

2016-2017

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_’s Member Handbook

Meredith Donovan

AmeriCorps Director

Office: 254-753-6002 ext. 2024

Cell: 254-717-4249

mdonovan@cis-hot.org

School Name

Address

Mascot

Aaron Mize

Sr. Dir. Of Development and Community Partnerships

Office: 254-753-6002 ext. 2006

amize@cis-hot.org

Communities In Schools of the Heart of Texas

Program Manager:

Phone:

Email:

“Man cannot discover new oceans unless he has the courage to lose sight of the shore.”   
― [André Gide](http://www.goodreads.com/author/show/7617.Andr_Gide)

Progress always involves risks.  You can't steal second base and keep your foot on first.  ~Frederick B. Wilcox

This nation was built by men who took risks - pioneers who were not afraid of the wilderness, business men who were not afraid of failure, scientists who were not afraid of the truth, thinkers who were not afraid of progress, dreamers who were not afraid of action.  ~Brooks Atkinson

Never be afraid to try something new.  Remember, amateurs built the ark; professionals built the Titanic.  ~Author Unknown

The AmeriCorps Pledge

I will get things done for America-

to make our people safer,

smarter, and healthier.

I will bring Americans together

to strengthen our communities.

Faced with Apathy,

I will take action.

Faced with conflict,

I will seek common ground.

Faced with adversity,

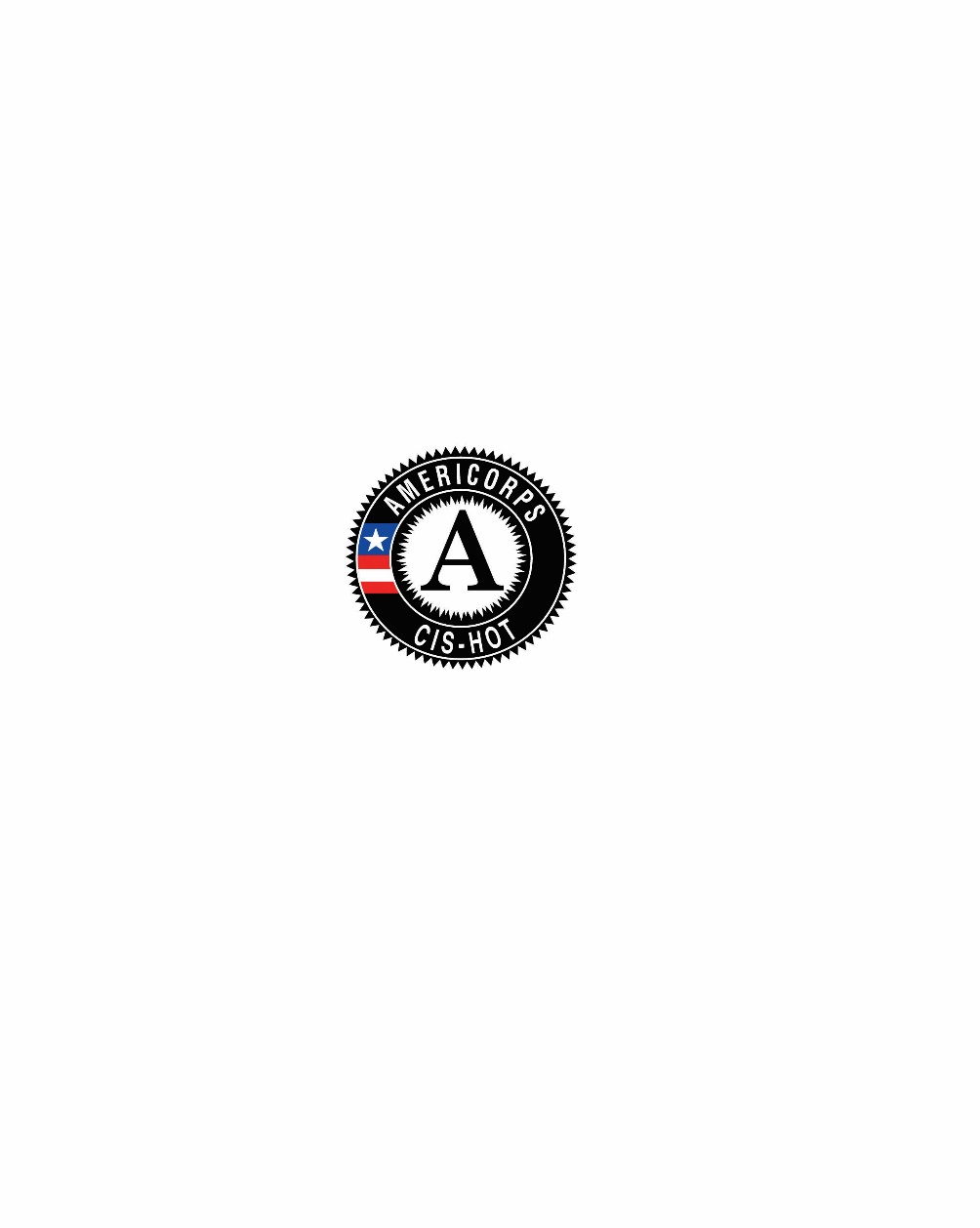
I will persevere.

I will carry this commitment with me

this year and beyond.

I am an AmeriCorps member,

and I will get things done.

****

**Member Handbook**

**Table of Contents**

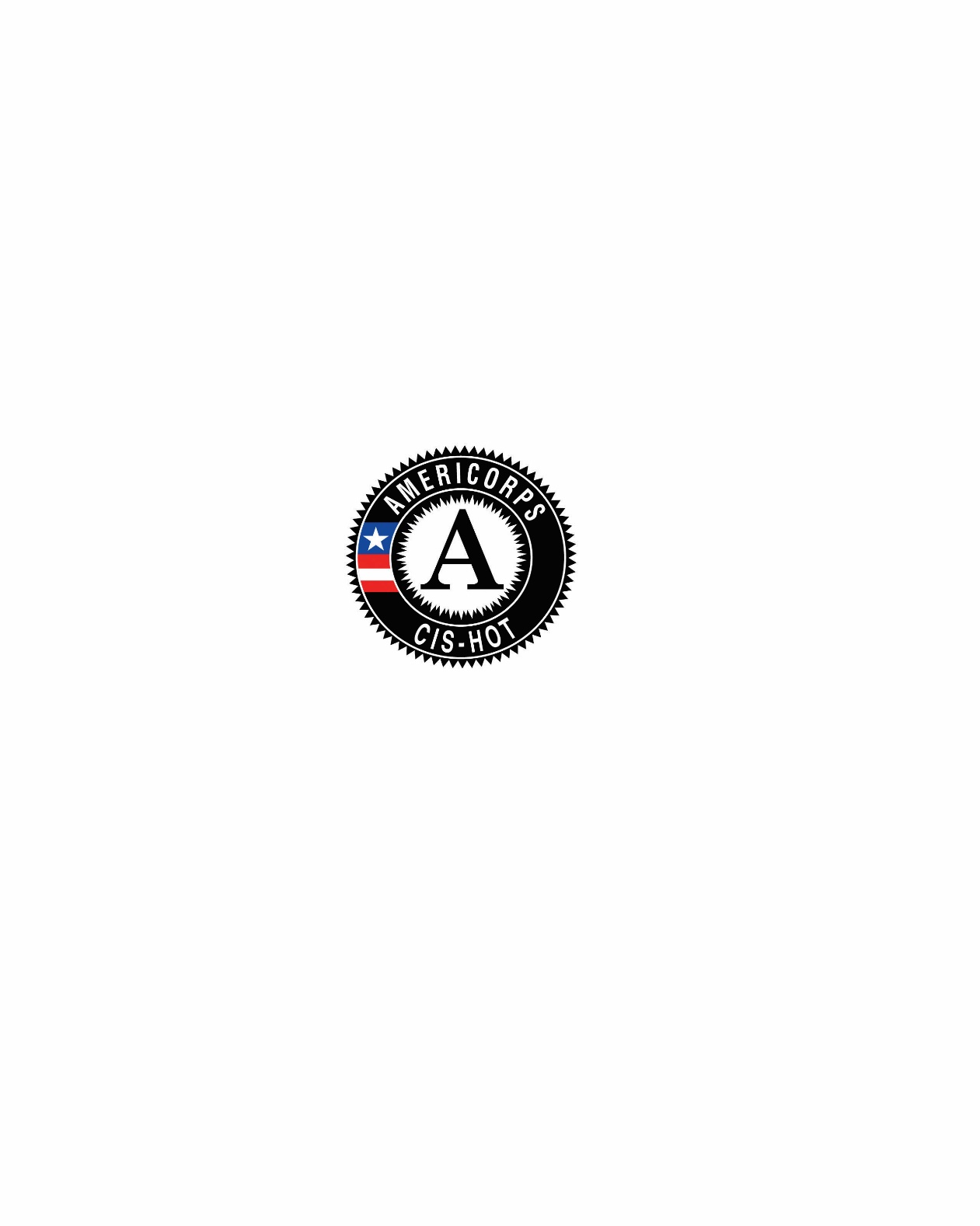
**Policies/Procedures**

* CIS-HOT
* AmeriCorps
* Service Site

**AmeriCorps/CIS-HOT**

* Group Guidelines
* Action Plan Process
* Timesheet Instructions

**Forms**

**CIS-HOT AmeriCorps**

**2016-2017 Program Expectations**

The following expectations have been designed so that the AmeriCorps Staff, CIS Program Managers, and AmeriCorps Members have a clear understanding of their roles and responsibilities. Important information has been written in **bold print**.

**Expectations of AmeriCorps Staff:**

**AmeriCorps Staff will:**

A. Implement a rigorous selection and placement process to ensure that members are well qualified and are a good fit for the assigned campus.

B. Distribute member living allowances (via direct deposit), approve timesheets signed by the member and approved by his/her Program Manager or Site Supervisor, and distribute/collect needed documentation as determined by the CIS HOT AmeriCorps Program (i.e. rosters, service learning logs, teacher and student surveys, etc.)

C. Serve as the primary provider of training and technical assistance for members throughout the program year. Such assistance includes:

1. Oversee the program and assist Program Managers and members throughout the program year;

2. Recruitment of AmeriCorps members for placement at the campus;

3. Development of a yearly schedule for the members, including pre-service orientation, monthly resource training days and days of service such as: **MLK Day of Service (Monday, January 16), AmeriCorps Recognition Week (March 6-10)**

4. At least one site visit per semester and additional site visits as needed;

5. Provision of AmeriCorps service gear for members;

6. Ongoing support via e-mail, phone and in person.

D. Provide proper orientation and training for members and Program Managers to include:

1. Overview of CIS-HOT AmeriCorps;

2. The History of AmeriCorps and the National Service movement;

3. The CIS-HOT AmeriCorps program goals and objectives;

4. Members’ service requirements and benefits, as well as instruction on allowable activities and time reporting, and other AmeriCorps program documentation;

5. AmeriCorps provisions, policies, and grievance procedures;

6. A detailed description of the AmeriCorps training program and schedule; and

7. Supervision of members (Program Managers only).

E. Develop and distribute tools for the effective evaluation and continuous improvement of the program, including:

1. Provide evaluation requirements as soon as they become available;

2. Monthly student rosters;

3. Timesheets; and

4. Stakeholders survey questions specific to AmeriCorps.

F. Submit mid-term evaluation forms for each full-time and half-time member. The mid-term evaluations should be discussed with the member during individual supervision so that any necessary modifications can be made. This is a federal audit point and it is very important that these are completed and submitted on time. **Mid-term evaluations need to be completed in BLUE ink no later than Friday, January 13, 2017.**

G. Submit end-of-term evaluation forms for each member. The end-of-term evaluations should be discussed with the member and dated in **blue ink.** This is a federal audit point and it is very important that these are completed and submitted on time. **End-of-term evaluation forms for Full- and Half-time members need to be turned in to AmeriCorps staff no later than Friday, June 9, 2017.**

**Expectations of AmeriCorps Members**

**AmeriCorps Members will:**

A. Maintain professional behavior on the school campus and at all training sessions.

B. Act as a positive adult role model to students in the CIS-HOT program.

C. Provide direct services to students (academic coaching, through mentoring and service-learning projects).

D. FT & PT members- attend all CIS-HOT and AmeriCorps training sessions and complete 40 hours (Full-time) or 20 hours (Half-time) of service on service project days according to the AmeriCorps Training and Service Calendar.

E. FT & PT only- Complete a service-learning project by **Friday, May 12, 2017.** Service learning groups should have at least 6 students from the member caseload, as evidenced by a service-learning project log and report.

F. Complete a volunteer recruitment session by the end of the service term.

G. Carry an appropriate caseload of mentoring students. **(Full-time members- 30 students, Half-time members- 15 students.)**

H. Full-time members will serve a minimum of 43-45 hours per week during the academic year and 30-35 hours per week during June for a minimum of 1,700 hours for the year.

I. Part-time members will serve a minimum of 23-25 hours per week during the academic year and 16-20 hours per week during June for a minimum of 900 hours.

J. Maintain on-going communication with Program Manager, including proactively scheduling and actively participating in individual supervision with Program Manager.

K. All full- and half-time members will be provided with a CIS-HOT email address. **Members are required to check email on a daily basis and respond appropriately in a timely manner.**

L. Set service schedule with Program Manager and adhere to it.

M. Responsible for re-scheduling students during the same week if they are absent or miss a session.

N. Completion of appropriate documentation for each student on a timely basis (service logs, student rosters, weekly file updates, etc.)

O. On-time submission of monthly timesheet, student roster, and student/teacher surveys. Time sheets and student rosters are due for the previous month no later than the 5th working day of the new month. Student/Teacher surveys will be due upon request.

P. Adhere to authorized member duties & activities as outlined in the AmeriCorps grant and not perform any prohibited member activities as outlined by CNCS

**Expectations of the AmeriCorps Program Managers**

**AmeriCorps Program Managers will:**

A. Provide on-going direct support and supervision of the members.

B. Be able to house at least 2 AmeriCorps members (a combination of FT & PT slots). This does not guarantee that you will actually have 2 members on site.

C. Provide adequate work space and computer access for AmeriCorps members.

D. Attend the CIS-HOT AmeriCorps Program Manager Training.

E. Review, sign, and submit AmeriCorps member timesheets. It is the responsibility of the Program Manager to ensure that the timesheet is correct.

F. Complete the staff timesheet each month indicating AmeriCorps supervision time.

G. Provide at least one hour of individual supervision per week with all members on your campus. This is required and will assist the members in their service duties and assure that they are meeting your expectations and making progress towards the goals of their students.

H. Provide group supervision on a regular basis (at least once every other week). This will also facilitate better communication and teamwork among the members and the entire campus team.

I. Provide a comprehensive on-site orientation for members to introduce them to the campus and school staff, and explain campus policies and procedures. Help promote AmeriCorps member identity on campus by informing campus staff that members are part of AmeriCorps, not regular Communities in Schools staff.

J. Complete CIS-HOT AmeriCorps Campus Orientation Checklist and Campus Expectations Sheet. **These forms are located in the AmeriCorps Member Forms Book and must be signed by the member and the Program Manager. These documents are due by October 7, 2016.**

K. Provide any additional on campus training necessary for the members to accomplish their service that is above and beyond the training provided by the AmeriCorps Program.

L. **Keep on-going and open communication with the AmeriCorps staff regarding member’s performance, and assure that members in violation of the terms of their member contract are disciplined in a manner consistent with the Code of Conduct in their contract. All disciplinary actions (verbal or written) must be documented, with the documentation sent to the AmeriCorps Program Coordinator. The AmeriCorps Program Coordinator should be notified before any verbal or written formal action plan occurs. AmeriCorps Program Staff will be responsible for determining any termination.**

M. Report any problems or work-related accidents to CIS-HOT AmeriCorps staff **immediately** and complete an incident report (if applicable).

N. Program Managers will provide any necessary feedback about member performance to the AmeriCorps Program Coordinator. This feedback will be utilized by the AmeriCorps Program Coordinator in order for mid-year and end-of-year performance evaluations to be completed.

O. Encourage and permit the members the time to attend all AmeriCorps training sessions (see training calendar). **These sessions are mandatory unless otherwise indicated.**

P. While charging time to the AmeriCorps program, accumulating service or training hours, or otherwise performing activities supported by the AmeriCorps program or CNCS, staff and members may not engage in the following activities:

1. Attempting to influence legislation;

2. Organizing or engaging in protests, petitions, boycotts, or strikes;

3. Assisting, promoting, or deterring union organizing;

4. Impairing existing contracts for services or collective bargaining agreements;

5. Engaging in partisan political activities, or other activities designed to influence the outcome of an election to any public office;

6. 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;

7. 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;

8. Providing a direct benefit to—

i. A business organized for profit;

ii. A labor union;

iii. A partisan political organization;

iv. A nonprofit organization that fails to comply with the restrictions contained in section501(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 9 provisions shall be construed to prevent participants from engaging in advocacy activities undertaken at their own initiative; and

v. An organization engaged in the religious activities described in prohibited activity g. above, unless CNCS assistance is not used to support those religious activities;

9. Conducting a voter registration drive or using CNCS funds to conduct a voter registration drive;

10. Providing abortion services or referrals for receipt of such services; and

11. Such other activities as CNCS may prohibit.

AmeriCorps members may not engage in the above activities directly or indirectly by recruiting, training, or managing others for the primary purpose of engaging in one of the activities listed above. Individuals may exercise their rights as private citizens and may participate in the activities listed above on their initiative, on non-AmeriCorps time, and using non- CNCS funds. Individuals should not wear the AmeriCorps logo while doing so.

12. Fundraising- AmeriCorps members may not:

a. Raise funds for living allowances or for an organization’s general (as opposed to project) operating expenses or endowment;

b. Write a grant application to the Corporation or to any other Federal agency.

13. AmeriCorps members **may** raise funds directly in support of program service activities. Examples of fundraising activities AmeriCorps members may perform include, but are not limited to, the following:

a. seeking donations of books from companies and individuals for a program in which volunteers teach children to read;

b. writing a grant proposal to a foundation to secure resources to support the training of volunteers;

c. securing supplies and equipment from the community to enable volunteers to help build houses for low-income individuals;

d. securing financial resources from the community to assist in launching or expanding a program that provided social services to the members of the community and is delivered, in whole or in part, through the members of a community-based organization.

14. Other activities as the Corporation and /or OneStar Foundation determines will be prohibited, upon notice to CIS-HOT AmeriCorps.

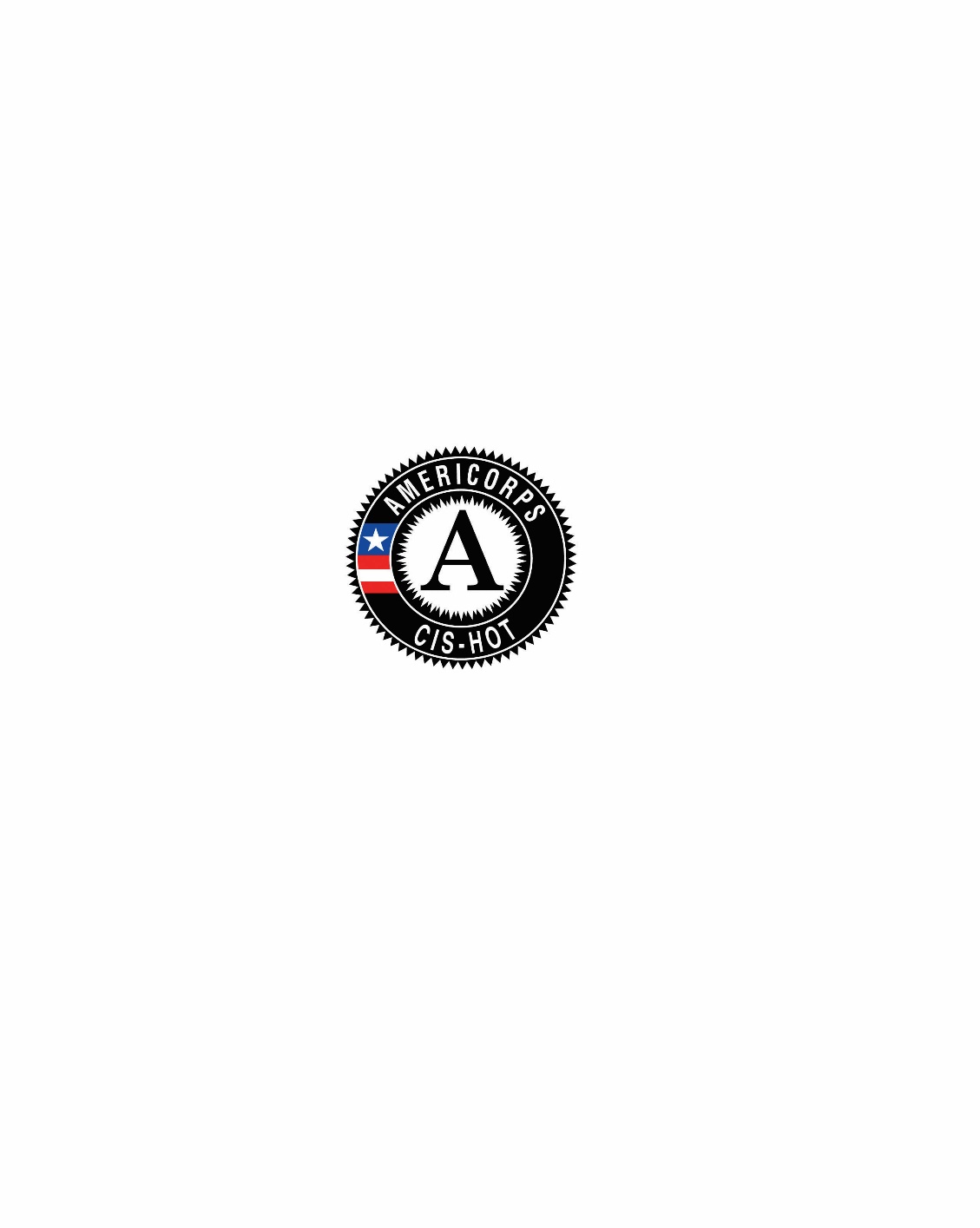
Q. **Match the members with appropriate students who meet the program criteria.** It is the goal of the program to work with students for the duration of the school year. **All students should be added to a member’s caseload in August & September and caseloads should be final by Monday, October 10, 2016. The members are expected to see each student a minimum of 1 hour per week for at least nine months.** Mentoring research shows that a relationship of less than 3 months can actually be counterproductive to the student, as there is not enough time to build trust with the mentor. An Evaluation conducted by CIS of CT has shown that a student is significantly more likely to pass if they receive greater than 16 hours of academic support.

R. Assist the members in obtaining any and all documentation determined by the CIS-HOT AmeriCorps Evaluator.

S. Assist the members in obtaining the pre and post student and teacher surveys for the students on their caseload. These surveys are a federal grant requirement and allow us to prove impact. **Pre student and teacher surveys are due after the student has been added to the member’s caseload.**

T. Add AmeriCorps specific questions to your annual stakeholder survey that will allow for feedback about the AmeriCorps program.

**Thank you for the support and guidance that you provide to the CIS-HOT AmeriCorps members. We commit to working hard to ensure that the students on your campus receive mentors and tutors who can help them to succeed in school.**

**CIS-HOT AmeriCorps**

**Policies and Procedures**

It is the responsibility of all Communities In Schools of the Heart of Texas AmeriCorps members to become familiar with the policies and procedures set forth in the AmeriCorps Member Handbook. These policies and procedures are designed to help members be more effective in working with students, in working with program staff, and in blending into the operation of the school. Violations of any of these policies can lead to termination.

CIS-HOT AmeriCorps reserves the right to modify, add, or delete any policy or procedure at any time. We will notify you of these changes as they occur.

**CIS-HOT Policies**

**A. Equal Opportunity Employment and Affirmative Action Statement**

1. All employees and job applicants are guaranteed equality of employment opportunity under state and federal law. Essentially, this means that CIS-HOT will not illegally discriminate against any worker or applicant on the basis of race, color, religion, sex, age, national origin, disability, or veteran status. All recruitment, selection, placement, promotions, training and layoff decisions made by CIS-HOT supervisors or managers will be based solely on the job-related qualifications and abilities of candidates without any illegal discrimination.
2. All other personnel policies and practices of CIS-HOT, including compensation, benefits, discipline, and safety and health programs, as well as social and recreational activities, will be administered and conducted without regard to any individual’s race, color, religion, sex, age, national origin, disability, or veteran status. CIS-HOT will take all necessary steps to ensure that each employee’s work environment is free of unlawful discrimination or harassment based on race, color, religion, sex, age, national origin, disability, or veteran status. CIS-HOT will take all necessary steps to see that applicants and employees with known disabilities are reasonably accommodated and that all applicable federal, state and local laws regarding employment are complied with. Applicants and employees who have a disability and who feel they need a reasonable accommodation are encouraged to notify the Human Resource Administrator so that CIS-HOT can evaluate the need for a reasonable accommodation.
3. CIS-HOT does not discriminate based on sex. All references in any CIS-HOT materials to masculine terms or pronouns such as “he” or “his” shall be read to mean the feminine equivalent such as “she” or “hers” and similarly all reference to female terms or pronouns shall be read to mean the masculine equivalent.

**B. Genetic Information Nondiscrimination Act**

1. Under Title II of the Genetic Information Nondiscrimination Act of 2008, it is illegal to discriminate against employees or applicants based on genetic information in hiring, promotions, discharge, pay fringe benefits, job training, classification, referral, and other aspects of employment. GINA also restricts employers’ acquisition of genetic information and strictly limits disclosure of genetic information. Genetic information includes information about genetic tests of applicants, employees, or their family members (family medical history); and requests for or receipt of genetic services by applicants, employees, or their family members.

**C. Sexual Harassment**

1. The Equal Employment Opportunity Commission (EEOC) has issued guidelines setting forth the Commission’s interpretation regarding sexual harassment as a violation of Title VII of the Civil Rights Act of 1964. These guidelines are consistent with the CIS-HOT policy that conduct creating an intimidating, hostile or offensive working environment will not be tolerated. Any employee violating this practice will be subject to disciplinary action up to and including discharge.
2. Any employee, who feels that he or she is being subjected to sexual harassment or has knowledge of harassment of other employees, is urged to contact the Human Resource Administrator or their immediate supervisor within 3 working days of an occurrence. Inability to contact any of the above should motivate the individual to contact the Employee Relations Department of EEOC.

**D. Standards of Conduct for all CIS-HOT Employees/AC Members**

1. Employee/member conduct guidelines are based on the policy, programs, and goals of CIS-HOT. At all times each employee/member should conduct herself/himself in a manner appropriate to reflect the standards of this organization. Any breach of these guidelines may be grounds for a positive discipline action or dismissal.
2. By accepting employment with CIS-HOT, an employee/member has the responsibility to the organization, his/her coworkers and to the community at large to adhere to the standards of conduct.

**E. Unacceptable Behaviors:**

1. Any kind of action or statement which would adversely reflect upon the CIS-HOT. Each employee is required to use discretion in the discussion of all official business and records.
2. The use of intoxicants or the use of any medication or illegal drug that interferes, inhibits, or prohibits normal functioning to effectively perform assigned duties is prohibited. Additionally, theft, or misuse of equipment, or any action detrimental to the normal functioning or image of the organization.
3. No employee may act as official spokesperson of CIS-HOT to any group or individual without prior approval of the Chief Executive Officer. Any policy statement to the press must be cleared first with the Chief Executive Officer or the Chairman of the Board of Directors.
4. Tardiness and repeated failure to report to work without proper notification to the employer, or unexcused absences: alteration of any time sheet or records pertaining to attendance.
5. Dress, grooming, language and conduct that is inappropriate for a professional.
6. Soliciting or accepting any gift, gratuity, or any other consideration of any nature from any individual or organization intended to influence purchasing decisions or show gratitude for such decisions. This section is not intended to forbid acceptance of promotional supplies distributed for organization use.
7. Refusing to obey instructions, properly issued by a supervisor, that are pertaining to work, insubordination, refusal to assist on a special assignment.
8. Unsatisfactory or careless work; a failure to meet the Quality and Standards; work that is incomplete, late, or consistently incorrect.
9. Malicious gossip and/or spreading rumors; Engaging in behavior designed to create discord; interfering with another employee on the job; threatening, intimidating or coercing fellow employees on or off work premises.
10. Dishonesty; willful falsification or misrepresentation on an application or any other work record.

**F. Social Work Code of Ethics**

1. CIS-HOT employees/members shall abide by the Code of Ethics of National Association of Social Workers. Violations of the Social Work Code of Ethics are considered unacceptable behavior.

**Code of Ethics**

(a) A social worker must observe and comply with the code of ethics and standards of practice set forth in this chapter. Any violation of the code of ethics or standards of practice will constitute unethical conduct or conduct that discredits or tends to discredit the profession of social work and is grounds for disciplinary action.

* + - 1. A social worker shall not refuse to do or refuse to perform any act or service for which the person is licensed solely on the basis of a client’s age, sex, race, color, religion, national origin, disability, sexual orientation, political affliction.
      2. A social worker shall truthfully report or present her or his services, professional credentials and qualifications to clients or potential clients.
      3. A social worker shall only offer those services that are within his or her professional competency.
      4. A social worker shall strive to maintain and improve her or his professional knowledge, skills and abilities.
      5. A social worker shall base all services on an assessment, evaluation or diagnosis of the client.
      6. A social worker shall provide the client with a clear description of services, schedules, fees and billing at the initiation of services.
      7. A social worker shall safeguard the client’s rights to confidentiality within the limits of the law.
      8. A social worker shall be responsible for setting and maintaining professional boundaries.
      9. A social worker shall not have sexual contact with a client or a person who has been a client.
      10. A social worker shall refrain from providing service while impaired due to the social worker’s physical or mental health or the use of medication, drugs or alcohol.
      11. A social worker shall not exploit his or her position of trust with a client or former client.
      12. A social worker shall evaluate a client’s progress on a continuing basis to guide service delivery and will make use of supervision and consultation as indicated by the client’s needs.
      13. A social worker shall refer a client for those services that the social worker is unable to meet and terminate service to a client when continued service is no longer in the client’s best interest.

**AmeriCorps Policies**

\*AmeriCorps members are never responsible for supervising other members. All members are on equal ground and supervision should only be given by CIS-HOT staff.

**A. AmeriCorps Position Description** (full description is in the member contract)

**1. Full-Time**

Full-time members must serve between 40-45 hours per week and must complete a minimum of 1,700 service hours during their service year. Full-time CIS-HOT AmeriCorps members receive a $12,530 living allowance and, upon successful completion of their service year, receive an education award up to $5,775, based on previous terms of service. **Full-time members will have no more than 30 students on their caseload at a time**. They are also required to facilitate one service learning project that must include a minimum of 6 students (any CIS-HOT student), conduct one (1) volunteer recruitment session, participate in 40 hours of service at AmeriCorps days of service, and attend all AmeriCorps trainings. These dates are noted in the CIS-HOT AmeriCorps calendar.

**2. Half-Time**

Half-time members must serve between 20-25 hours per week and must complete a minimum of 900 service hours during their service year. Half-time CIS-HOT AmeriCorps members receive a $6,265 living allowance and, upon successful completion of their service year, receive an education award up to $2,887.50, based on previous terms of service. **Half-time members will have no more than 15 students on their caseload at a time**. They are also required to facilitate one service learning project that must include at least 6 students (any CIS-HOT student), conduct one (1) volunteer recruitment session, participate in 25 hours of service at AmeriCorps days of service, and attend all AmeriCorps trainings. **Half-time members are required to attend a minimum of 3 hours of each resource day/training based on their normal service schedule.** These dates are noted in the CIS-HOT AmeriCorps calendar.

**B. Payroll (Does not apply to EAO members)**

**1. Rate of Pay**

AmeriCorps members are not paid by the hour. Members receive a living allowance once a month during active service, based on their term of service. AmeriCorps members are not eligible for unemployment benefits upon completion of their service or early termination.

**2. Living Stipend and Direct Deposit**

Payday will be the last **working** day of each month and will be direct deposited into your bank account. The Member is responsible for providing the CIS-HOT AmeriCorps staff with any changes in their bank account information immediately. The Member is responsible for any bank charges that are incurred due to their bank account becoming inactive.

**3. Payroll Issues**

If you should have any problems or questions regarding payroll, first ask your AmeriCorps Program Coordinator for help. The AmeriCorps office number is 254-753-6002 ext. 2024. If your call is picked up by voicemail, please leave a message stating your name, your phone number and the issue. We will return your call as soon as possible.

**C. Scheduling**

All AmeriCorps members must set a service schedule for their site using the AmeriCorps member schedule form. Any changes to your arrival and/or departure times must be approved by your Program Manager and AmeriCorps Program Coordinator.

**1. Training and Service Project Attendance.**

Full-time and Half-time CIS-HOT AmeriCorps members are required to participate in all trainings, retreats, and service projects. This includes arriving on time and participating fully. Half-time members must attend all trainings for a minimum of three (3) hours based on their normal service schedule.

If an emergency occurs on a training day, you must **call or text** your AmeriCorps Program Coordinator on their cell phone as soon as possible or a Level 2 warning will be issued. If you miss a training due to an emergency, you are responsible for the information covered.

**2. Absenteeism**

Absences negatively impact your students as they depend on you and look to you as a role model. An absent AmeriCorps member reduces program effectiveness as well as the school’s confidence in our program. If you must be absent, advise your Program Manager **as soon as possible.** You must make this call at least an hour before the start of your scheduled day. You also need to notify the AmeriCorps Program Coordinator that you will be out that day. If you must leave the site early, you must explain the situation and get permission from your Program Manager.

If you are ill or absent from your site for three (3) consecutive work days a doctor’s note must be provided to your Program Manager and AmeriCorps Program Coordinator, before you may return to work. Special circumstances will be considered only if a written explanation is submitted to the CIS-HOT AmeriCorps staff for review, at which point we will decide whether or not the absence will be tolerated.

**3. Tardiness**

AmeriCorps members are expected to arrive at their service site and AmeriCorps events on time. Tardiness is unprofessional and will not be tolerated. Members with three (3) tardies per semester will receive a Level 1 warning.

**4. No Call, No Show**

AmeriCorps members are expected to **call** their Program Manager and AmeriCorps Program Coordinator and speak to them in person if you will be absent or late. In the event this does not occur, it will be documented as a no call, no show on a Level 2 warning.

**5. Leave of Absence**

A leave of absence can be given only if a leave form (Service Schedule Change Form) is submitted and approved. The leave request form needs to be signed and approved/denied by your Program Manager and is due to the AmeriCorps Program Coordinator **at least ten (10) days** in advance of the requested leave date. Leave can be denied by the Program Manager if the member is needed on campus or by the AmeriCorps Program Coordinator if the member is behind on contract obligations. Members leave may not be more than ten (10) consecutive work days.

**D. Timesheets**

Accurate time records must be kept. It is the responsibility of the AmeriCorps member to complete timesheets accurately and honestly. Timesheets must be submitted to your Program Manager by the first (1st) working day of the following month and to the AmeriCorps Program Coordinator **no later than** the fifth (5th) working day of the new month. Timesheets must be reviewed by ALL parties to certify accuracy.

AmeriCorps staff will verify all hours related to AmeriCorps events outside of your service site.

\*Consistent failure to provide your timesheet to the Program Manager on the first working day of the month and the AmeriCorps Program Coordinator by the fifth day of the month is a Level 1 warning and the appropriate action will be taken (per the CIS-HOT AmeriCorps code of conduct).

**Please note that your timesheet is a federal document and any misrepresentation of a member’s time is considered federal fraud.**

**1. Extra Hours Opportunities**

**The Extra Hours Opportunity Form must be submitted with original signatures by the 5th of the following month (with your timesheet). Failure to submit this form will result in the removal of the submitted hours.**

**a. Strengthening Community Hours**

Strengthening Community hours promote teamwork and community involvement among AmeriCorps members (within the CIS-HOT AmeriCorps program and with other local AmeriCorps programs). Any hours served outside of your service site at another non-profit agency should be counted as Strengthening Community hours and recorded on your timesheet as such.

The following are examples of Strengthening Community activities: non-fundraising community service events and non-fundraising activities with AmeriCorps partners. If you have any questions in regards to possible Strengthening Community activities that fall outside of the above examples, you must contact your AmeriCorps Program Coordinator prior to doing those hours.

**Without prior approval, Strengthening Community hours will not be granted to the member, regardless of the condition(s) or reason(s).**

|  |
| --- |
| * Full-time members can perform a maximum of eight (8) SC hours per month. * Half-time members can perform a maximum of four (4) SC hours per month.\* |

**\*Under special circumstances, additional hours may be granted at the AmeriCorps Program Coordinator’s discretion.**

**b. Reflection Journal**

Members can compose and submit up to one (1) reflection journal entry per month. Members may count hours on their time sheet for the exact amount of time taken to write the journal. Reflection journal entries are an opportunity for members to reflect on their direct service with students and share success stories or challenges. Reflection journal entries must be between 1-2 pages with a maximum of 12 pt. font and must be attached to your timesheet. \*\*Please note all student names should be changed to maintain confidentiality.

**c. Great Stories**

A wonderful way to share the true impact of your service with AmeriCorps staff and CIS-HOT AmeriCorps funders.

* Maximum of one (1) per month for a total of up to two (2) hours. Hours should be logged as Other Training (OT) with Great Stories as the description.
* Must be submitted with your timesheet or it will result in the removal of hours.
* Members must submit between 1-2 pages with a maximum font of 12 pt.
* Focus on the true impact of CIS-HOT AmeriCorps and be specific (who, what, where, when, why, and how). Do **not** utilize student names.
* Have a strong opening and closing line. Use the word “AmeriCorps” and use the present tense “I serve”.
* End on the “big picture” of why your story/service matters.

**d. Life After AmeriCorps (LAA)**

Life After AmeriCorps (LAA) hours are designed to help you focus on career exploration, reflect on your service and assist with your transition upon the completion of your term of service.

The Life After AmeriCorps module can be accessed online at: <http://www.nationalservice.gov/resources/americorps/whatsnext/welcome>

1. Journal Entry #1- Present Stage of Transition?
2. Journal Entry #2- Describe your AmeriCorps Experience
3. Journal Entry #3- Skills Inventor
4. Journal Entry #4- Accomplishments
5. Worksheet- Translating your experience into job speak (found in Relating Your Service Experience to Others or your PC can email it to you).
6. Journal Entry #5- Learning from Experience
7. Worksheet- Career Action Plan (found in Take Action- Create an Action Plan, or your PC can email it to you).
8. Resume and Cover Letter- the cover letter can be generic, but must be complete. You may also submit one for a specific employment opportunity.
9. Worksheet- Skills Inventory List (found in Take Action- Writing Your Resume, or your PC can email it to you).

* All documents must be turned in together to your AmeriCorps Program Coordinator. Documents must be turned in by the 5th of the month along with your timesheet.
* A maximum of 5 hours per day may be completed on weekends.
* Hours should be recorded as Other Training (OT) with LAA as the description.
* This is an **extra** hours opportunity and these modules may only be completed on non-campus time.
* **Please make or save a copy of all journals and worksheets for your records.**

**e. Fundraising Hours**

Fundraising hours are a great opportunity to supplement funds provided for the AmeriCorps program outside of our regular federal grant, as well as increase our visibility in the community. Federal regulations do not allow us to purchase items such as: food, CIS-HOT t-shirts, and other items, but funds raised by CIS-HOT AmeriCorps members may be used to purchase these items.

Examples of allowable fundraising activities include:

* AmeriCorps Benefit concert or art sale
* Holiday gift wrapping
* Please be creative and discuss additional ideas with your PC!

CIS-HOT AmeriCorps members are only allowed to participate in fundraising activities that directly benefit the CIS-HOT AmeriCorps program. Members are not allowed to count AmeriCorps hours for participating in fundraising activities for general CIS-HOT funds or funds for any other organization.

**Fundraising hours should be coded as fundraising on your monthly timesheet. Full-time members can do a maximum of 170 fundraising hours throughout their service term. Half-time members can do a maximum of 90 hours throughout their service term.**

**f. Extra Hours Opportunities**

Members will be notified of additional extra hours opportunities via email. These opportunities are direct service opportunities provided by CIS-HOT campuses and/or programs.

**E. Mileage**

AmeriCorps will only reimburse mileage for AmeriCorps activities.

**Mileage logs are due to the AmeriCorps Program Coordinator on the 5th working day of the month, for the previous month’s mileage, in order for the mileage to be paid.**

Members must review their mileage for accuracy and indicate approval by signing and dating the mileage log. Members should only utilize the mileage forms provided by the CIS-HOT AmeriCorps program.

Only one month’s activity can be reflected on a report. Mileage will be reimbursed through a separate check that must be picked up by the member at Central Office. The member will be notified by the AmeriCorps Program Coordinator when reimbursement checks are ready for pickup.

**AmeriCorps activities include:**

* Mileage incurred as a consequence of traveling from campus to Central Office.
* Mileage incurred as a consequence of running errands for campus activities.
* Carpooling to trainings- specifying the name of the member you are carpooling with and only count mileage after the second member has been picked up and the last carpooling member has been dropped off.
* Carpooling to AmeriCorps events or service projects- specifying the name of the member you are carpooling with and only count mileage after the second member has been picked up and the last carpooling member has been dropped off.

**AmeriCorps will not pay for mileage under the following circumstances:**

* Mileage incurred coming and going back to the member’s residence.
* Mileage incurred going to the member’s service site as part of a daily commute.

**F. Problem Solving**

If a problem should arise between you and your Program Manager or you and another AmeriCorps member:

1. Discuss the issue with your Program Manager.
2. If a resolution cannot be reached, you and your Program Manager should arrange to meet with your AmeriCorps Program Coordinator.
3. If a resolution cannot be reached after Step 2, members must follow the grievance procedure outlines in the member contract. The grievance procedure is for the resolution of more difficult issues.

**G. E-mail Policy**

Full-time and Half-time Members will be supplied with a CIS-HOT email account and are required to check their email on a daily basis. Important AmeriCorps information is disseminated via email and you are responsible for the information. All emails the members send should be professional in tone and include the CIS-HOT signature, as provided by CIS-HOT staff.

Periodically, AmeriCorps staff will send out emails that request verification of receipt and acknowledgement of emails in order to ensure that email accounts are being regularly checked by AmeriCorps members.

**H. Cell Phones**

Cell phones can be disruptive. They should be kept out of sight and inaudible ***at all times.*** Please verify with your Program Manager their policy concerning cell phone usage. If there is an emergency situation and it is necessary to use your cell phone, it should be done discreetly.

**I. Religion and Politics in School**

As per Federal AmeriCorps guidelines, members must avoid discussing any personal or religious doctrines or beliefs with students, other AmeriCorps members, teachers, or other school personnel. Members must avoid promoting any political candidates or parties to anyone associated with the school or the CIS-HOT AmeriCorps program.

**Service Site Policies**

**A. Confidentiality**

If you feel that a student is in harm or danger, you must go to your Program Manager immediately.

Student data and information, including student rosters and service logs, may **not** be completed on personal computers.

Information regarding students, faculty, or school operations is considered confidential and is not to be discussed outside the scope of your service. **Any violation in confidentiality may be grounds for termination.**

**B. Outside Contact with Students**

CIS-HOT AmeriCorps does **NOT** authorize anyone associated with our program to have contact with any students outside of a CIS-HOT sanctioned activity (i.e. field trip, service project, etc.) during or after their service year. This includes telephone calls, texts, social media, and email contact. **DO NOT give your telephone number, address or email address to the students.** This policy protects you, CIS-HOT and the students.

If an event occurs that places you or the student at risk of violating this rule, you must notify your AmeriCorps Program Coordinator **immediately**.

We encourage parent involvement. We understand that sometimes a call or note to a parent may help serve the students even better. You may contact their parents in circumstances where your Program Manager has authorized you to do so. All calls to parents **must** be made from the CIS-HOT office phone or a school phone. Any outside contact with students and/or a student’s family must be pre-authorized by your Program Manager.

**C. Online Networking and Community Sites**

AmeriCorps members who are registered with Google+, Facebook, Snapchat, Twitter, Instagram, or any other networking site are required to set their profiles and photographs to **private** in order to protect the member. These profiles are considered public information if they are not set to private and can be easily viewed by students, school staff, and CIS-HOT staff. The following guidelines must also be followed when utilizing these sites:

* Do not post photos of CIS-HOT children or families on any internet site/network. Photo consent only allows CIS-HOT as an agency to utilize these photos for marketing or reporting.
* Do not include any CIS-HOT student or student from your campus as a “friend” or “contact” on social media.
* Be professional in any postings about your experience with CIS-HOT. Do not share gossip, negative comments, or personal information about fellow CISters, teachers, or campus staff you work with.
* Do not post photos in AmeriCorps gear (i.e. t-shirt or sweatshirt) that do not reflect a professional stance that you would portray to an employer, principal, CIS-HOT staff, or parent/guardian of the students you work with.
* Do not post profile pictures that would be inappropriate (i.e. nudity, alcohol, smoking, etc.) for your students, school staff, or CIS-HOT staff to view.

Please note, many of your students will try to find you online. Be prepared to discuss these issues with your students if or when they arise (i.e. “why can’t we be friends on Facebook”). If the CIS-HOT AmeriCorps staff becomes aware of content on any of these social networking sites that violates this policy, a Level 1 warning will be issued. If the CIS-HOT AmeriCorps staff becomes aware of outside contact with students via social networking sites, a Level 3 warning will be issued.

**D. Discipline of Students**

When you experience behavior problems with a student, seek the help or advice of your Program Manager. You are **never** to punish, physically restrain, spank, or use inappropriate language with a student. Please note that horseplay or the above actions can be considered physical discipline of a student and be grounds for immediate termination. In the event of an altercation on campus, AmeriCorps Members should locate a school administrator as quickly as possible and inform them of the situation. Members should at no time physically intervene in an altercation between students.

**E. Attentiveness to the Student**

You must remain attentive to the student throughout your meeting and while escorting the student to and from the meeting area. Newspaper/book reading, sleeping, texting, personal conversations with other people, or any other activities that can divert your attention away from the student are inappropriate, unprofessional, and unacceptable.

**F. Visitors**

Due to the nature of our work and the need to devote our attention to each student on an individual basis, visitors of any sort will not be allowed during your service. This policy includes, but is not limited to, family members, friends, and other persons, such as someone who drives you to/from your service site.

**G. Child Abuse**

If you become aware of child abuse or neglect, you are obligated by law to report it. Begin by informing your Program Manager as soon as the disclosure is made. Please remember to respect the student’s privacy and feelings by only sharing with the people directly involved. Neither CIS-HOT staff not school personnel can legally delay or discourage you in reporting suspected child abuse or neglect. Remember, we are obligated by law to ensure that evidence of child abuse is reported to the **Texas Department of Protective and Regulatory Services.** If you feel that the school does not take appropriate action, inform your PM and contact your AmeriCorps Program Coordinator. You can report this by phone at 1-800-252-5400 or on the website at [www.dfps.state.tx.us/contact\_us/report\_abuse.asp](http://www.dfps.state.tx.us/contact_us/report_abuse.asp)

1. It is important that you are careful in your own interactions with students to avoid appearing physically intimate. Avoid meeting with students in isolated areas. Do not allow students to sit on your lap. Kissing and hugging students (other than side hugging- initiated by the student) is not permitted because it is too easily misinterpreted as inappropriate.
2. Please note that horseplay can be considered physically inappropriate and easily misinterpreted. Horseplay with students is not allowed under any circumstances.

**H. Telephone Usage**

School telephones may be used to contact AmeriCorps staff members or for other uses as approved by the Program Manager. Please review with your Program Manager the campus expectations for telephone etiquette. Both incoming and outgoing personal calls are not allowed. You must have your Program Manager’s approval before making any calls on school phones.

**I. Dress Code**

AmeriCorps members are expected to dress to project a professional image for the program. Each campus may have its own policy regarding appropriate dress. Please talk with your Program Manager regarding your school’s specific policy. Use common sense and the dress of your school’s faculty as a guide. Low cut tops, shorts and/or short skirts (higher than 4” above the knee cap) are never permissible while serving on a school campus. Business Casual is preferred **AmeriCorps members are required to wear AmeriCorps t-shirts/sweatshirts during all days of service. AmeriCorps Members must be branded daily.**

Personal hygiene and neatness are also very important. You will work closely with students, fellow AmeriCorps members, CIS-HOT staff, and school staff so good grooming and cleanliness (i.e. using breath mints, deodorant, bathing) are critical to a pleasant work environment. More importantly, you will teach your students about caring for their personal appearance through your own good example. Exceptions to the dress code will be made for “theme days”, as AmeriCorps members are encouraged to participate in exhibiting school spirit.

**J. Identification**

CIS-HOT nametags are to be worn by AmeriCorps members at all times while serving. In addition, your individual campus may have nametag requirements that you need to follow. **Nametags are considered part of your member uniform.**

**K. Equipment and Supplies**

It is the responsibility of each AmeriCorps member to put all equipment and supplies back in the proper place after each session. Please note equipment and supplies are the property of CIS-HOT and/or the school and should not be removed from the school premises, unless approved by your Program Manager. Upon termination or the completion of you service term, members must return campus keys and campus property. \*\*The member’s last living allowance check can be held until all campus property, including keys, have been returned. **AMERICORPS COMPUTERS ARE FOR AMERICORPS USE ONLY! Not for use by CIS Program Manager or by any other CIS-HOT staff. Not for personal member use and are MEMBER RESPONSIBILITY**

**L. Medicine and Illness**

AmeriCorps members must not give students medication of **ANY** kind. In the event that a student becomes ill, you should notify your Program Manager or other authorized personnel who will be able to follow the required school procedure for illness or medications.

If you require medication during your service time, it must be kept secure at all times. For your protection, if you have a serious medical condition (asthma, seizures, severe allergies), we encourage you to notify the AmeriCorps staff and your Program Manager.

**M. Gifts and Food for Students**

AmeriCorps members are prohibited from giving students money and purchasing food or gifts of any kind. When one or more students receive gifts, those who do not receive one are negatively impacted. Your Program Manager may purchase items as incentives, and these may differ from campus to campus.

In addition, since students could have food allergies or medical conditions that are not known to the AmeriCorps member, the member must refrain from giving the students food of **ANY** kind.

Members should discourage students from buying gifts for the member. If a student would like to give the member a gift, members should encourage them to make cards or a handmade gift. If a member receives a gift from a student, they should put the gift away so that it does not influence other students.

**N. Emergency Situations**

In the event of emergencies or emergency drills in the schools, AmeriCorps members are to follow prescribed safety plans. Do **NOT** remain in the school during evacuation drills. File out of the building according to directions, escorting your students.

**O. Inclement Weather**

In the event of a possible school closing due to bad weather, AmeriCorps members should listen to radio or television station reports. If schools are not officially closed, AmeriCorps members are expected to make every effort to fulfill service responsibilities for the day. If bad weather prohibits you from attending school, you must call the school to notify your Program Manager of your absence. You must also call and notify your AmeriCorps Program Coordinator. **AmeriCorps members will not be credited for time missed due to bad weather.** If inclement weather occurs, contact your AmeriCorps Program Coordinator for an inclement weather make-up plan to earn back any “lost” hours. Please note that CIS-HOT Central Office staff follow the closing procedures for Waco ISD.

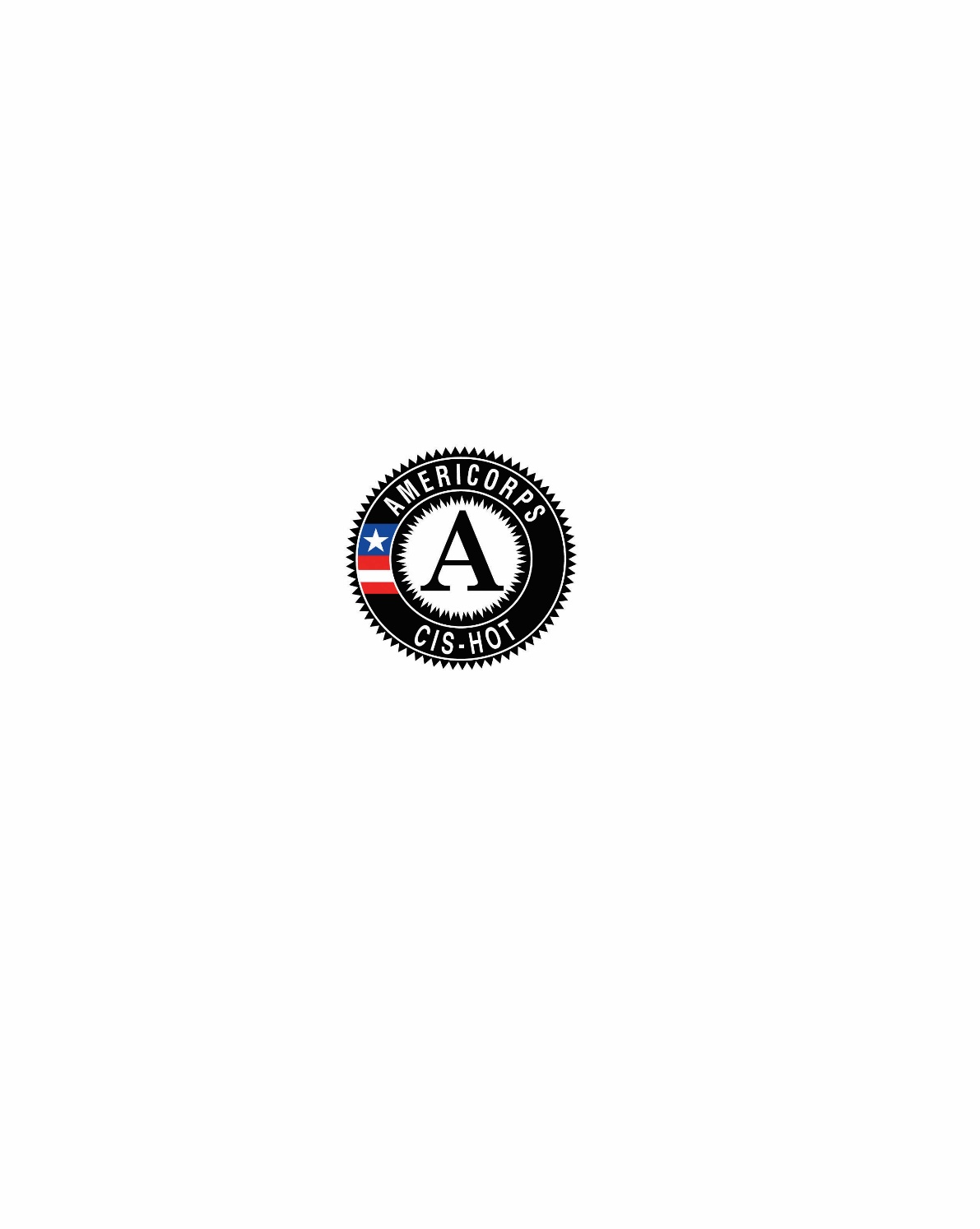
**P. Personal Belongings**

Do not leave personal belongings unattended. Items such as jackets, cell phones, purses, backpacks, and umbrellas should be stored in secured areas when you enter your workstation.

**Q. CIS-HOT AmeriCorps Code of Conduct**

|  |  |  |  |
| --- | --- | --- | --- |
| **Level One**  **Violations** | **Level Two**  **Violations** | **Level Three Violations** | **Level Four Violations** |
| 1st- Warning  2nd- Warning and Coordinator-assigned training  3rd- Action plan, possible suspension (w/o pay), and possible counseling  4th- Immediate suspension, possible termination, and mandatory counseling and/or training | 1st- Warning and Coordinator-assigned training  2nd- Action plan, possible suspension (w/o pay), and possible counseling  3rd- Immediate suspension, possible termination, and mandatory counseling and/or training | 1st- Action plan, possible suspension (w/o pay), and possible counseling  2nd- Immediate suspension, possible termination, and mandatory counseling and/or training | 1st- Immediate suspension, possible termination, and mandatory counseling and/or training |
| * Tardiness * Failure to wear appropriate clothing to a service site * Late submission of reports, timesheets or student progress data * Offenses as determined by Program Managers and/or AmeriCorps Staff | * No shows and unexcused absences, including training and service projects * Being argumentative with CIS-HOT staff or school staff * Abuse of leave * Inappropriate language or actions with service recipients, team members, CIS-HOT staff and/or school staff * Offenses as determined by Program Managers and/or AmeriCorps Staff | * Fighting or being physically abusive * Unauthorized contact with clients (including telephone, email, social media, and contact outside of CIS-HOT activities) * Misrepresenting affiliation with CIS-HOT, school, and/or AmeriCorps * Offenses as determined by Program Managers and/or AmeriCorps Staff | * Failure to notify CIS-HOT AmeriCorps Staff of any criminal arrest or conviction within 5 days * Harassment * Possessing or consuming drugs/alcohol during service activities * Offenses as determined by Program Managers and/or AmeriCorps Staff |

**Please Note:** Some member actions or behaviors may result in immediate termination at the discretion of the AmeriCorps Program Staff.

**CIS-HOT AmeriCorps**

**Group Guidelines**

The following AmeriCorps member group guidelines have been created to facilitate the safety and well-being of both the AmeriCorps members and CIS students in relation to CIS groups. It is important that these guidelines are followed when establishing and/or assigning members to groups.

**General Guidelines**

1. Weekly supervision should include regular discussion of any type of group work (4+ students) that AmeriCorps members are involved in, with particular emphasis on boundaries, listening and responding with empathy vs. advice giving, the AmeriCorps role of mentor vs. counselor, and behavior management and expectations of “group appropriate” students.

2. PMs should carefully assess which students are group appropriate for an AmeriCorps member lead group. Students in an AmeriCorps member led group should not present challenging behavior problems or significant emotional needs which AmeriCorps members are not trained to manage. If a current group member is determines to be more challenging, they will either be reassigned to a different service, or a professional will co-facilitate the group.

3. PMs or Caseworkers should always be on site an able to monitor and step in as needed in groups that are facilitated by one or more AmeriCorps members.

**Service-Learning Project Groups**

1. Full-time members must have a minimum of 6 students participate in their SLP.

2. Half-time members must have a minimum of 6 students participate in their SLP.

3. All of the students must be CIS students and at least half of them must be from the member’s individual caseload.

4. Members may meet with the students as a whole group, individually, or in smaller groups to facilitate the completion of a project.

5. If the members meet with more than 3 students at a time, they must have a co-facilitator (i.e. AmeriCorps member, intern, PM, etc.).

**Professional Leveraged Services/Psycho-educational Groups (i.e. Advocacy Center, VOICE, Girl Scouts, etc.)**

1. Members may only provide support for these groups if **pre-approved** by the PM **and** the AmeriCorps PC.

2. Participation with these groups will be taken on a case-by-case basis reviewing the following criteria:

a. Member educational background

b. Member training

c. Member ability, maturity, and readiness to provide support to students from these groups.

**Enrichment Services/Non-Process Oriented Groups (i.e. lunch bunch, after-school “activity” groups, etc.)**

1. Members may only facilitate the group by themselves if 6 students or fewer are participating.

2. Members may co-facilitate the group with another member, but no more than 10 students may participate, with careful oversight, availability, and monitoring by CIS staff member.

3. Members may co-facilitate the group with more than 10 students if the group is co-facilitated by a CIS staff member.

**Process Oriented Groups (i.e. social skills, stress management, healthy relationships)**

1. AmeriCorps members are not trained to facilitate “process oriented” groups, therefore, they may not be assigned to a facilitator role.

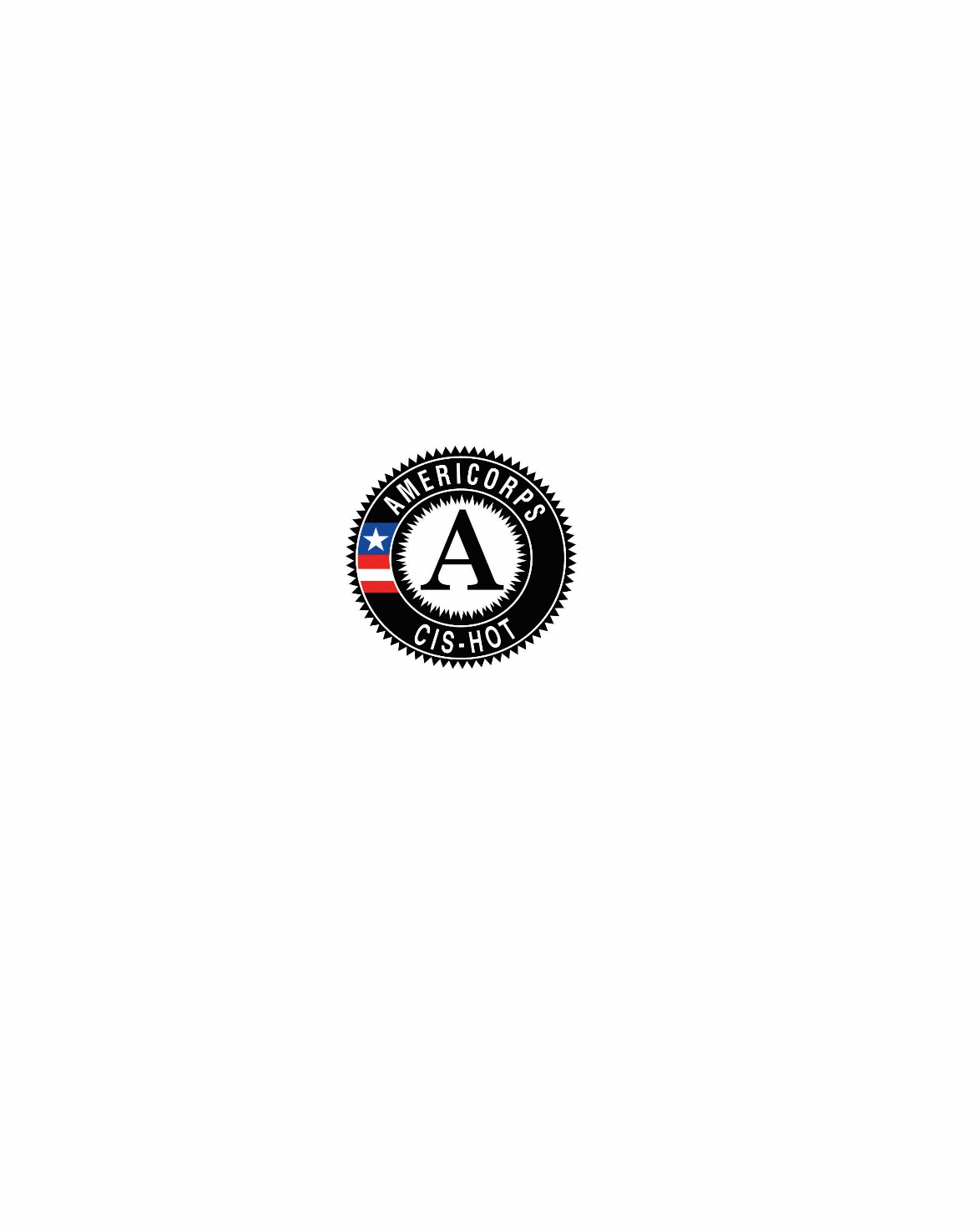
2. Members may only provide support for these groups if **pre-approved** by the PM **and** the AmeriCorps PC.

3. Participation with these groups will be taken on a case-by-case basis reviewing the following criteria:

a. Member educational background

b. Member training

c. Member ability, maturity, and readiness to provide support to students from these groups.

**CIS-HOT AmeriCorps**

**Action Plan Process**

**What is the purpose?**

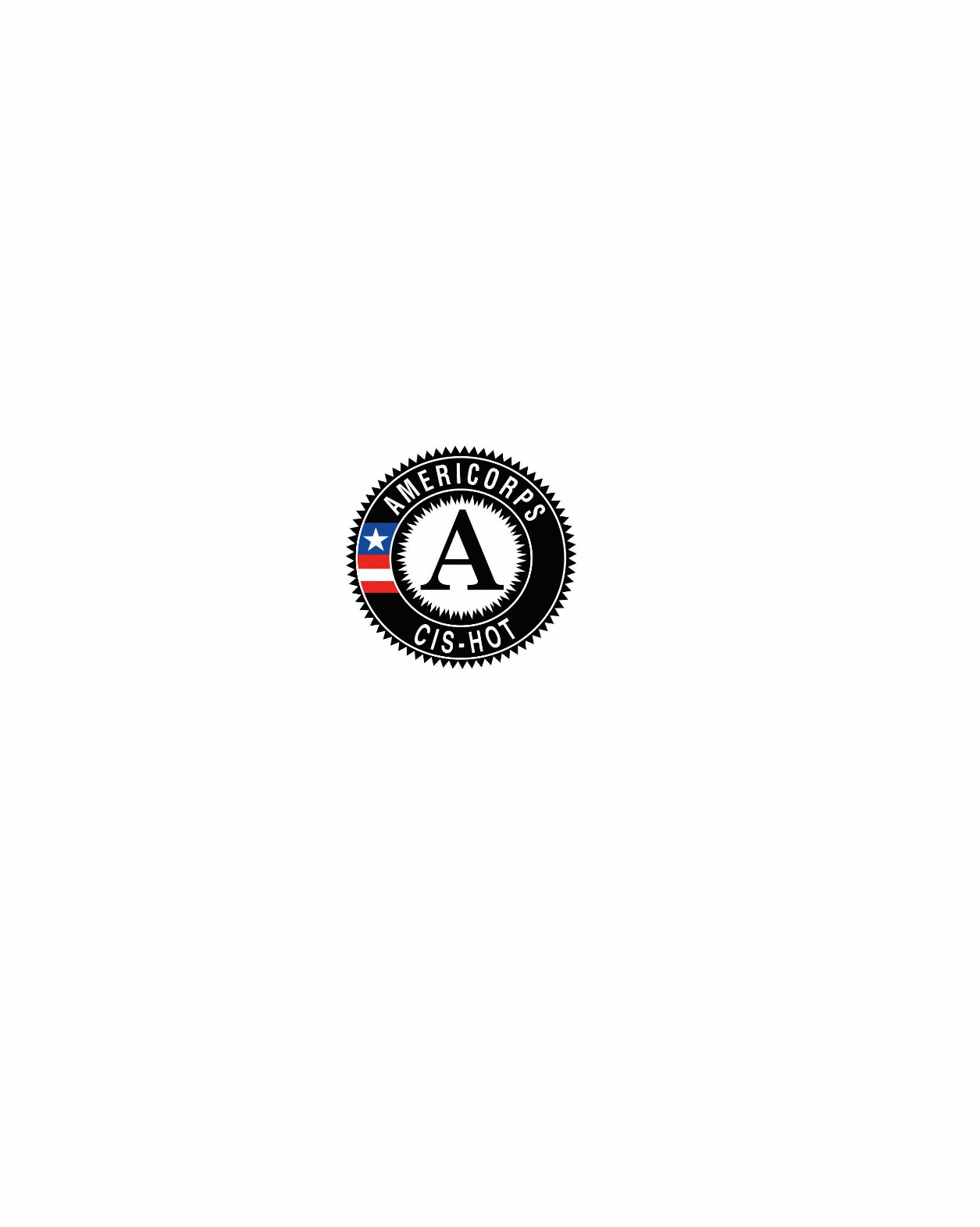
* This form shows the program’s Code of Conduct and the disciplinary procedure for violating the code.

**Who is responsible for this?**

* It is the member’s responsibility to be familiar and comply with the Code of Conduct and all policies and procedures.

**Where can I find this?**

* This form can be found in the Member Handbook and can also be obtained from the AmeriCorps Program Coordinator.

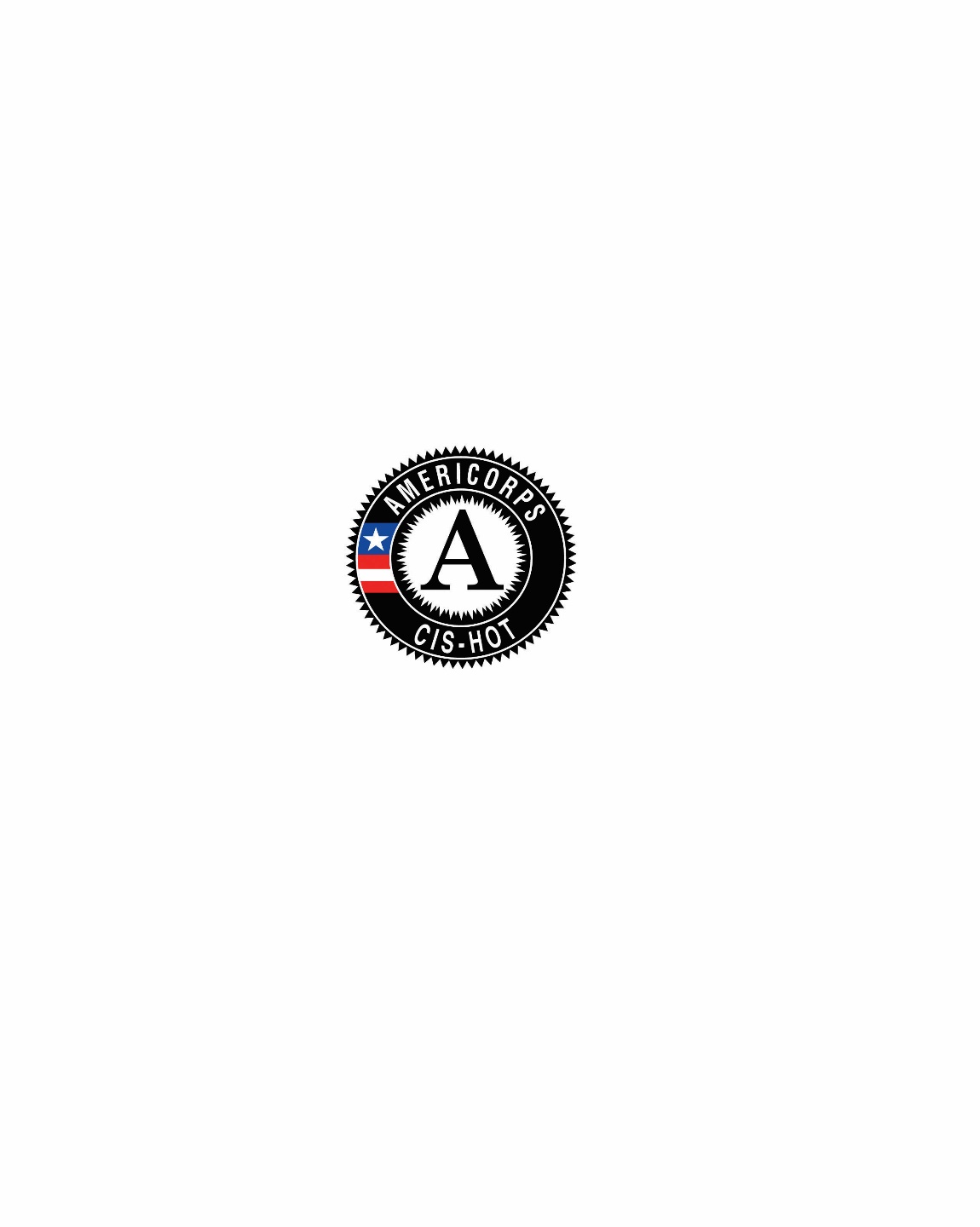
****

**CIS-HOT AmeriCorps**

**Action Plan Process**

**The member understands that the following chart describes the program’s disciplinary procedures for violating the Code of Conduct and CIS-HOT AmeriCorps Policies and Procedures.**

|  |  |  |  |
| --- | --- | --- | --- |
| **Level One**  **Violations** | **Level Two**  **Violations** | **Level Three Violations** | **Level Four Violations** |
| 1st- Warning  2nd- Warning and Coordinator-assigned training  3rd- Action plan, possible suspension (w/o pay), and possible counseling  4th- Immediate suspension, possible termination, and mandatory counseling and/or training | 1st- Warning and Coordinator-assigned training  2nd- Action plan, possible suspension (w/o pay), and possible counseling  3rd- Immediate suspension, possible termination, and mandatory counseling and/or training | 1st- Action plan, possible suspension (w/o pay), and possible counseling  2nd- Immediate suspension, possible termination, and mandatory counseling and/or training | 1st- Immediate suspension, possible termination, and mandatory counseling and/or training |
| * Tardiness * Failure to wear appropriate clothing to a service site * Late submission of reports, timesheets or student progress data * Offenses as determined by Program Managers and/or AmeriCorps Staff | * No shows and unexcused absences, including training and service projects * Being argumentative with CIS-HOT staff or school staff * Abuse of leave * Inappropriate language or actions with service recipients, team members, CIS-HOT staff and/or school staff * Offenses as determined by Program Managers and/or AmeriCorps Staff | * Fighting or being physically abusive * Unauthorized contact with clients (including telephone, email, social media, and contact outside of CIS-HOT activities) * Misrepresenting affiliation with CIS-HOT, school, and/or AmeriCorps * Offenses as determined by Program Managers and/or AmeriCorps Staff | * Failure to notify CIS-HOT AmeriCorps Staff of any criminal arrest or conviction within 5 days * Harassment * Possessing or consuming drugs/alcohol during service activities * Offenses as determined by Program Managers and/or AmeriCorps Staff |

**CIS-HOT AmeriCorps**

**Extra Hours Opportunity**

**What is the purpose? -** To enhance your term of service and provide additional opportunities for you to serve within the community. It is also meant for you to branch out and seek additional training opportunities not provided by the CIS-HOT AmeriCorps program.

**How can you work hours?** – You must arrange permission to work extra hours with your AmeriCorps Program Coordinator. Once permission has been gained, fill out the Extra Hours Opportunity Form and make sure that it is turned in with your time sheet no later than the 5th working day of the month after the hours were worked.

**Strengthening Communities Guidelines**

Strengthening Community hours promote teamwork and community involvement among AmeriCorps members (within the CIS-HOT AmeriCorps program and with other local AmeriCorps programs). Any hours served outside of your service site at another non-profit agency should be counted as Strengthening Community hours and recorded on your timesheet as such.

The following are examples of Strengthening Community activities: non-fundraising community service events and non-fundraising activities with AmeriCorps partners. If you have any questions in regards to possible Strengthening Community activities that fall outside of the above examples, you must contact your AmeriCorps Program Coordinator prior to doing those hours.

**The Extra Hours Opportunity Form must be submitted by the 5th working day of the following month with original signatures. Failure to submit this form will result in the removal of the submitted hours.**

**Without prior approval, Strengthening Community hours will not be granted to the member, regardless of the condition(s) or reason(s).**

These hours are **only** to be done in addition to the weekly hours required at your CIS-HOT service site.

|  |
| --- |
| * Full-time members can perform a maximum of eight (8) SC hours per month. * Half-time members can perform a maximum of four (4) SC hours per month. |

Under special circumstances, additional hours may be granted at the AmeriCorps Program Coordinator’s discretion.

**Employee Assistance Program (EAP) Guidelines**

Members may count up to four (4) hours per month for EAP counseling sessions. All EAP hours should be recorded as Support Trainings on your time sheet. EAP provides services at no cost to members in the form of short-term counseling, legal and financial consultations, and web-based services. Services provided cover issues such as: job performance, family issues, communication skills, managing depression & anxiety, anger management, legal and financial issues, self-improvement plans, stress management, career management, and substance abuse. Members must have their counselor sign the Extra Hours Opportunity Form which must be submitted by the 5th working day of the following month in order for these hours to be counted.

**Outside Training Guidelines**

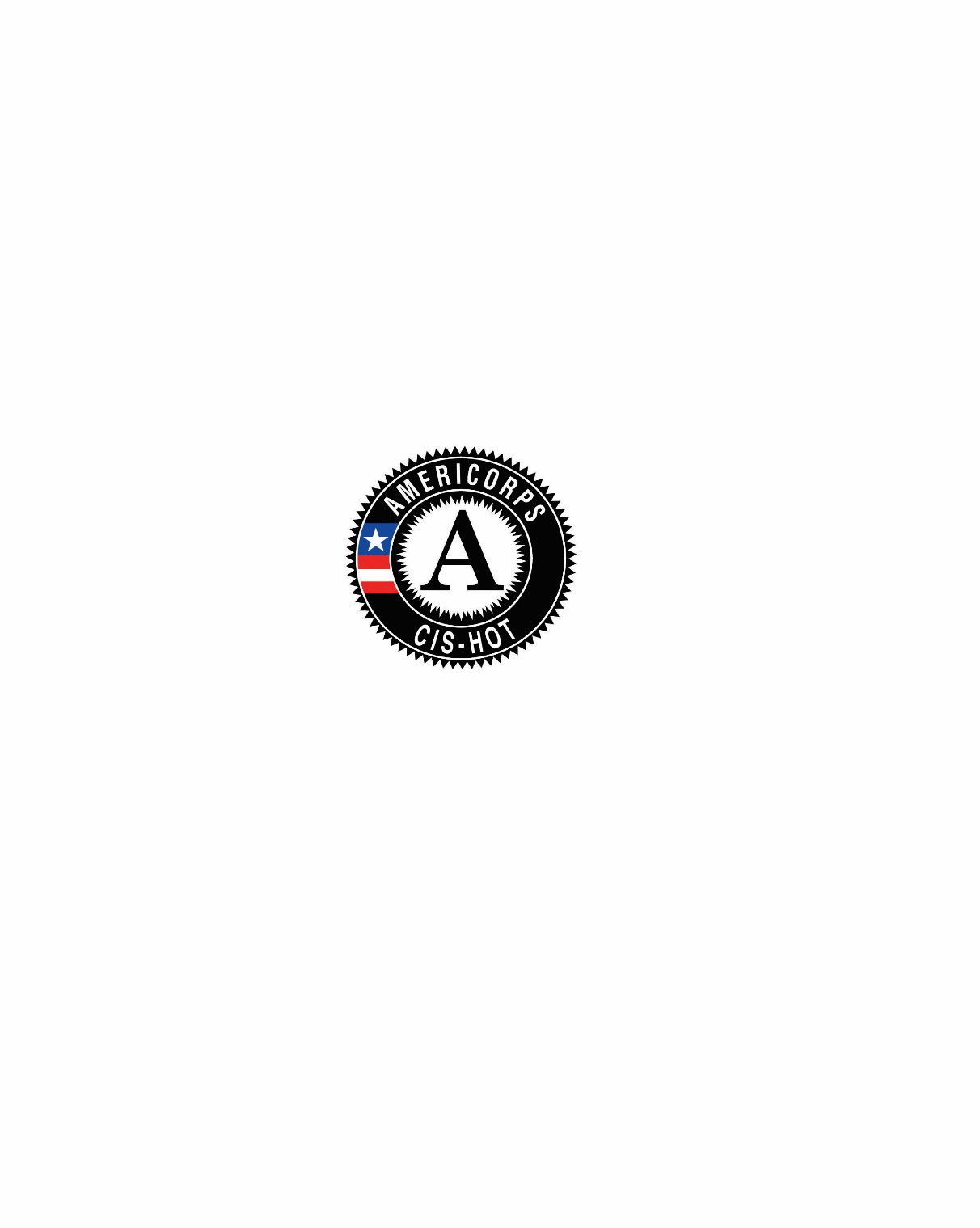
Members must have outside trainings pre-approved by their AmeriCorps Program Coordinators. Members must provide an Extra Hours Opportunity Form with original signatures which must be submitted by the 5th working day of the following month in order for these hours to be counted.

**Additional Extra Hours Guidelines**

The guidelines for additional extra hours opportunities are outlined in Section D of the AmeriCorps Policies section of the Member Handbook. An Extra Hours Opportunity Form with original signatures must be turned in by the 5th working day of the following month in order for these hours to be counted. Members will also be notified of extra service project hours via email as they are presented to the AmeriCorps Program Coordinator. These opportunities are direct service opportunities provided by CIS-HOT campuses and/or programs.

**When is this due?** – For months when the member performed the hours, the Extra Hours Opportunity Form must be turned in by the 5th working day of the following month. All Extra Hours Opportunity Forms must be original signatures and signed in **blue ink**.

**Who is responsible for this?** – The AmeriCorps member is responsible for completing this form, giving it to their AC Program Coordinator to sign prior to working the extra hours, and having it signed by the supervisor at the site when hours are worked.

**CIS-HOT AmeriCorps**

**Grievance Procedures**

In accordance with [42 U.S.C. 12636](http://www.gpo.gov/fdsys/pkg/USCODE-2010-title42/pdf/USCODE-2010-title42-chap129-subchapI-divsnF-sec12636.pdf) and [45 C.F.R. 2540.230](http://www.gpo.gov/fdsys/pkg/CFR-2008-title45-vol4/pdf/CFR-2008-title45-vol4-sec2540-230.pdf), state and local applicants that receive assistance from the Corporation for National and Community Service (CNCS) must establish and maintain a procedure for the filing and adjudication of grievances from participants, labor organizations, and other interested individuals concerning programs that receive assistance from the Corporation.

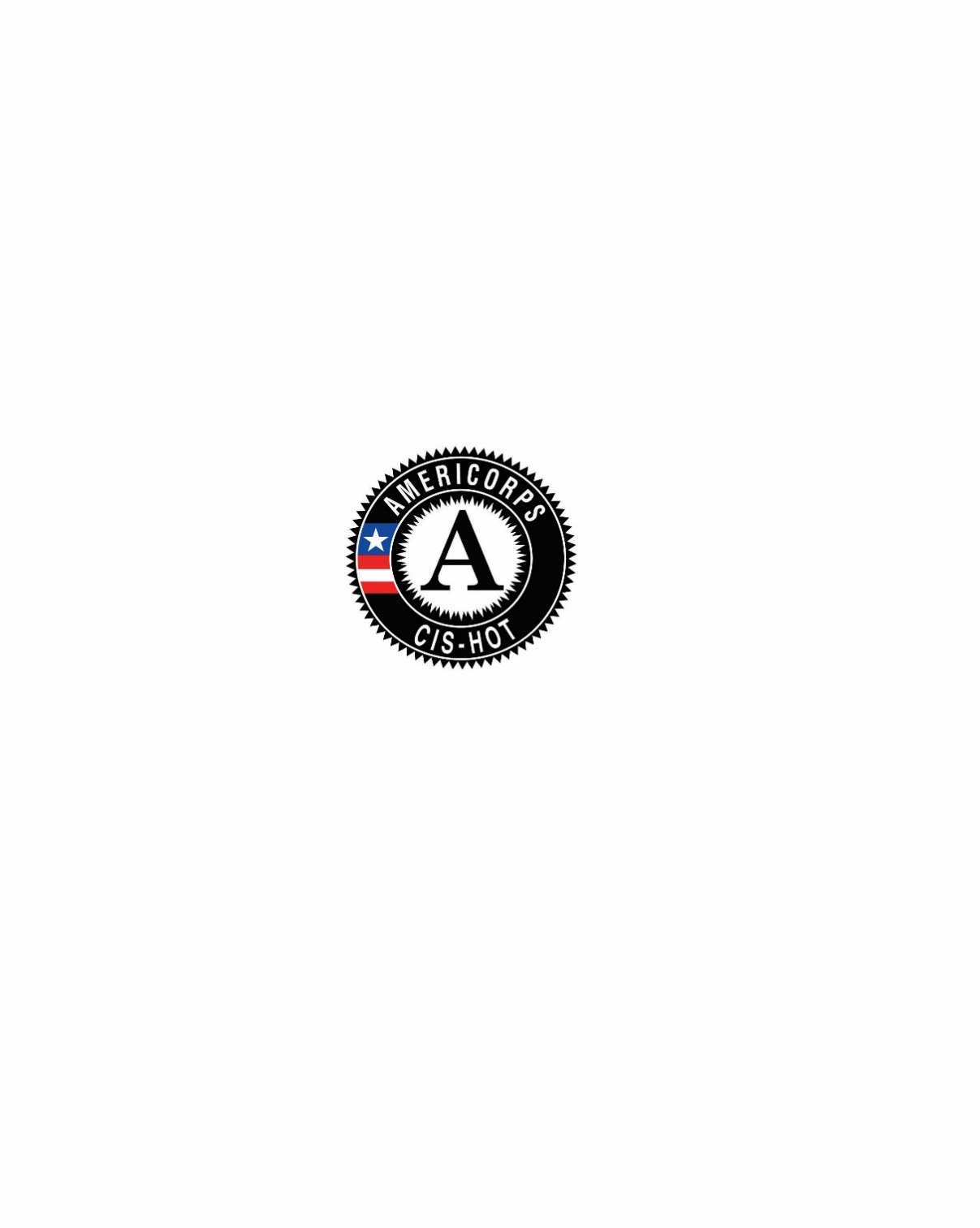
In general, aggrieved parties are encouraged to document their specific concerns and requested remedies in writing whenever seeking relief in a matter of concern or dissatisfaction relating to any AmeriCorps program issues, such as assignments, evaluations, suspension, or release of cause.

For AmeriCorps Texas programs operating under OneStar Foundation, the Texas state service commission, the following grievance procedure should be followed when handling such grievances:

* Step 1: Preliminary Complaint Resolution (PCR). As a preliminary first step, an aggrieved party should, if at all possible, address the concern directly with the AmeriCorps program in question, either through an immediate supervisor (if the aggrieved party is an AmeriCorps member) or with the program director or similar program authority (if aggrieved party is not an AmeriCorps member or if the direct supervisor is involved in the concern). Together, the program representative and the aggrieved party should first attempt to resolve the complaint through informal discussion and negotiation in alignment with the AmeriCorps program’s standard written policies for resolving complaints and concerns.
  + Timeline: Immediate (as soon as possible and ideally within 30 days of the occurrence to allow time for informal resolution before ADR would need to be initiated).
* Step 2: Alternative Dispute Resolution (ADR). If resolution is not achieved through Step 1 (Informal Resolution), the aggrieved party may then seek resolution through Alternative Dispute Resolution, which requires facilitated mediation and negotiation. ADR mediation proceedings must be aided by a neutral party who, with respect to an issue in controversy, functions specifically to aid the parties in resolving the matter through a mutually achieved and acceptable written agreement. The neutral party may not compel a resolution, and the proceedings are informal where the rules of evidence do not apply. At the initial session of dispute resolution proceedings, the aggrieved party must be advised in writing of the right to file a grievance and the right to arbitration. If the matter is resolved, the terms of the resolution are recorded in a written agreement, and the party agrees to forego filing any further grievance on the matter under consideration. With the exception of a written agreement, the proceedings are confidential.
  + Timeline: ADR must be initiated within 45 days of the alleged occurrence. If matter is not resolved within 30 calendar days from the date the informal dispute resolution process began, the aggrieved party must be informed in writing of the right to file a formal grievance.
* Step 3: Formal Grievance Filing and Hearing. If resolution is not possible through Step 2 (ADR) and the matter is not resolved within 30 calendar days from the date that the Alternative Dispute Resolution process began, the neutral party must again inform the aggrieving party of his or her right to file a formal grievance. In the event an aggrieved party files a grievance, the neutral party from ADR may not participate in the formal complaint process. Therefore, OneStar Foundation’s CEO will appoint a different neutral party to oversee the Grievance Hearing process. In addition, no communication or proceedings of the informal dispute resolution process may be referred to or introduced into evidence at the grievance and arbitration hearing. Any decision by the neutral party is advisory and is not binding unless both parties agree.
  + Timeline: Grievance must be filed no later than one year after the alleged occurrence (except for fraud and criminal activity). The grievance hearing must be conducted no later 30 calendar days after the filing. A decision is made no later than 60 calendar days after the filing.
* Step 4: Binding Arbitration. The final step, Binding Arbitration, is available to the affected party only if a grievance hearing decision is adverse or if no decision is made within 60 days of the filing of the initial grievance. A qualified arbitrator will be used who is jointly selected and independent of the interested parties. The Corporation’s CEO will appoint an arbitrator if the parties cannot agree on an arbitrator within 15 calendar days after receiving a request from either party. The cost of arbitration is divided evenly between the parties to the arbitration. If the participant, labor organization, or other interested individual prevails during arbitration, then the grantee pays the total cost of the proceeding and the attorney’s fees of the prevailing party.
  + Timeline: An arbitration proceeding must be held no later than 45 calendar days after the arbitrator’s appointment, or no later than 30 calendar days after the arbitration commences. A decision must be made by the arbitrator no later than 30 days after the arbitration commences.

Other Important Information:

* If the grievance is regarding a proposed participant placement, the placement is not to be made unless it is consistent with the resolution of the grievance.
* If the grievance alleges fraud or criminal activity, it must immediately be brought to the attention of the Corporation’s Office of Inspector General. Visit [www.cncsoig.gov](http://www.cncsoig.gov/) or call the OIG hotline at (800) 452-8210.
* Parties involved in a grievance are encouraged to work closely with the OneStar Grants Officers assigned to the AmeriCorps program in question as well as OneStar’s Director of National Service Programs in navigating the grievance procedures. A list of OneStar staff may be found at <http://onestarfoundation.org/about-us/our-staff/>.

****

I \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ certify that I have received a copy of the 2016-2017 CIS-HOT AmeriCorps Program Member Handbook and Forms Book. I understand that it is my responsibility to adhere to the guidelines set forth in this handbook and ask questions if I do not understand the information.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

AmeriCorps Member Signature Date