the financial office before the 5th of each month if reimbursement rate, which is contingent on the federal mileage rate, is to be paid during the month of submission.

**II. MEMBERS RESPONSIBILITIES**

**a. Attendance / Time Recording**

All members are to be punctual and arrive prepared to serve at their assigned service sites. If a member expects to be tardy to the service site, the member must call to notify their host site supervisor.

Any time missed for personal or sick reasons cannot count towards the members total hours served. Each absence is to be recorded on the weekly timesheet. Member will choose the reason for absence from the drop down menu on OnCorps. These hours will not count towards minimum hour requirement.

Members are required to enter hours served weekly, using the OnCorps system, to be eligible for their living allowance direct deposit. Timesheets are due on the Monday subsequent each week.

Members should take care to monitor weekly hours closely. Any hours missed must be made up.

Members are required to record time away from service for mealtimes and breaks on timesheets. Claiming hours when not engaged in service activities is considered fraudulent behavior and against federal regulations of the Corporation for National and Community Service. Fraudulent behavior will result in a member's dismissal from the program.

A member who is in jeopardy of not finishing their minimum hour commitment within the span of their service term may be exited from the program, thereby forfeiting his or her education award. The Program will take disciplinary action when a member's average weekly hours persistently exceeds their minimum requirement. A member who is not scheduled for adequate service hours by their Host Site should contact Keystone SMILES AmeriCorps immediately.



**b. Member Development Activities – Meeting and Trainings**

Program trainings, meetings, and webinars are a requirement of our AmeriCorps grant based on the Member Development guidelines set forth by the Corporation for National and Community Service. Each host site has agreed to excuse members from their regular service schedule to participate in member meetings, trainings and webinars.

All members serving academic-year terms receiving a living allowance will be required to complete a web-based service-learning course through Clarion University of PA. Service-Learning is a core component of active citizenry and AmeriCorps program. Its goal is to integrate academic or acquired skills into service as a teaching methodology for people of all ages.

All members are required to attend the pre-service training and exiting training. If a member chooses to exit earlier than the term of service end date, the living allowance check will be prorated according to the number of scheduled days enrolled during the pay period and the balance forfeited.

**c. Community Projects and Events and National Service Days**

AmeriCorps is noted for their contributions to helping non-profit agencies with community projects and events. Members and staff may be assigned as part of their service schedule, to support these activities. Most of these activities take place during evening and weekend hours. Hours are to be recorded on regular, weekly timesheets and service must be described in the Member's Service Description. At no time may a member record hours for a service not described in the Member's Service Description.

Special attention should be paid to promptness and positive role modeling while participating in Community Projects and Events and on National Service Days. Members serve as an ambassador of the AmeriCorps program both nationally and locally. AmeriCorps uniforms are to be worn during all Community Projects and Events. Community Projects and Events participation must still meet Keystone SMILES' AmeriCorps Performance Measures and may not include activities AmeriCorps or Keystone SMILES prohibit. For example, teaching Sunday School or Vacation Bible School is not appropriate AmeriCorps service because religious instruction is prohibited by AmeriCorps.

**d. Attire**

The member understands that being identified as an AmeriCorps member while providing service is essential to the sustainability and longevity of the Keystone SMILES AmeriCorps program per the instructions of PennSERVE, the Governor's Office of Citizen Service and the Corporation for National and Community Service. The member will commit to wearing the AmeriCorps Member uniform during all community service outreach hours, and as often as possible during regular service hours, as dress codes permit.

The member will be issued a photo ID which will identify them as an Keystone SMILES AmeriCorps member, which the member must wear during all service hours. If host sites require their IDs, the ID must state that you are a Keystone SMILES AmeriCorps member or both IDs should be worn together. The AmeriCorps ID confirms your position as a member and assures community partners you have passed all clearances in order to serve. Attire policies may vary by Host Site. Members should adhere to the attire policies of their host sites but also ensure ID badges are worn when the AmeriCorps uniform is not.

Acceptable shirts will have a modest neckline, fit appropriately, and will cover the member's midriff and shoulders. Acceptable bottoms will fit appropriately and fall at least one inch below the members' fingertips, when the member's arms are resting at their sides.

Modest, one-piece swimwear is acceptable during swimming activities.

Professional attire should be worn while working within the schools or other educational settings.

Work clothes should be worn while on construction, environmental or maintenance duty. Work boots must be worn on all environmental assignments.

Hard hats, safety glasses and/or other protective safety equipment must be worn on construction sites.

AmeriCorps uniforms are to be worn during all Community Projects and Events.

Attire bearing profanity; obscene and or indiscreet messages, pictures or designs; alcohol or tobacco advertisements; promotions for alcohol or tobacco use; and promotions for elections or candidates are PROHIBITED.

**e. Evaluations and Assessments**

Each member will be evaluated twice during their term of service by their host site supervisor, excluding summer members who will only have a final evaluation. There will be a mid-term and final evaluation. It is the member's responsibility to provide his/her Supervisor with the Evaluation Form. The form can be found in Member and Supervisor manuals as well as on the SMILES web-site under member forms. Summer members will only receive one evaluation in their 12 weeks of service.

AmeriCorps Coordinator Evaluation - Each member will also be evaluated by their AmeriCorps coordinator. As an AmeriCorps member, your service to host sites and to the AmeriCorps ethic can vary in responsibility and performance and must be assessed separately.

Each member is responsible for collecting data regarding students served, student progress, volunteers, service learning, and community education. This data will be reported through quarterly reports. Quarterly reports, great stories and pictures are submitted digitally via a Google docs form, the OnCorps system and email. These reports are used for a universal report to host sites, state and federal agencies. A section of the Member manual, titled, "Collecting and Reporting Service Data," details this requirement. Reports are to be submitted on or before the dates stipulated in this section.

**f. Portfolios**

Each member is responsible for creating and maintaining a service portfolio. This portfolio can satisfy both service term and coursework requirements. The intent of the portfolio is to provide the member with a tool to market their skills and experiences, as part of the overall member development program.

Members serving less than an average of 12 hours a week will not be required to prepare a portfolio. Members not required to do a portfolio are required to write an exiting essay of 1000 words or more depicting the AmeriCorps experience, lessons learned, and how it impacted the individual.

Required portfolio elements include: a table of contents, a reflective statement (the member's theory of learning and service), service description, at least ten accomplishment artifacts with accompanying labels, and an exit essay of 1000 words or more depicting the AmeriCorps experience, lessons learned, and how it impacted the individual. A list of the required items are also listed on the Portfolio information sheet along with further information.

**g. Timesheets and Service Hours**

Each member must sign in and out daily at his/her host site. Host Site Supervisors are provided with AmeriCorps Sign In Sheets for this purpose.

All members must record their service hours on weekly timesheets, using OnCorps system. Hours served should be entered weekly. Members who fail to comply with timesheet due dates may be ineligible for direct deposit of living allowance. Further instructions on utilizing OnCorps are provided in the OnCorps User Manual in the attachments section.

All AmeriCorps signed documents must appear in Blue Ink, per our Federal Government guidance.

Both Member and Supervisor digital signature dates must be on or following the last day served on the timesheet.

Timesheets should be submitted for every week of the member’s term, even if the member served no hours.

Federal Work-Study Students must submit additional separate, weekly timesheets to the Center for Teaching Excellence, for payroll purposes.

**h. Communication**

Members are required to communicate with Service site supervisor and Keystone SMILES staff members on an on-going basis using the Ticket System and / or email.

Members are provided with a smilesamericorps.org email account which they are required to check daily throughout their service term.

Member will be required to complete end of year service survey to communicate their assessment of their service experience.

Members should not make use of cell phones during service hours, unless an emergency requires it. Cell phone usage should be reserved for breaks to preserve the quality of service and attention member’s provide.

**i. Member Files**

AmeriCorps candidates are responsible for providing the necessary paperwork required to document their eligibility to participate in the AmeriCorps program, as set forth by Corporation for National and Community Service regulations and listed in the member contract.

Members must complete their personnel file. Accepted applicants cannot be considered a member, collect hours or be issued a living allowance payment until their personnel file is 100% complete.

**Items necessary to complete file at Enrollment include:**

- 1. Application and References
- 2. CNCS Enrollment Form
- 3. Eligibility Documentation
  - a. Verification of US Citizenship
  - b. Education Verification
  - c. Proof of Identity
  - d. Clearances
- 4. Member Contract/Agreement
- 5. Forms

- 6. W-4 form
- 7. Local tax form
  - a. Direct deposit form
  - b. Workman’s Comp form

**Items necessary to complete file at Exit include:**

- 1. CNCS Exit Form
- 2. Portfolio
- 3. Final Service Data Reports
- 4. Health Benefit termination form (if applicable)
- 5. Timesheets for every week the member’s service term

**j. Reporting Due Dates**

<b>Forms</b>	<b>Completed By</b>	<b>Due Date</b>
Member Timesheet Entry into OnCorps	Member	Entered weekly by the Monday following the week of service.
Quarterly Reports	Member	Submitted Quarterly on the 15 <sup>th</sup> of November, February, and May and at the end of the member’s term
Mid Term and Final Member Evaluations	Site Supervisor and signed by member and site supervisor	Submitted to SMILES office January 15 <sup>th</sup> and at the end of the members term of service <i>Summer members submit one at the end of their term of service</i>

### SECTION 3: AmeriCorps MEMBER TRAINING / NATIONAL SERVICE DAYS

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#### I. MEMBER TRAINING

Member training is a central part of Keystone SMILES AmeriCorps program design. Generally, Keystone SMILES AmeriCorps will conduct trainings for members in October and again in May. Program trainings are a requirement of the AmeriCorps grant which includes the Member Development guidelines set forth by the Corporation for National and Community Service. These trainings are required and are a wonderful opportunity for members to gain knowledge and skills, share experiences, and support one another as a team.

##### a. **On-Line Service Learning Training / Coursework**

All members serving academic-year terms will be required to complete a web-based service-learning course through Clarion University of PA. Service-Learning is a core component of active citizenry and AmeriCorps program. Its goal is to integrate academic or acquired skills into service as a teaching methodology for people of all ages.

Service Learning is designed to promote experiential learning for AmeriCorps members of the Keystone SMILES program. Students enrolled in the service-learning coursework will be oriented to the concept of service-learning through online assignments, readings, and activities. Students will conduct a community needs assessment; plan and implement a service project to meet a community need, and will critically reflect on these experiences through discussion groups and journaling. A final portfolio will showcase their learning over the course of the semester. Believing the concepts of service-learning and citizenship to be intrinsically linked, Keystone SMILES incorporated appropriate sections of citizenship curriculum into the online classes.

The curriculum is designed to “help AmeriCorps members better understand the full meaning of leadership and citizenship, including lifelong involvement in community service; give AmeriCorps members information about civic skills and practice using these skills to enhance their current and future work in civic activities; and build within AmeriCorps members a framework and motivation for life-long community service.” In addition to the online learning, members will be required to put citizenship skills to work by **designing and implementing a minimum of one service-learning project** as the final component of the online coursework.

##### b. **CERT Training: CPR/First Aid Certification and Disaster Preparedness Training**

CERT Training requires 20 hours of training including CPR/First Aid certification and Disaster training for adults, infants and children. It is required and provided through Keystone SMILES AmeriCorps Program for all members. If a member is currently certified in one of the areas, they may opt out of the training only after they have provided SMILES with a copy of their certification cards.

**Second year members** are to take on a stronger leadership role to assist Keystone SMILES AmeriCorps with certain events, training topics and/or help to coordinate, facilitate, and implement the National Service Day projects. Members in their second term who completed Service Learning Training in Year 1 will be required to complete a minimum 2 service learning projects and assist with the Disaster Simulation event during their term of service.

##### c. **Training Schedule**

Members receive a tentative training schedule at the beginning of their term of service. Members are provided ample time in advance for preparation for training dates. Members must be released from their service site in order to attend all trainings required by Keystone SMILES AmeriCorps and/or PennSERVE.

##### d. **Training Travel Policy**

Members receive training hours for their time in transit to and from AmeriCorps sponsored trainings and AmeriCorps sponsored events, such as AmeriCorps Launch, National Service Day service projects, etc. Members will be reimbursed one team member per four members from each site for travel to trainings.

#### II. NATIONAL SERVICE DAYS

Keystone SMILES members are expected to participate in AmeriCorps National Service Days. Members in AmeriCorps programs across the United States engage in service projects on these days to show the spirit of volunteerism and community service and dedication to making a positive impact in the lives of others.

- Regional or state AmeriCorps Year Launch held late in September or early October.
- 9/11 – National Day of Service and Remembrance
- Martin Luther King, Jr. Day of Service
- AmeriCorps Awareness Week

## **SECTION 4: AmeriCorps Member POLICIES & PROCEDURES**

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### **I. DRUG FREE WORK PLACE**

Members will be expected to adhere to all provisions of service in a drug-free workplace in accordance with the Drug-Free Workplace Act, 41 U.S.C. 701 et seq., implementing regulations, 45 C.F.R. 2542;

- i. The unlawful manufacture, distribution, possession, or use of a controlled substance is prohibited on Keystone SMILES or the members host site placement property;
- ii. Conviction of any criminal drug statute must be reported immediately to Keystone SMILES.
- iii. The member's participation is conditioned upon compliance with the notice requirements; and
- iv. Certain actions will be taken against members for violations of such prohibitions.

Criminal Drug Convictions. As a member you must notify your supervisor in writing of any criminal drug convictions for a violation occurring in the workplace or during the performance of project activities no later than five (5) days after such a conviction. The supervisor must take appropriate action up to and including termination or member release for cause consistent with the Corporations' rules of termination and suspension of service, or require the employee or member to satisfactorily participate in an approved drug abuse assistance or rehabilitation program.

### **II. HARASSMENT**

#### **a. Sexual Harassment**

It is the intention of the Keystone SMILES AmeriCorps is to maintain an environment free from sexual harassment that may create intimidating, offensive or hostile conditions. The following are examples of behavior consistent with sexual harassment:

- Abusing a person's dignity through insulting or degrading remarks, propositions, jokes, tricks, sexual advances, or similar conduct;
- Touching any part of a person's body after that person has indicated, or it is known, that such physical contact is unwelcome;
- Continuing to ask a person to socialize on or off-duty when that person has indicated that she or he is not interested;
- Displaying or transmitting sexually suggestive pictures, objects, cartoons or posters if it is known, or should be known, that the behavior is unwelcome;
- Regularly using sexually vulgar or explicit language in the presence of a person if it is known, or should be known, that the person does not welcome such behavior;
- Derogatory or provoking remarks relating to a member's gender, sexual activity or sexual orientation;
- Coerced sexual acts.

Any member, who has been found to engage in sexual harassment or retaliation against another individual for having expressed views or concerns regarding alleged harassment, will be subject to appropriate sanctions, up to and including termination from the program. If there is an allegation of sexual harassment at the member's site placement, Keystone SMILES will take appropriate action to resolve the matter.

#### **b. Other Forms of Harassment**

Harassment on account of race, color, sex, national origin, age, religion or religious creed, marital status, sexual orientation, gender identity, physical or mental disability, ancestry, medical condition, personal appearance, socioeconomic status, family responsibilities, matriculation, political affiliation, unfavorable military discharge, genetic information, arrest record, conviction record, veteran status, any military service or application for military services, or membership in any other category protected under law will not be tolerated.

The Keystone SMILES AmeriCorps program views harassment as a sensitive and serious offense. The project director is responsible for investigating complaints of harassment. Any member who believes that he or she has been the subject of harassment should report the alleged act to the Project Director immediately. An investigation of any such complaint will be undertaken immediately by the Executive Director or by another party if appropriate. The Keystone SMILES AmeriCorps Program will make reasonable efforts to protect the

confidentiality of all parties, including the complainant and any witnesses, and make reasonable efforts to protect the complainant and any witnesses against retaliation for expressing their views or concerns.

Any member(s) who has (have) been found to engage in harassment, or to have engaged in retaliation against another individual for having expressed views or concerns regarding alleged harassment, will be subject to appropriate sanctions, up to and including termination from the program. If there is an allegation of harassment at the member's site placement, SMILES will take appropriate action to resolve the matter.

**c. AmeriCorps Member Harassment Policy**

Keystone SMILES AmeriCorps is committed to providing an environment that is free of discrimination and harassment with respect to race, color, ethnicity, religion, gender, age, socioeconomic status, gender, sexual orientation, political beliefs, affiliations, disability, or marital or veteran status. Harassment consists of actions and behavior which create a hostile or intimidating work environment or which adversely affect an employee's working conditions or opportunity for advancement. Harassment can include verbal, physical, visual or sexual harassment

In addition, the *Corporation for National and Community Service* (CNCS) expects grantee supervisory and management personnel to immediately take appropriate action to prevent or stop any harassment of employees, service participants or clients of which they become aware. This is regardless of whether the harassing conduct is by employees, service participants or outside individuals such as service site or contractor personnel. Also, CNCS will not retaliate or tolerate any attempt at retaliation against a person who raises harassment concerns in good faith. Any grantee that permits harassment in violation of this policy will be subject to a finding of noncompliance and administrative procedures that may result in termination of federal financial assistance from the CNCS and all other federal agencies.

Every individual has the right to work in an environment that is free of harassment. Therefore, anyone who is harassed, or who witnesses harassment of discrimination of others, has the responsibility to report it immediately. Keystone SMILES AmeriCorps will investigate any reports of discriminations of harassment brought by members and take appropriate actions if discrimination of harassment is found to have occurred. Confidentiality must be respected as much as possible and in the course of the investigation and afterwards, management and co-workers may not interfere with, coerce, or retaliate against the member for voicing or filing a complaint.

It is desirable that inappropriate workplace behavior be dealt with at the most informal level. However, any AmeriCorps member who is feeling harassed or discriminated against, or has witnessed another employee, AmeriCorps member, or volunteer being harassed or discriminated against has the right and the responsibility to exercise several options.

**Step 1.** The member should make it known to the person that the member finds this person's behavior offensive and that he or she wants it to stop. This does not have to be confrontational. The member can simply tell the person(s) that the behavior (for example: lewd jokes, conversation with sexual overtones, flirting, shoulder massages, etc.) makes the member feel uncomfortable, and then request the individual stop this behavior immediately.

**Step 2.** If the member chooses not to ask the person to stop the behavior, or if the member does ask him/her to stop and he/she continues with the behavior, the member should alert his or her supervisor.

If the member does not feel comfortable talking with the supervisor or if the person harassing or discriminating against the member is, in fact, the supervisor, the member can go directly to Keystone SMILES Executive Director and report the behavior. No AmeriCorps member will be discriminated or retaliated against in any way for bringing a question or complaint or for bypassing the chain of command. The Executive Director is obligated to notify the member that he or she has the right to file a formal complaint using the "Harassment Complaint and Investigation Form."

**Step 3.** If the member chooses to file a formal complaint, the supervisor is obligated to contact Keystone SMILES Human Resource office immediately and send the signed original “Harassment Complaint and Investigation Form” to Keystone SMILES AmeriCorps main office for its files. If the member chooses to file the formal complaint with Keystone SMILES, Keystone SMILES will work with the member to balance confidentiality and the need to investigate the claim.

**Step 4.** The member’s supervisor is obligated to investigate the complaint and then take appropriate action. Within 30 days of Keystone SMILES AmeriCorps receipt of the “Harassment Complaint and Investigation Form,” the supervisor must send Keystone SMILES AmeriCorps [a report detailing the investigation and the action taken.

**Option** Persons who believe they have been subjected to harassment in violation of non-harassment provisions of applicable laws, regulations or this policy may raise their concerns with CNCS Equal Opportunity Office. However, claims of unlawful harassment not brought to the attention of our Equal Opportunity Office within 45 days of their occurrence may not be accepted in a formal complaint of discrimination.

The Equal Opportunity Office may be reached at (202) 606-5000, ext. 312 (voice), (202) 565-2799 (TDD), ec@cns.gov, or through www.nationalservice.org.

### III. DISCIPLINARY POLICY

#### a. Code of Conduct

1. While acting in an official capacity as an AmeriCorps member, the member is expected to:
  - Abide by all provisions of the Keystone SMILES AmeriCorps Program, which are included in the member manual in the contract packet.
  - Demonstrate mutual respect toward others while portraying an ethic of service;
  - Serve as a positive role model of civic service for youth and community members;
  - Follow the directions of service site supervisors and AmeriCorps program personnel;
  - Abide by the school’s or agency’s policies and procedures;
  - Direct concerns, problems and suggestions to the appropriate official of the Program;
  - Maintain a positive attitude.
  - Keep host site supervisor informed of his/her schedule and activities during service hours and report changes in a timely manner so appropriate action can be taken to cover or reschedule activities.
  - Keep confidential and proprietary information strictly confidential, consistent with state and federal laws.

#### b. Release for Cause

The Program reserves the right to release the member for cause if his or her conduct undermines the effectiveness of the program or project to which he or she is assigned. The Program Director, the Director of Keystone SMILES, or the Superintendent or Director of the school district or agency in which the member serves, will determine this.

The Program reserves the right to release the member for cause if, in the opinion of the Program Director, he or she repeatedly or periodically continues to demonstrate inappropriate behavior by engaging in a pattern of misconduct.

A member will be either suspended or released for cause for committing certain acts during the term of service such as being convicted of or charged with a violent felony or possession, sale or distribution of a controlled substance.

The Program reserves the right to suspend or release any member for cause based on the member's failure to supply documents required to verify eligibility guidelines established by the Corporation for National and Community Service.

The member will be released for cause from the Program if he or she:

- possesses or uses any illegal drugs at a Program project site or during other Program activities;
- is under the influence of alcohol or any illegal drugs during the performance of service activities;
- fails to disclose criminal convictions to the Program Director;
- falsifies any information he or she has submitted to the Program;
- is violent toward any Program official, program or project participant, or AmeriCorps member.

**c. Progressive Discipline Procedure**

*When a member fails to comply with the Member Code of Conduct, Keystone SMILES AmeriCorps staff may initiate the Progressive Discipline Procedure. At all stages, members can discuss the discipline process with Keystone SMILES AmeriCorps staff.*

Level 1 Violation (First Offense) Verbal warning -- a verbal warning will be issued to the member, and documentation of the violation will be placed in the member's personnel file.

Level 2 Violation (Second Offense) Written warning -- a written warning will be issued to the member and documentation will be placed in the member's personnel file.

Level 3 Violation (Third Offense) Plan of Action or Dismissal -- AmeriCorps also allows the SMILES program to dismiss any member for violating the policies detailed in this document

Violations may include, but are not limited to the following: a habit of not showing up for work, a habit of failing to follow directions, and consistent failure to follow SMILES rules and policies.

- If a member is charged with a felony, AmeriCorps regulations require suspension without the receipt of the living allowance or credit for missed hours, until the case is resolved.
- If charges are dropped or the member is found not guilty, service may be resumed. If found guilty, the member will be dismissed.
- If convicted of a first offense drug violation, service may be resumed, if enrolled in a drug rehabilitation program.
- If convicted of a second or third offense drug violation, service may only resume following the successful completion of a drug rehabilitation program.

*There is no requirement that the program follow this prescribed sequence in imposing a particular sanction. The seriousness of the occurrence will be considered relevant and offenses of differing rules may be considered as cumulative.*

**d. Consequences of Withdrawal or Dismissal**

If a member is released from service for misconduct or for any other reason NOT defined as a compelling personal circumstance by the AmeriCorps provisions, he/she will forfeit his/her education award, the remainder of his/her living allowance, and health insurance and childcare benefits, as applicable. In addition, members with loans in national Service forbearance will bear the responsibility of any interest accrued on said loan(s) during their term. AmeriCorps uniforms and items bearing the Keystone SMILES AmeriCorps logo will be returned to Keystone SMILES AmeriCorps. These items are not the property of individuals who do not complete the AmeriCorps term of service in good standing.



#### IV. GRIEVANCE PROCEDURE

In the event that informal efforts to resolve disputes are unsuccessful, AmeriCorps members may seek resolution through the following grievance procedures. The procedures are intended to apply to service-related issues, such as assignments, evaluations, suspensions, or release for cause.

##### 1. **Alternative Dispute Resolution (ADR)**

**Informal Resolution.** The aggrieved party may seek resolution of a grievance through alternative means of dispute resolution (ADR) such as mediation or facilitation. ADR proceedings must be initiated within 45 calendar days of the alleged occurrence. At the initial session of the ADR proceedings, the party must be advised in writing of the 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.

**Neutral Facilitation.** If ADR is instituted, the process must be aided by a neutral party who, with respect to an issue in the controversy, functions specifically to aid the parties in resolving the matter through mutually achieved and accepted 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 ADR, the proceedings must be confidential. Any decision by the neutral party is advisory and is not binding unless both parties agree. If the grievance is not resolved within 30 calendar days of initiation, the neutral party again must inform the aggrieved party of his/her right to file a formal grievance.

**2. Grievance Hearing.** An aggrieved member must make a written request for a grievance hearing to the Executive Director of Keystone SMILES/Board of Directors after the alleged occurrence. At the time a request for a hearing is made, Keystone SMILES AmeriCorps will make information that it relied upon in its disciplinary decision available to the aggrieved party. No proceeding results of the ADR may be referred to or introduced into evidence during the grievance procedure.

Arrangements will be made for one or more pre-hearing conferences (mediation sessions that may be conducted by an outside party) at a time mutually convenient to the parties. Pre-hearing conferences are not a substitute for a hearing, but they are conducted with the hope that a mutually agreeable resolution to the matter may come to the surface. This agreeable solution may render a hearing unnecessary or it may narrow the issues to be decided at the hearing. The format of the pre-hearing conference is flexible to a degree and the mediator may meet with one party at a time or with both parties together.

If the pre-hearing conferences do not result in a mutually agreeable solution, a grievance hearing will be conducted within 30 days of the filing of the grievance. A mutually agreed upon impartial third-party will conduct the grievance hearing. A written decision shall be made within 60 days of the filing.

**3. Binding Arbitration.** An aggrieved party may request binding arbitration if the grievance hearing decision is adverse or if no decision is made within 60 days of the filing of the grievance. The arbitrator must be independent and selected by agreement of the interested parties. If the parties cannot agree upon an arbitrator, the Corporation for National and Community Service will appoint one within 15 days after receiving a request from one of the parties.

An arbitration proceeding will be held no later than 45 days after the request for arbitration. An arbitration decision must be made within 30 days of the commencement of the grievance process.

The cost of the arbitration proceeding must be divided evenly between the parties to the arbitration, unless the aggrieved party prevails, in which case the program must pay the total cost of the proceeding plus the prevailing party's legal fees.

#### V. PROHIBITED SERVICE ACTIVITIES

Per the Corporation for National and Community Service, members are prohibited from engaging in the following activities during service hours:

- 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;
  - A nonprofit organization 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 in this section, unless Corporation assistance is not used to support those religious activities;
- Conducting a voter registration drive or using Corporation funds to conduct a voter registration drive;
- Providing abortion services or referrals for receipt of such services; and
- Such other activities as the Corporation may prohibit.

AmeriCorps members are also prohibited by Keystone SMILES AmeriCorps from:

- Acts of insubordination;
- Willful damage and/or destruction of others' property;
- Theft of any material; including but not limited to tools, equipment, service records, assets, and information;
- Fighting or the threatening of physical assault towards anyone, while on SMILES service time and/or property.
- Firearms, weapons, destructive devices, and explosives of all types are strictly prohibited from all SMILES property, work site, vehicles, and project sites. This policy applies to all members, their visitors, clients, and guests.

## **VI. FUNDRAISING POLICY**

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

- (b) Examples of fundraising activities AmeriCorps members may perform include, but are not limited to, the following:
- (1) Seeking donations of books from companies and individuals for a program in which volunteers teach children to read;
  - (2) Writing a grant proposal to a foundation to secure resources to support the training of volunteers;
  - (3) Securing supplies and equipment from the community to enable volunteers to help build houses for low-income individuals;
  - (4) Securing financial resources from the community to assist in launching or expanding a program that provides social services to the members of the community and is delivered, in whole or in part, through the members of a community-based organization;
  - (5) Seeking donations from alumni of the program for specific service projects being performed by current members.

(c) AmeriCorps members may not:

Keystone SMILES Community Learning Center Inc.

- (1) Raise funds for living allowances or for an organization's general (as opposed to project) operating expenses or endowment;
- (2) Write a grant application to the Corporation or to any other Federal agency.

An AmeriCorps member may spend no more than ten percent of his or her originally agreed -upon term of service, as reflected in the member enrollment in the National Service Trust, performing fundraising activities, as described in § 2520.40.

Site supervisors who have questions about approved and unapproved fundraising activities should contact Keystone SMILES AmeriCorps Director.

## VII. NON-DUPLICATION AND NONDISPLACEMENT POLICY

- a. **Nonduplication.** Corporation assistance may not be used to duplicate an activity that is already available in the locality of a program. And, unless the requirements of paragraph (f) of this section are met, Corporation assistance will not be provided to a private nonprofit entity to conduct activities that are the same or substantially equivalent to activities provided by a State or local government agency in which such entity resides.

### b. **Nondisplacement.**

(1) An employer may not displace an employee or position, including partial displacement such as reduction in hours, wages, or employment benefits, as a result of the use by such employer of a participant in a program receiving Corporation assistance.\*\*

(2) An organization may not displace a volunteer by using a participant in a program receiving Corporation assistance.

(3) A service opportunity will not be created under this chapter that will infringe in any manner on the promotional opportunity of an employed individual.

(4) A participant in a program receiving Corporation assistance may not perform any services or duties or engage in activities that would otherwise be performed by an employee as part of the assigned duties of such employee.

(5) A participant in any program receiving assistance under this chapter may not perform any services or duties, or engage in activities, that—

- (i) Will supplant the hiring of employed workers; or
- (ii) Are services, duties, or activities with respect to which an individual has recall rights pursuant to a collective bargaining agreement or applicable personnel procedures.

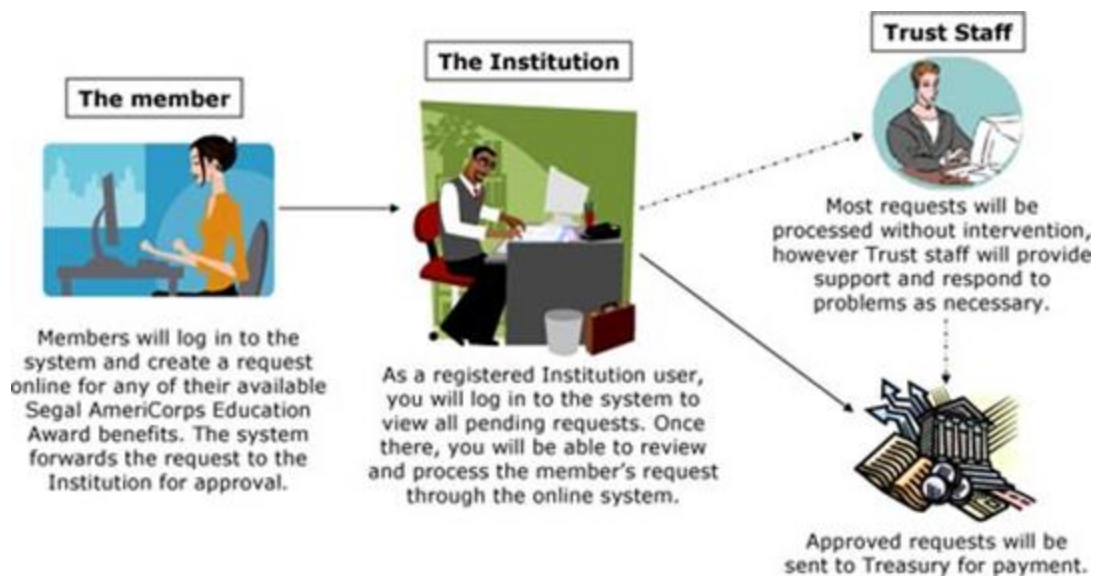
(6) A participant in any program receiving assistance under this chapter may not perform services or duties that have been performed by or were assigned to any—

- (i) Presently employed worker;
- (ii) Employee who recently resigned or was discharged;
- (iii) Employee who is subject to a reduction in force or who has recall rights pursuant to a collective bargaining agreement or applicable personnel procedures;
- (iv) Employee who is on leave (terminal, temporary, vacation, emergency, or sick); or
- (v) Employee who is on strike or who is being locked out.\*\*

\*\*Members who are tutoring or providing classroom support may not act as a ***substitute teacher*** within the same school district.

## SECTION 5: My AmeriCorps Online Payment System - <https://my.americorps.gov>

My AmeriCorps allows AmeriCorps members and financial and education institutions to submit and process Segal AmeriCorps Education Award payments, Forbearance and Interest Accrual requests completely online.



**By logging into My AmeriCorps and clicking on "My Education Award," Members and Alumni can use My AmeriCorps to:**

Update your contact information. Access, create, and submit forms to:

- Have your student loans deferred during your term of service (Forbearance Request)
- Request payment of the interest that accrued on your student loans during your term of service (Interest Accrual Benefit Request)
- Request payment of qualified student loans (Education Award Payment Request)
- Request payment of current Educational Expenses (Education Award Payment Request)
- Extend the date of expiration of your Segal AmeriCorps Education Award (Award Extension Request)
- View the status of your pending requests
- Check your Segal AmeriCorps Education Award balance
- View your account history

**Why use My AmeriCorps to manage your Segal AmeriCorps Education Award account?**

- **No more paper.** The new system eliminates the current paper forms required by the Trust, as well as enhance traceability through use of the online site.
- **Track the status of your requests.** You can track the status of your requests, eliminating the worry of whether your request got lost or misplaced.
- **Receive payments in less time.** The new online system will allow for quicker turn-around of payments. Your Education or Financial Institution will receive your money much sooner than with a paper-based process.
- **Easy access to help and information.** The system reduces the need to call the Trust because most questions can be answered by visiting the online site. FAQ's and online help are available throughout the system.
- **Manage your account online.** You can view up to date account balance and information from your homepage. You also have the capability to update your contact information.

Keystone SMILES Community Learning Center Inc.

## SECTION 6: GENERAL INFORMATION

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The **Mission** of Keystone SMILES AmeriCorps is “to empower and strengthen people of all ages, with a focus on children and youth, to enhance the quality of lives through learning and service.”

### I. ORGANIZATIONAL STRUCTURE

#### ***Keystone SMILES Community Learning Center / Keystone SMILES AmeriCorps***

Keystone SMILES is a grantee of the Corporation for National and Community Service as a AmeriCorps Program through PennSERVE, The Governor’s Office of Citizen Service.

1,798 AmeriCorps member have sworn to “Get Things Done” through service with Keystone SMILES AmeriCorps since 1994. AmeriCorps engages individuals of all ages and diverse backgrounds for a term of service in exchange for a modest living allowance, and Educational Award.

Keystone SMILES provides AmeriCorps positions for schools and nonprofits in 14 counties and 43 placement sites.

**PennSERVE** the Governor's Office of Citizen Service with a wide mandate to encourage and support civic engagement in the Commonwealth. Their mission is to encourage, develop and facilitate volunteer and citizen community service which builds upon the talents, strengths, opportunities and challenges of people and communities in ways which enhance the quality of life for all citizens of the Commonwealth of Pennsylvania.

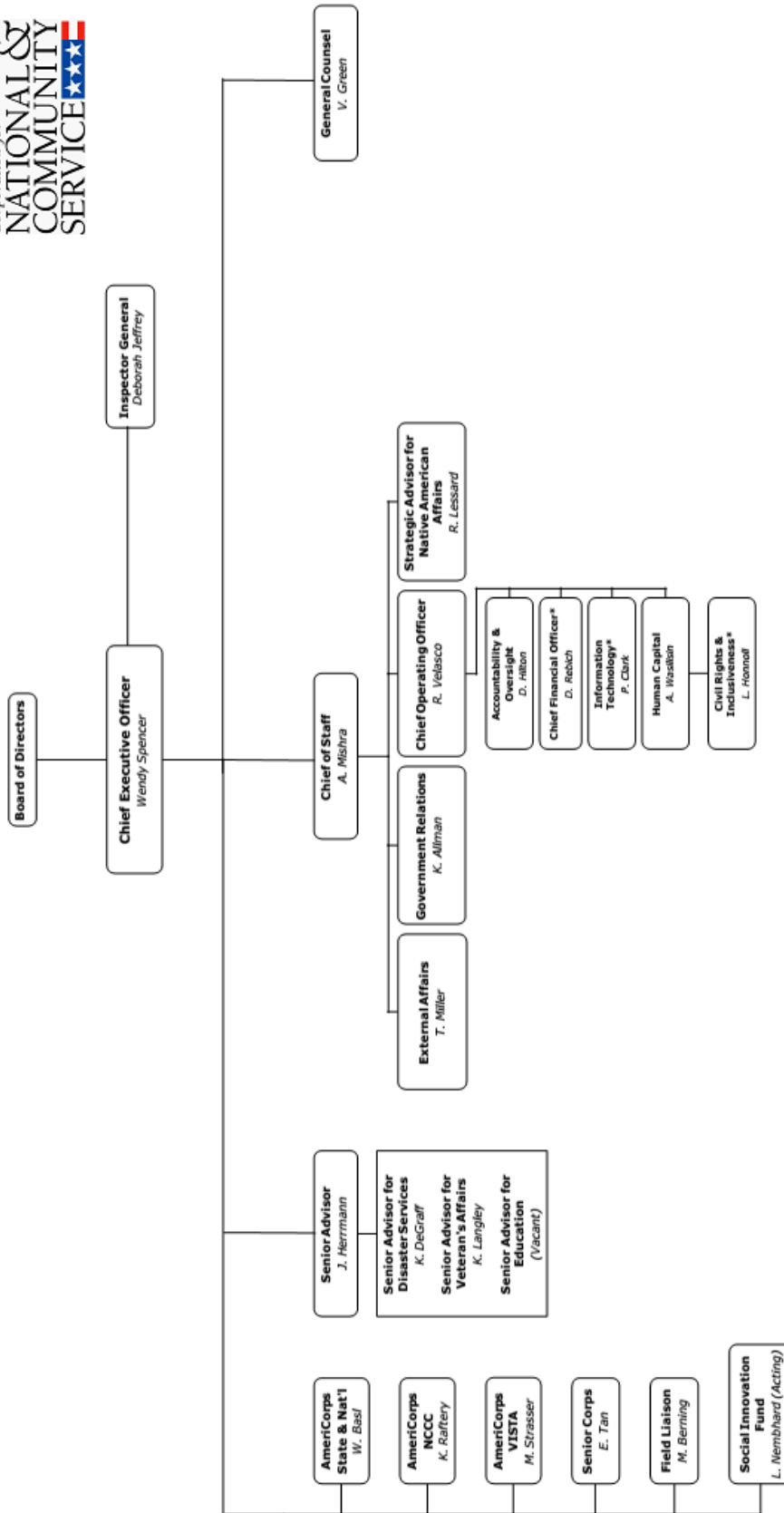
As part of a multi-pronged effort to foster a spirit of growth and prosperity in communities, PennSERVE seeks to build strong communities through grassroots citizen involvement and commitment. With a sense of civic pride, personal duty and community-based involvement, citizens are encouraged to find solutions to the challenges they face.

Through AmeriCorps State and Learn & Serve Community-based programs funded through PennSERVE, a number of local services are provided including:

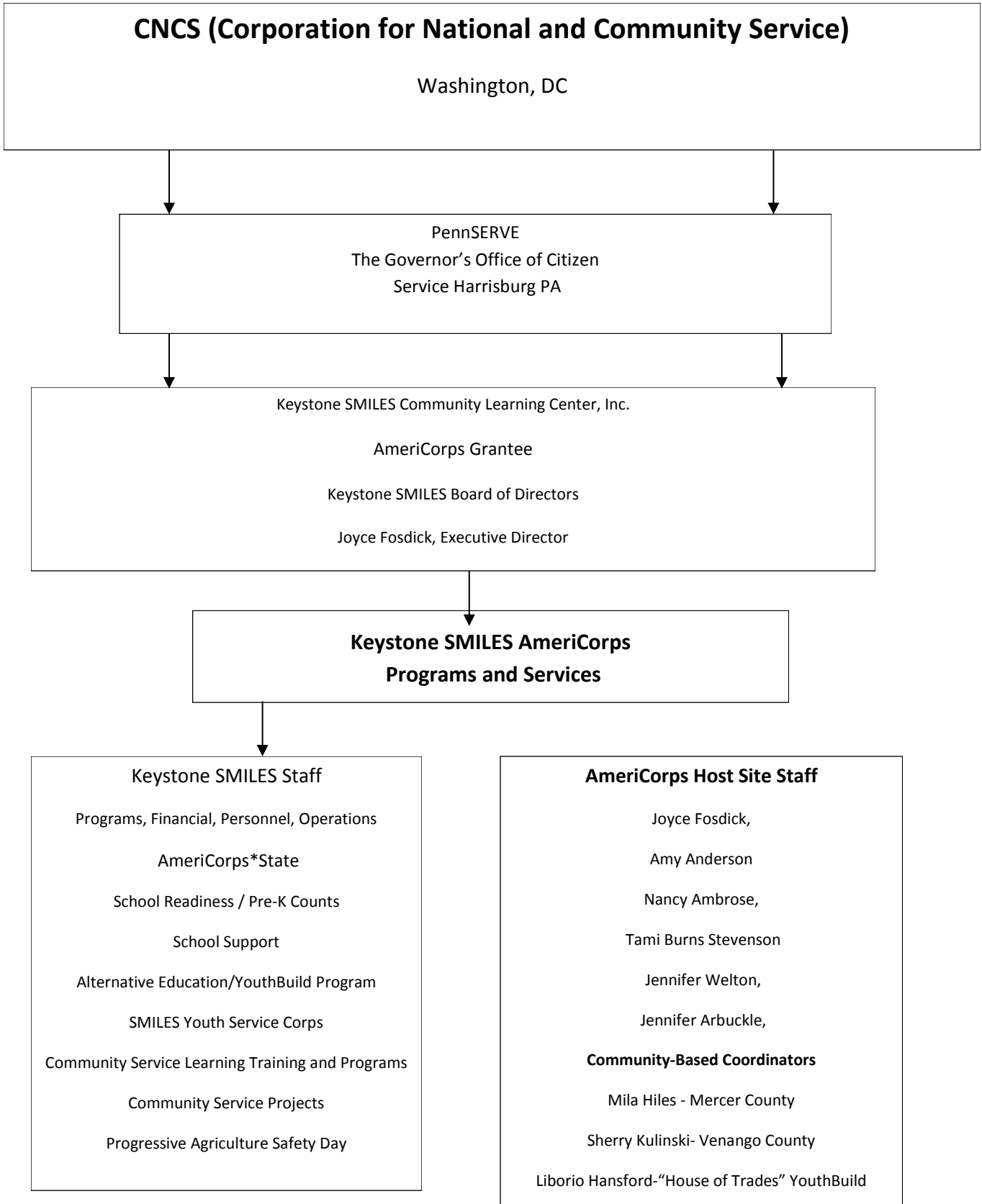
- training hundreds of new volunteers
- tutoring and mentoring high risk youth
- organizing neighborhood watch organizations
- helping to build affordable housing
- helping seniors live independently
- cleaning up rivers and streams
- providing assistance to victims of natural disasters

**The Corporation for National and Community Service, (CNCS)** based in Washington D.C., administers AmeriCorps and many other federally funded service initiatives. AmeriCorps funding flows from the Corporation to state Commissions. State commissions then distribute grants to local agencies and monitor grantees to ensure compliance with federal and state requirements.

II. ORGANIZATIONAL CHARTS



\*Denotes staff that also have a reporting line to the CEO.



## ***SECTION 7: Service Site Supervisor Responsibilities/Requirements***

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**SERVICE SITE:** The service site is the partner agency/organization where members are provide service at perspective buildings. The service site is defined as the facility where members are engaged in their service activities. It is not considered a place of employment or a work site.

### **Service Site Supervisor**

Service Site supervisors provide direct supervision of its members for the placement agency and serve as a liaison between the site and Keystone SMILES AmeriCorps staff. Site supervisors play a critical role in assuring accountability for hours served, ensuring members are not participating in prohibited activities, and performing on site evaluations of members' performance at their sites.

### **It is the site supervisors' responsibility to:**

- Assist with recruitment and selection of new members
- Provide accurate and updated service descriptions
- Provide day-to-day supervision of members
- Monitor member hours and attendance
- Approve member timesheets weekly
- Complete mid and end of year Member Performance Evaluations
- Communicate with Keystone SMILES AmeriCorps staff concerning new or on-going AmeriCorps issues through the ticket communication tool.
- Report changes in direct supervisors, service site placement, or service activities to [aanderson@smilesamericorps.org](mailto:aanderson@smilesamericorps.org) for the purpose of updating service descriptions.
- Contact Joyce Fosdick, Executive Director, [jfosdick@smilesamericorps.org](mailto:jfosdick@smilesamericorps.org) when necessary for program needs or services to be addressed administratively.



## **SECTION 8: Service Site Supervision of AmeriCorps Members**

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### **II. MEMBER SUPERVISION**

#### **a. National Service Criminal History Check**

The National Service Criminal History Check is a screening procedure established by law to protect the beneficiaries of national service. Under the Serve America Act (SAA), all grantees must conduct criminal history checks on participants in AmeriCorps as well as on all employees and others who receive a salary, national service education award, living allowance under Corporation grants.

PennSERVE requires the following criminal history checks:

- National Sex Offender Public Registry (NSOPR) Check
- State Criminal Registry Search for Pennsylvania
- Out-of-State check (if the applicant is from outside of Pennsylvania)
- FBI background checks (individuals with access to vulnerable populations)
- Pennsylvania Department of Public Welfare Childline Child Abuse Clearance check (individuals with access to vulnerable populations)

#### **b. Accompaniment**

Because the statewide criminal registry check, the FBI background check, and the Childline Child Abuse results can sometimes take weeks or more to complete, regulations prohibit an individual from serving while these checks are pending. However, the individual may not have unsupervised access to children, persons age 60 and older or individuals with disabilities while waiting for the results. The individual (including grant funded staff) must be physically accompanied at all times by either a participant or staff member who has been cleared for such access.

The following must be in place for a member to serve unaccompanied:

1. NSOPR check completed
2. PA Background Check initiated
3. FBI Background Check initiated
4. Childline Background Check initiated
5. Results of either the PA Background Check OR the FBI Check returned and clear to serve

Members must have all of the above items in order to serve unaccompanied.

#### **c. Timesheets**

Members are required to enter hours served weekly, using the OnCorps system, to be eligible for their living allowance direct deposit. The due dates are listed on the program year calendar. Members are to complete and submit timesheets even if no hours were served during a designated week.

Any time missed for personal or sick reasons cannot count towards the members total hours served. Each absence is to be recorded and classified on the weekly timesheet. These hours will not count towards minimum hour requirement.

Members are required to record time away from service for mealtimes and breaks on timesheets. Claiming hours when not engaged in service activities is considered fraudulent behavior and is against federal regulations. Fraudulent behavior will result in a member's dismissal from the program.

The member must submit the timesheet, which must be approved by the site supervisor, in order to verify the hours served. The documentation of hours is scrutinized by the Corporation for National and Community Service as a legal documentation to ensure members are not performing ineligible hours to complete the program and earns the education award.

**Members are required to enter hours served weekly, using the OnCorps system, to be eligible for their living allowance direct deposit. Timesheets are due the by the Monday following the service week.**

Failure to submit timesheets may result in member suspension from the program. Members do not receive a living allowance for the time they are suspended. A LOST LIVING ALLOWANCE MAY NOT BE "MADE UP" LATER. In other words, a suspended member will likely lose at least one or more living allowance checks.

**CONTACT KEYSTONE SMILES:**

- If regular attendance is interrupted by three consecutive days or more and/or an extended illness.
  - If an AmeriCorps member has more than one unexcused absence or tardiness,
  - Or if you become concerned about your member's professional behavior.

Someone looking at the timesheet must be able to identify the member's schedule and that must match the approved schedule listed the member's service description.

**d. Attendance and Service hours**

In order to successfully complete the term of service and be eligible for the education award, the member will need to complete:

A minimum of number of service and training hours during the term of service – 1700-FT, 900-HT, 675-RT 450-QT 300-Min Time

**Of the total hours served:**

- a. A minimum of 80% must be devoted to direct service activities, which would include periodic AmeriCorps events, service projects, disaster relief and national service day projects, if applicable.
  - b. A maximum of 20% of the members overall hours may be devoted to indirect activities. Indirect activities include training time, training related to travel time, direct service preparation, completion of required reports and attendance at member meetings.
  - c. Days taken off for vacation/sick/holiday/personal time do not count toward the member's total hours.
  - d. A full time position requires a member to serve full time hours which averages **40 hours per week**. (The total number of hours should exceed the 1700 hour minimum within the length of the service term.) A member serving to receive a full-time education award must always serve full time hours while receiving a full-time living allowance and the full-time benefits listed in the member's contract. If a member is not serving full-time hours from their start to end date listed in the member's contract, they will be in jeopardy of losing their full-time benefits.
  - e. The member, his or her supervisor and AmeriCorps Coordinator agree on a reasonable work schedule to ensure the required hours are met during the term of service.
- ii. Member orientation and all required trainings or their equivalent (e.g., CPR training or verification of up-to-date CPR certification) that relates to the member's ability to complete his or her term of service; Training may require travel;
  - iii. Member citizenship training and related community service projects;
  - iv. All required Keystone SMILES AmeriCorps activities and reports;
  - v. And All required exiting paperwork at a scheduled exiting training in Knox PA;

**e. Service Description**

Member service hours are limited to the activities described in the service description that meet Performance Measures. Service hours cannot be approved for activities outside the parameters detailed in this document. All hours must approved by the supervisor designated on the Service Description and/or by the Staff of Keystone SMILES AmeriCorps. Should the activities or supervisor change during the course of the member's term, the Service Description must be amended, in writing.

Service outside the daily schedule designated by the Member's Host site is only allowable for tutoring or mentoring activities or for service-learning projects.

The following are the required components of Member Position Descriptions:

Member Name: If position description is an attachment to the member contract, this may be omitted.

- Host Site Name and Address: If the name of the organization is ambiguous, consider providing a brief description of the organization so that it is clear the site is a nonprofit organization.
- Member's Immediate Supervisor Information: Include the supervisor's name, title, and contact information.

- Member Position Summary: In a narrative format, describe the responsibilities of the position. A successful position summary will include quantifiable performance goals and projected accomplishments; will identify the community/population being served; and will identify the unmet need that the members are filling.
- Essential Functions of the Position: List all basic service activities that the member must perform on a daily basis. Avoid phrases such as “other duties as assigned” or vague statements about member responsibilities. Member activities should be described as explicitly as possible to ensure that prohibited activities are not taking place. As an alternate, the full list of prohibited activities can serve as part of the position description.
  - **Do not use terms such as: staff, employment, work/job, job description, hired, employee, etc... Instead, use the appropriate national service terminology such as: serve/service, position description, enrolled, and member/service participant.**
- If a member position description includes member participation in volunteer recruitment, management, or similar activities, a brief description of the potential volunteer activities for which the member will be recruiting should be added within the position description.
- If members are required to participate in individual or group service projects away from their service site and outside the scope of their typical service activities, the description should include examples of what typical projects entail.
- Access to Vulnerable Populations: Per guidance from CNCS on new Background Check requirements, all position descriptions must identify if the position has recurring or episodic access to vulnerable populations.

**f. Scheduled Service**

Service Site supervisors must arrange an expected service schedule in advance with the member and record it on the member’s service description. Once agreed by both parties, the member is expected to serve on the designated days and times. The member is expected to contact the site supervisor in advance of any expected absence should illness or emergency arrive. Members are expected to be punctual and must call the site supervisor in the event of arriving late to the service site.

**g. Member Reports**

Collecting and reporting data is an essential part of the AmeriCorps experience. Data helps evaluate the efficacy of service, communicate the impact of member efforts, generate resources for our communities, and satisfy program requirements.

Members will use evaluation tools provided by Keystone SMILES to track and report statistics related to their service. Members will be asked to report this data Quarterly, on the following four dates:

- November 15th
- February 15th
- May 15th
- the end of the member’s service term

**h. Member Performance Evaluations**

Service Site Supervisors must conduct two service performance evaluations for each AmeriCorps member placed with their organization. Supervisors must meet with the member and review the evaluation. The member’s signature must be obtained on the evaluation form and turned into the SMILES office.

A mid-term AmeriCorps program evaluation is completed by the AmeriCorps staff which addresses member responsibilities per their member contract, reporting periods, and training schedules or requirements.

The Member End of Year Performance Evaluation is to be completed by the service site supervisor at the end the member’s term of service and submitted by the member to the Keystone SMILES AmeriCorps office at time of exiting training. A sample member evaluation is in the forms section of this manual.

**i. Member Contracts**

The Member Contract outlines the member’s responsibilities as a participant in the Keystone SMILES AmeriCorps program. By signing this contract, the member agrees to abide by the regulations set forth by the Corporation for National and Community Service, PennSERVE: The Governor’s Office of Citizen Service and the Keystone SMILES AmeriCorps Program. Signature of this document signifies the member’s commitment to complete their required number of service hours and continued to serve to the end date even if the minimum time hours have been attained before the end date.

The Member Contract also details **the start and end date** for the AmeriCorps member. It is crucial that an accurate end date is determined so that the member will be eligible to receive the full living allowance. Members that end their service prior to the original end date recorded in the Member Contract are considered as no longer “participating” in the AmeriCorps Program and forfeit any remaining living allowance. Members are not permitted to receive any lump sum payments for completing their service ahead of schedule. If a member does not continue to serve the hours aligned with the type of position serving, the last living allowance will be prorated to the last day served by the AmeriCorps member.

The contract is signed by the AmeriCorps member, Host Site Supervisor, AmeriCorps Program Personnel and a parent or guardian (if necessary).

**j. Site Visits**

Keystone SMILES AmeriCorps staff will conduct site visits on a regular basis. Host sites may request a host site visit by their host site supervisor and/or Executive Director as needed.

PennSERVE: The Governor’s Office of Citizen Service may also conduct periodic site visits during the course of the program year. AmeriCorps representatives use site visits as an opportunity to observe members engaged in service, ensure Host Sites are in compliance with AmeriCorps Regulations, proper branding is being used, conduct interviews with members and site supervisors regarding highlights and recommendations for improvements.

**k. AmeriCorps Branding**

AmeriCorps service gear and branding (2013-2014 PennSERVE regulations)

- All members must wear gear while service that includes the AmeriCorps logo. (May be name tag)
- Service gear is to be worn while collecting service hours and removed after hours
- AmeriCorps members should state they are an AmeriCorps member during public speaking opportunities related to their service.

All Keystone SMILES AmeriCorps members are provided service gear. Uniforms may include t-shirts, sweatshirts, dress shirts, pins, buttons, name badges, and stickers with the official AmeriCorps logo. If the Site Supervisor states that the AmeriCorps shirts or other gear are not suitable for the service site, members may wear appropriate clothing in accordance with agency guidelines but must wear the AmeriCorps name badge.

Host Sites are required to identify each facility as an AmeriCorps service site. Keystone SMILES AmeriCorps provides signage to be displayed at each facility a member is serving. It is to be displayed near the entrance of the service site for public viewing. If you need signage, please contact Joyce Fosdick.

Written publications, news articles, pictures, and reference to the AmeriCorps program or members are to follow the proper protocol. Host Sites agree to refer and identify all members as Keystone SMILES AmeriCorps members and use the AmeriCorps patented logo. If you would like a digital copy of the Keystone SMILES AmeriCorps logo or the Corporation for National and Community Service logo, please contact Amy Anderson.

**l. Other**

**i. Jury Duty**

Serving on a jury is an important responsibility of citizenship. Members should be encouraged to serve jury duty and must not be penalized for doing so. During the time AmeriCorps members serve as jurors, they will continue to receive credit for their normal service hours. Also, they may keep any reimbursements for incidental expenses received from the court.

**ii. Suspension**

Members who are suspended are not allowed to accrue hours nor receive compensation while in suspension status.

**III. MEMBERS ACTIVE IN SERVICE THROUGHOUT THE PROGRAM YEAR**

In order to receive the full living allowance for each month, members are required to be actively serving throughout the month.

For example, if a full -term member completes the required 1700 hours of service and all training requirements by the end of July, that member can choose to complete the AmeriCorps service term and not receive the August living allowance. However, if the member wants to receive the August living allowance in full, the member must continue to actively serve FULL TIME (35-40) hours in the program throughout August, as regularly scheduled, at the site placement.

#### IV. REPORTING SCHEDULE

Site supervisors are responsible for keeping all service documentation up-to-date. Members must complete and submit member timesheets, monthly reports, and other documents listed below by established deadlines. This is crucial to Keystone SMILES AmeriCorps's ability to provide required reporting to PennSERVE.

Service Site supervisors complete and/or submit the following documentation

<b>Forms</b>	<b>Completed By</b>	<b>Due Date</b>
Member Timesheet Entry into OnCorps	Member	Entered weekly by the Monday following the week of service.
Quarterly Reports	Member	Submitted Quarterly on the 15 <sup>th</sup> of November, February, and May and at the end of the member's term
Mid Term and Final Member Evaluations	Site Supervisor and signed by member and site supervisor	Submitted to SMILES office January 15 <sup>th</sup> and at the end of the members term of service <i>Summer members submit one at the end of their term of service</i>

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## Attachments

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# COLLECTING AND REPORTING SERVICE DATA



2013-14

## Telling Your Service Story

Collecting and reporting data is an essential part of the AmeriCorps experience. Data helps evaluate the efficacy of service, communicate the impact of member efforts, generate resources for our communities, and satisfy program requirements.



# Collecting and Reporting Service Data

KEYSTONE SMILES AMERICORPS

## ORGANIZATIONAL TARGETS

As an organization, Keystone SMILES hopes to accomplish the following:

- ★ **ACADEMIC ENGAGEMENT** – 3,344 students, in grades K-12, who have been identified by teachers, parents, school administrators, IEPs, or the juvenile justice system as academically deficient in a target subject area or in danger of failing, being suspended, expelled or adjudicated, will complete tutoring and/or academic enrichment programs provided by AmeriCorps members. 2675 students (80% of those served) will demonstrate an increase in academic engagement by 2 levels in at least 1 of the 6 following areas: motivation, leadership, attitude, organization, academic performance or classroom behavior.
- ★ **RECRUIT VOLUNTEERS:** - AmeriCorps members will engage 2,808 volunteers and service-learning participants in both episodic and ongoing capacities, to support and enhance Keystone SMILES AmeriCorps programming.

**AMERICORPS MEMBERS, THEREFORE, ARE REQUIRED TO TRACK AND SUBMIT STATISTICS REGARDING EACH OF THESE OBJECTIVE AREAS. USING THE DOCUMENTS PROVIDED, MEMBERS TRACK MANY OF THESE ACTIVITIES. THE DATA IS THEN REPORTED VIA QUARTERLY REPORTS.**

## MEMBER TARGETS

- ★ **Tutor or Mentor Students:**
  - To accomplish academic enrichment goals, **each member** should serve a minimum of 45 students and
  - Evaluate all students using the Academic Engagement Rubric
    - 40 students should complete the tutoring and/or academic enrichment programs provided to them
    - 80% of students evaluated should gain at least 2 levels in 1 of the 6 areas measured by the rubric
- ★ **Recruit Volunteers:** *Each member should recruit and engage a minimum of 40 Volunteers or Service-Learning Students*

## EVALUATING, TRACKING REPORTING STUDENT PROGRESS

Members of the Keystone SMILES AmeriCorps Program will provide direct, daily service to students in who need Academic Enrichment in the form of tutoring, mentoring, teambuilding and / or study skills instruction.

Members should evaluate students served using the ACADEMIC ENGAGEMENT RUBRIC. These students should be tracked via the STUDENTS SERVED ROSTER and reported via the Quarterly Report.

### Tracking and Evaluating Academic Engagement

1. To track the information you gather regarding the students you serve, use the Students Served Roster pictured below and provided on OnCorps.

**Students Served Roster**

*Rosters are due via Email on November 15th, February 15th, May 15th, and at the end of the Member's term. This Roster, plus the reporting form, great story and photographs, together, comprise the member's complete Quarterly Report. All members are expected to serve and evaluate students. Students should be provided tutoring and/or academic enrichment activities such as team-building, service-learning and study skills instruction. Please only include students you served at least 2-5 times a week for 20 minutes each.*

Member Name:	Host Site:	Academic Engagement Rubric Scoring Summary																	
		Did the student complete the program?		In how many areas did the student improve by at least 2 levels?		Did student gain at least 2 levels in 1 of 6 areas?		Use Question [4] of the Academic Engagement Rubric Scoring Summary			Use Question [6] of the Academic Engagement Rubric Scoring Summary			Use Question [7] of the Academic Engagement Rubric Scoring Summary					
Student Name or ID	Reported as "New" in Nov, Feb, Apr or End	Date Baseline Conducted:	Baseline Motivation:	Baseline Leadership:	Baseline Attitude:	Baseline Organization:	Baseline Behavior:	Baseline Academic:	Date Final Evaluation conducted:	Final Motivation:	Final Leadership:	Final Attitude:	Final Organization:	Final Behavior:	Final Academic:	Yes	No	Yes	No
Charlie Brown	November	9/10/2013	4	3	2	3	2	2	5/25/2014	4	3	5	5	2	4	x		3	x
																		0	
																		0	
																		0	
																		0	
																		0	
																		0	
																		0	
																		0	

Students Served | Students Served (2) | Volunteers - Nov | Volunteers - Feb | Volunteers - May | Volunteers - Final

2. In the first column, list the students you serve.
  - a. You are not required to list both full and last names. Initials, last or first names only, or student ID numbers are all acceptable entries.
  - b. Please only include students you served at least 2-5 times a week for 20 minutes each.
3. In column 2, indicate on which Quarterly Report (Nov, Feb, May or Final) you reported that student for the first time. Once a student is added to a member's "caseload" for the first time, please do not report that student again in subsequent Quarterly Reports. To prevent duplication, each student is only counted during the first report period they are served, and should therefore, only be reported once.
4. To measure the progress of the students served, members will need to use the Academic Engagement Rubric provided in this packet and on the Keystone SMILES AmeriCorps website and pictured below.



## Academic Engagement Rubric

This tool should be used in conjunction with the Academic Engagement Rubric Scoring Summary provided by Keystone SMILES.

Dimensions:	A Motivation	B Leadership	C Attitude	D Organization /Preparedness	E Classroom Behavior	F Academic Performance
Components: When scoring consider...	<ul style="list-style-type: none"> <li>- Intellectual curiosity</li> <li>- Initiative</li> <li>- Personal standards</li> <li>- Open to challenges</li> <li>- Responsive to constructive feedback</li> </ul>	<ul style="list-style-type: none"> <li>- Helping and working with others</li> <li>- Self-confidence</li> <li>- Exhibits and acts on values</li> <li>- Public speaking</li> </ul>	<ul style="list-style-type: none"> <li>- Positiveness</li> <li>- Resiliency</li> <li>- Relations with adults and teachers</li> </ul>	<ul style="list-style-type: none"> <li>- Binder organization (clear subject divisions, no loose papers, orderly notes)</li> <li>- Records assignments</li> <li>- Class ready (on time, brings homework and all relevant materials to class)</li> </ul>	<ul style="list-style-type: none"> <li>- Participation (raises hand, accurate response, takes risks, asks questions, whole class and group)</li> <li>- Focus/engagement</li> </ul>	<ul style="list-style-type: none"> <li>- Target subject area performance</li> </ul>
6	<ul style="list-style-type: none"> <li>- Curiosity extends well beyond course material.</li> <li>- Exemplary initiative.</li> <li>- Embraces highest standards, always beyond set expectations.</li> <li>- Consistently embraces and seeks academic challenges.</li> <li>- Solicits and builds on feedback.</li> </ul>	<ul style="list-style-type: none"> <li>- Always volunteers to help and work with others.</li> <li>- Always exhibits a firm belief in own ability.</li> <li>- Strong sense of values which direct actions.</li> <li>- Embraces and seeks public speaking.</li> </ul>	<ul style="list-style-type: none"> <li>- Always and infectiously positive toward school.</li> <li>- Extremely adaptable and copes effectively with adversity.</li> <li>- Highly respects and consistently attempts to communicate constructively with adults and teachers.</li> </ul>	<ul style="list-style-type: none"> <li>- Always maintains orderly binder.</li> <li>- Always records all assignments.</li> <li>- Always and thoroughly class ready.</li> </ul>	<ul style="list-style-type: none"> <li>- Exemplary participation engages others.</li> <li>- Always and positively engaged.</li> </ul>	<ul style="list-style-type: none"> <li>- 90-100% average performance in target subject area</li> </ul>
	<ul style="list-style-type: none"> <li>- Keen and active curiosity in course</li> </ul>					

- You will use the rubric to evaluate each student two times in the academic year or summer. For your baseline report, rate the student, on a scale of 1-6, in each the 6 dimensions presented, as soon as feasible following the commencement of services. Use the descriptions provided in the Rubric to gauge students' performance level in each area.
- Record your ratings and the date of your assessment in the Student Roster form.

A	B	C	D	E	F	G	H	I	J
<b>Students Served Roster</b>									
Keystone SMILES AmeriCorps	<b>Member Name:</b>								
	<b>Host Site:</b>								
	<b>Student Name or ID</b>								
<b>Reported as "New" in Nov, Feb, Apr or End</b>			<b>Date Baseline Conducted:</b>	<b>Baseline Motivation:</b>	<b>Baseline Leadership:</b>	<b>Baseline Attitude:</b>	<b>Baseline Organization:</b>	<b>Baseline Behavior:</b>	<b>Baseline Academics:</b>
<b>TOTALS:</b>	0	0	0						
<i>For Example</i> <b>Charlie Brown</b>	<b>November</b>	<b>9/10/2013</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>2</b>
1									
2									
3									
Students Served	Students Served (2)	Volunteers - Nov	Volunteers - Feb	Volunteers - May	Volunteers - Final				



- a. In the first column, list your volunteers. You are not required to list both full and last names. Initials, last or first names only, or ID numbers are all acceptable entries.
- In column 2, indicate on which Quarterly Report (Nov, Feb, May, or Final) you reported that volunteer for the first time. Once a volunteer is added to a member's "caseload" for the first time, please do not report that volunteer again in subsequent Quarterly Reports. To prevent duplication, each volunteer is only counted during the first report period they serve, and should therefore, only be reported once.
2. In the 3<sup>rd</sup> -6<sup>th</sup> columns, check if that particular volunteer fits into any of the listed demographic categories.
3. In all subsequent columns, enter the dates and the hours the volunteer serves.
4. Utilize the green total row at the top to help you answer your Quarterly Report questions.
5. Email the roster, as an attachment, to [jwelton@smilesamericorps.org](mailto:jwelton@smilesamericorps.org), with each Quarterly Report.

## QUARTERLY REPORT

At the conclusion of each quarter, you will be sent a form through Google Docs to complete. This form, plus a great story and 1-2 photographs of you in service will comprise your quarterly report.

The reporting periods for the quarters are as follows:

**QUARTER 1 – August 2013 – October 2013 – due November 15<sup>th</sup>, 2013**

**QUARTER 2 –November 2013 – January 2014 – due Feb 15<sup>th</sup>, 2014**

**QUARTER 3 –February 2014 – April 2014 – due May 15<sup>th</sup>, 2013**

**FINAL REPORT –May 2014 – July 2014 – due by the conclusion of the member's term or August 15<sup>th</sup>, 2014 (whichever occurs first)**

THE FOLLOWING QUESTIONS WILL COMPRISE THE FORM SENT TO YOU FOR YOUR QUARTERLY REPORT: (THE FORM MAY BE SENT BY GOOGLE DOCS OR ONCORPS)

**To how many students did you provide tutoring and/or academic enrichment activities such as team-building, service-learning and study skills instruction?**

- For each report, please record the total number of new students served for the first time in the given reporting period. Once a student is added to a member's "caseload" for the first time, please do not report that student again in the program year. To prevent duplication, each student is only counted during the first month they are served, and should therefore, only be report once, during that reporting period.
- Please note the total column should help you keep track of the total number of students you have reported for the year.
- Use the "Students Served Roster" to help you keep track of individual students by recording each student you serve in the log and noting the date you report them for the first time in the second column.
- **How many baseline rubrics did you complete?**
- **How many final rubrics did you complete?**
  - Each student a member serves 2-5 times a week for 20 minutes each should be evaluated twice. When a student begins to receive services, the member should complete the left side of

the rubric, called the baseline. Upon the completion of the program, the member should complete the right side of the rubric, called the final.

- Please report the number of rubrics you complete each quarter by responding to these questions.
- Please note the total column should help you keep track of the total number of rubrics you have reported for the year.
- Use the “Students Served Roster” to help you keep track of individual student evaluations by recording each student you serve in the log and noting the date you complete their evaluations in the appropriate column.
- For more information on how to complete the rubric, see TRACKING and EVALUATING ACADEMIC ENGAGEMENT.

- **How many students completed your program?**

- **How many students gained at least 2 levels in 1 of 6 Rubric topic areas?**

- A student “completes” your program when they graduate from your services because they’ve met the targets set for them and no longer need your support or when your program concludes for the year.
- Once a student has both a baseline and a final rubric, compare the baseline responses to the final responses to determine whether the student has improved at least 2 levels in 1 of the 6 topic areas. Report the number of students meeting this target each quarter by responding to the appropriate question.
- Please note the total column should help you keep track of the total number of student targets you have reported for the year.
- Use the “Students Served Roster” to help you keep track of individual student targets by recording each student you serve in the log and noting the whether or not they meet the corresponding targets in the appropriate column.
- Report the number of students meeting these targets each quarter by responding to the appropriate questions.

## REPORTING VOLUNTEERISM AND SERVICE LEARNING

- **How many volunteers or service learning students did you recruit?**

- The number of new volunteers includes all volunteers serving in programs coordinated by AmeriCorps Members. For example, if your service involves coordination of a parent-tutoring program, all parent tutors who volunteer their time would be counted in this number. In addition, volunteers can include students who engage in service through service-learning projects. This **DOES NOT INCLUDE** you or your fellow members. Just like students, please record the total number of new volunteers who served for the first time in reporting period covered by the report. Once a volunteer is added to a member’s “caseload” for the first time, please do not report that volunteer again in subsequent Quarterly Reports. To prevent duplication, each volunteer is only counted during the first report period they serve, and should therefore, only be reported once.
- Please note the total column should help you keep track of the total number of volunteers you have reported for the year.



- Use the “Volunteers and Service-Learning Students Roster” to help you keep track of this item by recording each volunteer you utilize in the log and noting the date you report them as “new” in the second column.
- **College Students? Baby Boomers? Disadvantaged Children or Youth?**
  - Of the new volunteers you report each quarter, do any fall into the categories indicated? If so, record the number of each in the appropriate question box. These numbers should never exceed the number of new volunteers you are reporting.
  - Use the “Volunteers and Service-Learning Students Roster” to help you keep track of this item by indicating in the given columns if an individual volunteer fall into the appropriate category.
- **How many total hours of service did those volunteers and students contribute?**
  - The number of volunteer hours should be the sum of **all** volunteer hours. For example, if 6 volunteers spent 6 hours each in volunteering, the number recorded here would be 36. Unlike, reporting students and volunteers, hours should be an aggregate of all hours contributed in a given month – by both new volunteers, and volunteers who are returning to do further service.
  - Please note the total column should help you keep track of the total number of volunteer hours you have reported for the year.
  - Use the “Volunteers and Service-Learning Roster” to help you keep track of this item by recoding the number of hours each volunteer serves and the dates the service occurs in the columns to the right.

## GREAT STORIES AND PHOTOS

In addition to the Google Doc form, you'll also be asked to write a great story about your service each quarter and submit 1-2 photographs to complete your Quarterly Report.

- The stories will be submitted using the OnCorps system you use to complete your weekly timesheets. Photographs should be attached to the great story using the same system.
- These stories are used to communicate to partners, Host Sites, and AmeriCorps State and National office what is happening in members' service. Please include statistics such as number of participants, hours, etc. whenever possible. In addition, please use the Host Site name to give the story a setting. Responses may be forwarded to PennSERVE or the Corporation for National and Community Service, so please prepare stories with their perspective in mind.
- Photographs should feature you, wearing your AmeriCorps uniform, engaged in service. These photographs are often used in Keystone SMILES AmeriCorps publications.

## SUMMARY OF DATA COLLECTION DUE DATES AND REQUIREMENTS

### **NOVEMBER Quarterly Report – due November 15, 2013**

- Complete Online Form (may be OnCorps or Google Docs)
- Great Story and 1-2 Photographs via OnCorps
- Email Student and Volunteer Rosters to [jwelton@gmail.com](mailto:jwelton@gmail.com)

### **FEBRUARY Quarterly Report – due February 15, 2014**

- Complete Online Doc Form(may be OnCorps or Google Docs)
- Email Student and Volunteer Rosters to [jwelton@gmail.com](mailto:jwelton@gmail.com)
- Great Story and 1-2 Photographs via OnCorps

### **MAY Quarterly Report – due May15, 2014**

- Complete Online Doc Form(may be OnCorps or Google Docs)
- Email Student and Volunteer Rosters to [jwelton@gmail.com](mailto:jwelton@gmail.com)
- Great Story and 1-2 Photographs via OnCorps

### **FINAL Quarterly Report – due at the conclusion of the member's term**

- Complete Online Doc Form(may be OnCorps or Google Docs)
- Email Student and Volunteer Rosters to [jwelton@gmail.com](mailto:jwelton@gmail.com)
- Great Story and 1-2 Photographs via OnCorps

Keystone  
 SMILES  
AmeriCorps

**OnCorps Reports Timesheet and  
SMILES Email Login Instructions**

2013-2014



<http://PA.ONCORPSREPORTS.COM>

Note that there is no "www" in this URL, just our state abbreviation and a period, followed by "[oncorpsreports.com](http://oncorpsreports.com)".

## Logging Into and Logging Out of OnCorps Reports

### Getting Started > Logging In and Logging Out of OnCorps Reports

#### Logging Into OnCorps Reports

You can access OnCorps Reports via a custom URL your program director will share with you.

In order to log in to OnCorps Reports, you must select a program year from the drop down box on the right of the page and click the *Submit* button. Because the data for each program year is stored in a separate database, if you select the wrong program year, your login will not work. The "ARRA 2009-2010 PY" program year option refers to programs that are funded by the Recovery Act. If you do not know what your program year is, contact your program director.



#### All Services Operating Normally

**Reminder:** Uploaded or imported files (documents and images) will be accessible to other users within a 15 min. window. This applies to Financial History files, upload/download files, Resources, etc.

**Reminder:** Internet Explorer 10, the menu bar will not drop down, unless you are running in compatibility mode. [Click Here for Instructions on Compatibility mode](#)

#### How to Log In to OnCorps Reports™!

If you have any problems logging in, and you've tried already tried to retrieve your password, send an email to [help@oncorpsreports.com](mailto:help@oncorpsreports.com) and we'll help you out!

Step 1- Select [Program Year](#) (Current default Program Year is 2012-2013)

#### Log In to your account

Select One  
 2013-2014  
**2012-2013**  
 2011-2012  
 2010-2011  
 2009-2010  
 ARRA 2009-10 PY  
 2008-2009  
 2007-2008

Program year:  
 Current year is 2012-2013

[binars](#)

#### 2013 Features Overview

Wed, Jul 31, 2013 1:00 PM

[Registration Link](#)

New features include: Member [Background Checks](#), Member Position Descriptions, Accompaniment tracking, our Custom Forms Tool, etc.

#### Supervisor Overview: Timesheets and Reports

August 7, 2013

1:00 PM

[Registration Link](#) Topics include:

Timesheets, Reports, In-Kind Reports, Editing your Profile, Member [Position Descriptions](#), etc.

Once you have selected the program year, the portal for all of the AmeriCorps programs in your state for the selected program year will open.

All state commission staff, program directors, regional coordinators (where applicable), site supervisors, and members will use the same statewide portal to enter OnCorps Reports.

Find your program in the list of Participating Programs, which is organized alphabetically.

Then click on the AmeriCorps Members link under your program to open your login page. If you click on any of the other links for different user types, such as Program Directors or Site Supervisors, your login will not work.



Greater Pittsburgh Literacy Council

[Web Site](#)  
[Program Director](#)  
[Site Supervisor](#)  
[AmeriCorps Member](#)



KEYS Service Corps

[Web Site](#)  
[Program Director](#)  
[Site Supervisor](#)  
[AmeriCorps Member](#)



Keystone SMILES Community Learning Center

[Web Site](#)  
[Program Director](#)  
[Regional Coordinator](#)  
[Site Supervisor](#)  
[AmeriCorps Member](#)



Lycoming-Clinton Counties Commission for Community Action (STEP), Inc.

[Web Site](#)  
[Program Director](#)  
[Site Supervisor](#)  
[AmeriCorps Member](#)



Pennsylvania Campus Compact

[Web Site](#)  
[Program Director](#)  
[Site Supervisor](#)  
[AmeriCorps Member](#)



Keystone SMILES Community Learning Center

[Web Site](#)  
[Program Director](#)  
[Regional Coordinator](#)  
[Site Supervisor](#)  
[AmeriCorps Member](#)

## USERNAME AND PASSWORD FOR FIRST TIME LOGIN IS

**USERNAME:** first initial and last name (ex. Amy Anderson would be aanderson)

**PASSWORD:** member13

On the login page, enter your login name and password in the box on the right side of the page and click the *Login* button.

The image shows a screenshot of the OnCorps Reports Test Program website. At the top, there is a blue navigation bar with 'WEB SITE' and 'RESOURCES' buttons. Below this, the main content area features the 'OnCorps Reports' logo and a 'Login to OnCorps Reports' form. The form has two columns: the left column contains 'Username:' and 'Password:' fields with a 'Login' button, and the right column contains a 'Forgot your password?' section with an 'Email:' field and a 'Send' button. A third, larger callout box on the left side of the page shows a detailed view of the login form with the following fields:

**Login to OnCorps Reports**  
**OnCorps Reports™**  
*On task. On time. Online.*

Username:

Password:

---

**Forgot your password?**  
 Enter your e-mail address below and your login name and password will be e-mailed to you.

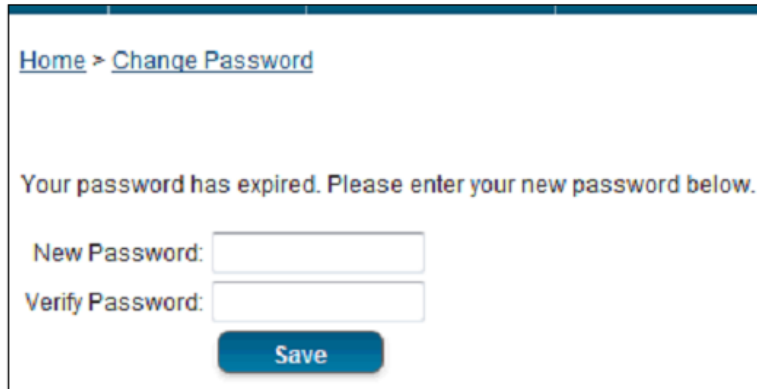
Email:

If you do not know your password, enter your e-mail address in the box below *Forgot your password?* and your login name and password will be e-mailed to you. Make sure you enter in the e-mail address that is associated with your AmeriCorps program. If you do not have a login name and password, please contact your program director.

You do not need to login to see the Program Website or Resources Page. Buttons for these pages can be found in the upper right hand corner on the blue bar. You can learn

more about these pages in the Getting Started > Program Web Site and Resource Page section of this tutorial.

After you login for the first time, you will be prompted to change your password for security reasons. Please record your new password in a secure location for future entry into the OnCorps Reports system.



[Home](#) > [Change Password](#)

Your password has expired. Please enter your new password below.

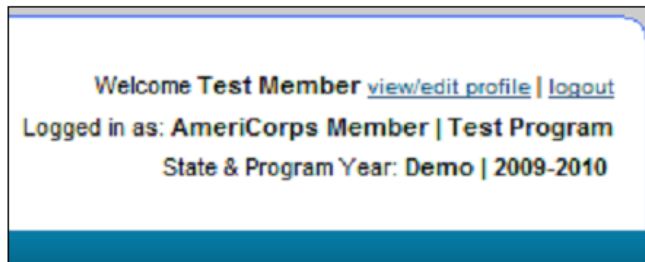
New Password:

Verify Password:

[Save](#)

### Logging Out of OnCorps Reports

To log out of OnCorps Reports, click on the *logout* link at the end of the first line of the header in the upper right corner. This will take you back to the page where you choose your program year. Be sure to logout of OnCorps Reports when you are done to protect the information in the system. Also, if someone else will be logging into OnCorps Reports on the same computer after you are done, logging out will help prevent login problems as it will clear out your login information from the cookies OnCorps Reports uses to keep you logged in during your session.



**The timesheet system in OnCorps reports is in full compliance with CNCS requirements for online timesheets. The timesheet process is outlined below.**

- 1) Members are the only ones allowed to enter hours in OnCorps. They will log in, fill out a timesheet, and submit it to the supervisor(s) who oversaw them during the timesheet period. The timesheet will then be locked and members will no longer be able to revise it.
- 2) An e-mail is sent to all of the supervisors selected by the member that they have a timesheet ready for approval.
  - Timesheets will be setup to have the member's direct supervisor on their service description as the approval person for their timesheets.
  - If an additional supervisor is needed to approve a member's timesheet, we must add them into the OnCorps system.



## Logging into Keystone SMILES AmeriCorps Email

1. Go to <http://mail.smilesamericorps.org>  
(or use the shortcut on the SMILES web site at  
[www.smilesamericorps.org](http://www.smilesamericorps.org))

Sign in to your account at  
**Keystone SMILES  
Community Learning  
Center, Inc.**

Username:

Password:

Stay signed in

[Can't access your account?](#)

**Less spam, plenty of space and access from anywhere.**

Welcome to your email for Keystone SMILES Community Learning Center, Inc., powered by Google, where email is more intuitive, efficient and useful.

- Keep unwanted messages out of your inbox with Google's powerful spam blocking technology
- Keep any message you might need down the road, and then find it fast with Google search
- Send mail, read new messages and search your archives instantly from your phone

**New!** One-stop information sharing with [Google Sites](#)  
Building a site is as simple as editing a document, and you don't need anyone's help to get started.  
Check out these example sites: [Company intranet](#), [Team project](#), [Employee profile](#), [Classroom](#)

©2012 Google [Privacy Policy](#) [Terms of Service](#)

## 2. Enter your username and password

**Username:** First initial and last name (ex. Amy Anderson  
username would be aanderson)

**Password:** member13

**\*\*\* You must *change your password* once you login for the first time.**

**\*\*\* Please keep this password safe place. We do not have access to  
tell you your password. We can only reset it if forgotten.**