



AmeriCorps ACCESS Project SITE SUPERVISOR MANUAL 2009 - 2010



This manual includes policies and procedures created by the ACCESS Project for the purpose of clarifying expectations of partner agencies participating in the program and creating a signed, legal contract between the partner agency and the ACCESS Project.

TABLE OF CONTENTS

SECTION I: GENERAL INFORMATION

| | |
|---|----------|
| I. ORGANIZATIONAL STRUCTURE..... | 5 |
| A. The AmeriCorps ACCESS Project | |
| B. Accessing Cross-Cultural Education Service Systems (ACCESS) | |
| C. The Center for New North Carolinians (CNNC) | |
| D. The North Carolina Commission on Volunteerism and Community Service | |
| E. The Corporation for National and Community Service | |
| II. ORGANIZATIONAL CHART..... | 6 |
| III. AMERICORPS TERMS..... | 7 |
| IV. AMERICORPS ACCESS PROJECT 2009-2010 ACTIVITIES & TARGETS..... | 8 |
| A. Needs and Services | |
| 1. ACCESS Disaster Preparedness Outreach | |
| 2. Cross Cultural Human Services | |
| 3. English to Speakers of Other Languages | |
| B. Strengthening Communities | |
| 1. Volunteer Recruitment | |
| 2. Sustainability Training | |
| C. Participant Development | |
| 1. Disaster Preparedness | |
| 2. Interpreter Training | |

SECTION 2: TRAINING CURRICULUM/NATIONAL IDENTITY DAYS

| | |
|--|-----------|
| I. SITE SUPERVISOR TRAINING..... | 11 |
| A. Training Attendance | |
| B. Training Schedule | |
| II. MEMBER TRAINING..... | 11 |
| A. Training Requirements | |
| B. Training Schedule | |
| C. Travel Time Policy | |
| D. Training Absence Policy | |
| E. Training Make-up Policy | |
| F. Training Tardiness Policy | |
| III. NATIONAL IDENTITY DAYS..... | 14 |
| IV. INCLEMENT WEATHER POLICY..... | 14 |

SECTION 3: POLICIES & PROCEDURES

| | |
|---|-----------|
| I. DRUG FREE WORK PLACE..... | 15 |
| II. HARASSMENT..... | 15 |
| A. Sexual Harassment | |
| B. Other Forms of Harassment | |
| III. DISCIPLINARY POLICY..... | 16 |
| IV. GRIEVANCE PROCEDURE..... | 17 |
| V. RELEASING MEMBERS FROM THE PARTNER AGENCY..... | 18 |
| A. Release for Cause | |
| B. Release for Compelling Personal Circumstances | |
| C. Suspension | |
| VI. SITE VISITS..... | 19 |
| VII. SIGNAGE..... | 20 |
| VIII. DISASTER PREPAREDNESS & RESPONSE..... | 20 |
| IX. SITE SUPERVISOR & MEMBER RESPONSIBILITIES..... | 20 |
| X. RECRUITMENT & INCLUSION..... | 21 |

SECTION 4: MEMBER ACTIVITIES

| | |
|--|-----------|
| I. PROHIBITED ACTIVITIES..... | 22 |
| II. FUNDRAISING POLICY..... | 22 |
| A. Approved Member Fundraising Activities | |
| B. Prohibited Member Fundraising Activities | |
| III. MEMBERS ACTIVE IN SERVICE THROUGHOUT THE PROGRAM YEAR..... | 23 |

SECTION 5: FORMS & DOCUMENTS

**This section includes sample program forms and documents. Forms are available on the web at:
<http://cnnc.uncg.edu/programs/americorps.htm>*

| | |
|---|-----------|
| I. AMERICORPS ACCESS PARTNERSHIP AGREEMENT..... | 24 |
| II. MEMBER SERVICE DESCRIPTION..... | 24 |
| III. MEMBER TIME SHEETS & ACTIVITY LOGS..... | 24 |

IV. IN KIND DOCUMENTATION.....26

V. PARTNER AGENCY QUARTERLY REPORTS.....26

VI. MID & END OF YEAR MEMBER PERFORMANCE EVALUATIONS.....26

VII. SERVICE SITE EVALUATION.....27

VIII. REPORTING SCHEDULE.....27

SECTION 6: APPENDICES

APPENDIX A – PARTNER AGREEMENT

APPENDIX B – MEMBER SERVICE DESCRIPTION

APPENDIX C – MEMBER TIME SHEET INSTRUCTIONS & ACTIVITY LOGS

APPENDIX D – IN KIND DOCUMENTATION

APPENDIX E – PARTNER AGENCY QUARTERLY REPORTS

APPENDIX F - MID & END OF YEAR MEMBER PERFORMANCE EVALUATIONS

APPENDIX G - SERVICE SITE EVALUATION

APPENDIX H – TRAINING CALENDAR

Most forms are available on the web at: <http://cnnc.uncg.edu> “click on AmeriCorps ACCESS Project, current partner agency.”

SECTION 1: GENERAL INFORMATION

The mission of ACCESS is to help immigrant and refugee communities gain better access to human services, become economically self sufficient, and build bridges of understanding between immigrant and mainstream communities.

I. ORGANIZATIONAL STRUCTURE

The AmeriCorps ACCESS (AmeriCorps Cross-Cultural Education Service Systems) Project is one of many programs at the Center for New North Carolinians (CNNC). The ACCESS Project was first funded by the NC Commission on Volunteerism and Community Service in 1994. The mission of the project is to increase immigrants' and refugees' access to health and human services and to provide opportunities for members' (many of whom are immigrants and refugees themselves) personal and professional development. ACCESS Project members are placed with partner agencies across the state of North Carolina to serve the needs of diverse communities. ACCESS offers full-time, professional corps, and part-time opportunities for members.

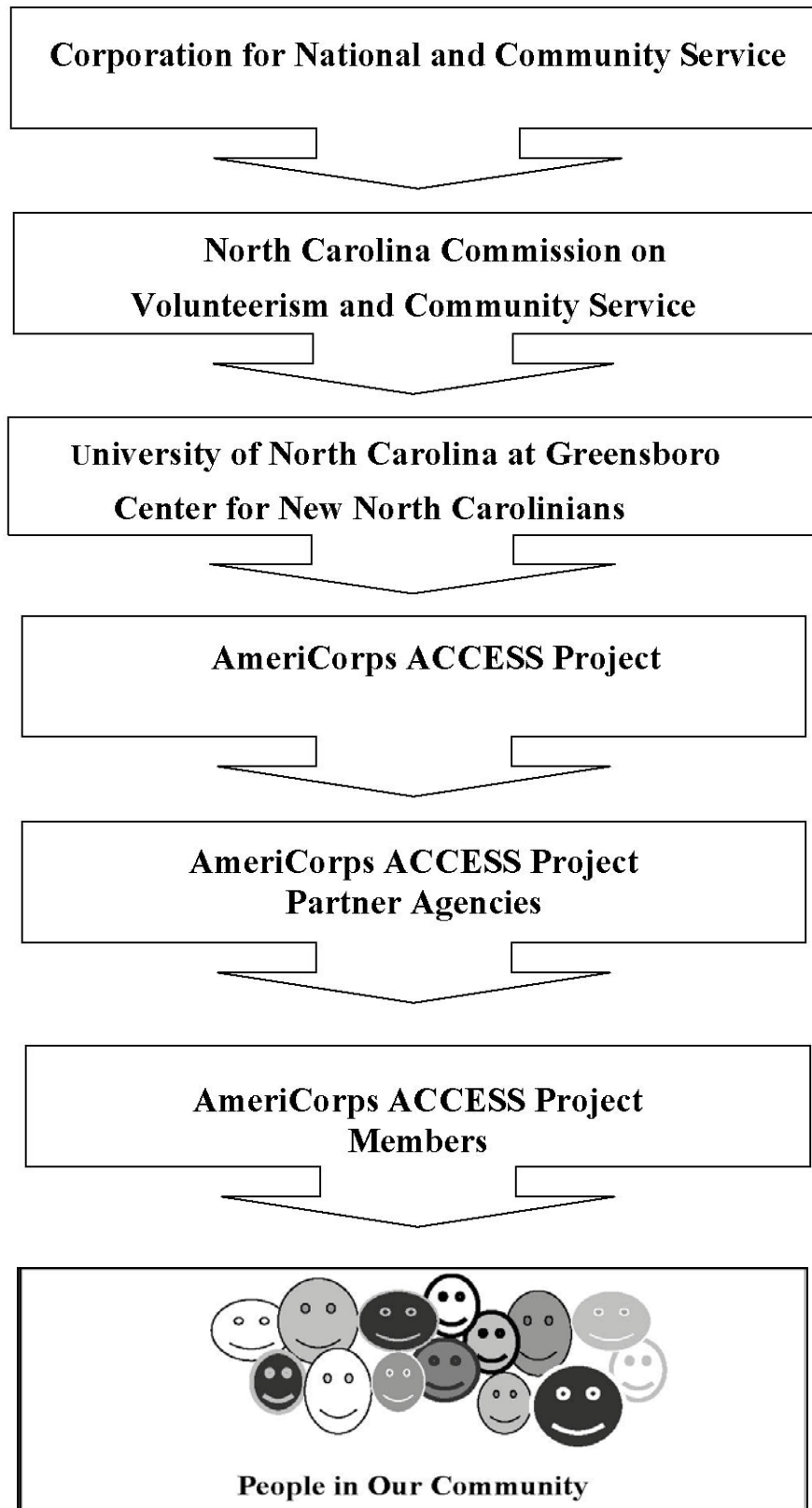
ACCESS (Accessing Cross-Cultural Education Service) is a system that helps refugees, immigrants, and their communities increase access to human services, build bridges of understanding with their neighbors, and become economically self-sufficient residents of our state. A number of CNNC programs, including the Interpreter ACCESS Project and the Immigrant Health ACCESS Project, are part of this system.

The Center for New North Carolinians (CNNC) is part of the University of North Carolina at Greensboro's School of Human Environmental Sciences and closely connected to the Department of Social Work. CNNC works to improve the quality of life for North Carolinians by embracing cultural diversity and connecting people of various countries and cultures. CNNC builds bridges between immigrant populations and existing communities in North Carolina by providing: outreach and educational programming; research and evaluation; information services; technical support; and immigrant and refugee leadership development.

The North Carolina Commission on Volunteerism and Community Service funds The ACCESS Project as well as many other AmeriCorps programs across the state of North Carolina. The mission of the Commission is to foster an ethic of volunteerism and community service in North Carolina people of all ages and backgrounds.

The Corporation for National and Community Service, 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 CHART



III. AMERICORPS TERMS

Being part of an AmeriCorps program is a unique experience. AmeriCorps is a volunteer opportunity that engages individuals in meeting the needs of their communities, promotes personal development, and strives to strengthen communities. AmeriCorps is not a job. The following are terms that are used frequently to describe various aspects of the AmeriCorps experience.

MEMBER: AmeriCorps members are not referred to as program or agency volunteers, workers, staff, participants, or employees. Instead, people who are selected to participate in AmeriCorps programs are called members. This is because they are part of a special group, or membership, of individuals who have made the decisions to contribute to improving the lives of others.

SERVE, SERVICE: The terms serve and service should be used to describe members' activities. Members are not employees and their activities should not be referred to as "work." For example, it is accurate for members to state that they are an AmeriCorps members *serv*ing at a particular organization but inaccurate to state that they are *work*ing at that organization. This is an important distinction. AmeriCorps members are part of an AmeriCorps program but are not employees of either the organizations or agencies where they are placed or the AmeriCorps program.

SERVICE SITE: The service site is the partner agency/organization where members are placed. The service site the place where members are engaged in their service activities and is not considered a place of employment or a work site.

PARTNER AGENCY/ORGANIZATION: The partner agency/organization is the location where members engage in their service. The partner agencies/organizations collaborate with AmeriCorps programs to meet the needs of communities. Members are placed with partner agencies/organizations to complete their service year.

SERVICE LEARNING: Service-learning is a recognized method of promoting education through active participation of individuals in addressing community needs. Service activities and special projects are two ways that AmeriCorps programs engaged members in service learning experiences.

LIVING ALLOWANCES/STIPEND: These are the terms used to describe the financial benefit that members receive from the AmeriCorps program they participate in. The living allowance, or stipend, that AmeriCorps members receive is not considered to be a salary, or an hourly wage.

IV. AMERICORPS ACCESS PROJECT ACTIVITIES & TARGETS FOR THE 2009-2010 SERVICE YEAR

The ACCESS Project establishes program activities and targets each year. Below are the activities and targets for providing services to meet the needs of individuals, strengthen communities, and personal and professional development opportunities for members for the 2009-2010 program year.

A. Needs and Services

◆ ACCESS DISASTER PREPAREDNESS RELIEF

Activity: Members will conduct disaster preparedness workshops with immigrants and refugees. Immigrants and refugees will receive disaster preparedness information from ACCESS members.

Target 1: 3,000 immigrants and refugees will receive disaster preparedness information.

Members provide this data to the program by completing and submitting monthly Member Activity Logs.

Target 2: 8 disaster preparedness workshops will be conducted by members.

Members provide this data to the program by completing and submitting monthly Member Activity Logs.

Target 3: 75% out of 80 immigrants and refugees who attend workshops conducted by members will demonstrate an increase in knowledge about disaster preparedness.

Members conduct pre- and post-tests with disaster preparedness workshop participants and provide this data to the ACCESS Project for analysis and reporting.

Result: Immigrants and refugees will receive disaster preparedness education, information and outreach from AmeriCorps members. Immigrants' and refugees' knowledge of disaster preparedness will increase.

◆ CROSS CULTURAL HUMAN SERVICES

Target 1: 30 members will receive Cross Cultural Human Services trainings.

This data is collected from the Training Tracking Form.

Target 2: 85% (30) members will demonstrate an adequate level of competency in providing cross cultural human services to immigrants and refugees.

Site supervisors provide this data to the program by completing and submitting the Partner Agency Quarterly Reports.

Target 3: 15,000 immigrants will receive cross cultural human services from members 40,000

times.

Members provide this data to the program by completing and submitting monthly Member Activity Logs.

Target 4: 26 members will receive the Cross Cultural Human Services Credential.

This data is collected from the Training Tracking Form and the Partner Agency Quarterly Reports completed and submitted to the program by the site supervisors.

Target 5: 70% of 21 partner agencies whose members provide human services will report that their organizations' capacity has increased due to the members' cross cultural human service provision.

Site supervisors provide this data to the program by completing and submitting the Partner Agency Quarterly Reports.

Result: Members will receive trainings, increase cultural competency, provide human services to immigrants and refugees, and earn the Cross-Cultural Human Services Credential. Partner agencies' capacity to provide human services to immigrants and refugees will increase resulting from members' cross cultural human service provision.

◆ ENGLISH FOR SPEAKERS OF OTHER LANGUAGES (ESOL)

Activity: Members will receive ESOL training and provide, facilitate and/or refer immigrants and refugees for English language instruction.

Target 1: 500 immigrants and refugees will receive English language instruction from members.

Members provide this data to the program by completing and submitting monthly Member Activity Logs.

Result: Immigrants and refugees will receive English language instruction.

B. Strengthening Communities

◆ VOLUNTEER RECRUITMENT

Activity: Members will receive training in volunteer recruitment and management and recruit volunteers for faith and community based organizations.

Target 1: 600 volunteers will be recruited by members to provide 3000 hours of community service at faith and community based organizations.

Members provide this data to the program by completing and submitting monthly Member Activity Logs.

Result: Immigrants, refugees and others will be recruited to volunteer with faith and community based organizations.

◆ SUSTAINABILITY TRAINING

Activity: ACCESS Professional Corps members, second year members, ACCESS staff, CNNC staff, and other organizational representatives will provide sustainability training for community and faith-based partner organizations serving immigrants and refugees.

Target 1: 8 partner agencies will receive sustainability trainings 3 times each program year.

This data is collected from the Training Sign In Sheets.

Result: Faith and community based organizations will receive sustainability trainings.

C. Participant Development

◆ DISASTER PREPAREDNESS

Activity: Members will participate in disaster preparedness and response training.

Target 1: 12 members will be trained in disaster preparedness and response.

This data is collected from the Training Attendance Roster.

Result: Members will be trained in disaster preparedness and response.

◆ INTERPRETER TRAINING

Activity: Professional interpretation training will be provided for and attended by bilingual members.

Target 1: 25 bilingual members will receive professional interpreter training.

This data is collected from the Training Sign in Sheet.

Target 2: 2,500 immigrants and refugees will receive interpreting services from bilingual members 6,000 times.

Members provide this data to the program by completing and submitting monthly Member Activity Logs.

Target 3: 75% of 19 members will increase their interpreting skills.

This data is reported from Member Quarterly Reports and from pre- and post-tests Members complete after interpreter training.

Result: Bilingual AmeriCorps members will receive professional interpreter training and immigrants and refugees will receive interpreting service.

SECTION 2: TRAINING CURRICULUM/ NATIONAL IDENTITY DAYS

I. SITE SUPERVISOR TRAINING

A. Training Attendance

Site supervisors are required to attend an initial orientation and four additional quarterly meetings. These five meetings provide an opportunity for everyone to receive and share information about the program and to complete documents necessary for the AmeriCorps ACCESS Project's quarterly reports to the NC State Commission on Volunteerism and Community Service. **When site supervisors do not attend these meetings it generates an unnecessary amount of extra work for the program and impedes the ability of the program to meeting reporting deadlines.** Partner agencies, whose site supervisors do not attend orientation and/or have poor attendance at quarterly trainings, jeopardize the opportunity to continue as partner agencies and may not be awarded member slots in the future.

B. Training Schedule

Site supervisors' trainings have been scheduled as follows for the 2009-2010 program year:

| | | |
|-------------------------------|------------------------------------|-----------------------|
| Orientation | Tuesday, August 18, 2009 | 10:00am-2:00pm |
| 1st Quarter | Thursday, November 12, 2009 | 10:00am-1:00pm |
| 2nd Quarter | Thursday, February 11, 2010 | 10:00am-1:00pm |
| 3rd Quarter | Thursday, April 29, 2010 | 10:00am-1:00pm |
| 4th Quarter | Thursday, July 15, 2010 | 10:00am-1:00pm |

II. MEMBER TRAINING

Training attendance is mandatory in order to be eligible to receive the Cross Cultural Human Services Credential and the educational award. Training is a central part of the AmeriCorps ACCESS Project. Generally, ACCESS conducts trainings on the third Saturday of each month. Trainings are required and a wonderful opportunity for members to gain knowledge and skills, share experiences, and support one another as a team.

A. Training Requirements

Members are expected to be on time for trainings and to actively participate. Members will be reimbursed for travel to trainings. Overnight accommodations will be made available to members traveling 2 hours or more to the training location.

ALL members are required to attend the following NC Commission on Volunteerism and Community Service and Corporation for National and Community Service mandated trainings:

- Orientation
- Diversity
- Communication
- Conflict Resolution
- Citizenship
- CPR/First Aid
- Disaster Preparedness
- Cross Cultural Values (Service Specific Training)

Bilingual members are required to participate in the Professional Interpreter Training offered through CNNC.

A supplemental training will be provided for members on Volunteer Recruitment/Management/Retention.

In addition to completing the required trainings above, **all first year full-time and part-time members are required to participate in the Cross Cultural Human Services Credential Trainings.**

Professional Corps, reduced part-time, and second year members are not required to attend additional trainings associated with the Cross Cultural Human Services Credential, unless they would like to receive this credential or enhance their knowledge on a particular training topic. In order for these members to receive the credential, they must submit a request in writing within 30 days of the start of the program.

Cross Cultural Human Services Credential Trainings are as follows:

- Cross Cultural Values*
- Diversity*
- Effective Cross-Cultural Communication*
- Cross-Cultural Conflict Resolution*
- Community Resources
- Crisis Intervention
- Immigration Law
- Tutoring & Teaching English to Speakers of Other Languages

*These are the same trainings that are included in the list of Commission and Corporation mandated trainings.

In predetermining recipients of the Cross Cultural Human Services Credential, first year, part and full-time members will be evaluated by their site supervisors on their ability to demonstrate adequate level of competency in providing cross cultural human services to immigrant and refugee community members. This evaluation will be completed two times during the program year. The first evaluation will be conducted after the members have completed their first quarter (Sept. – Dec. 2009). Members who did poorly on their first evaluation will have an opportunity to improve in the areas of weakness as identified by the site supervisors during the second and third quarters. The final evaluation will determine members' eligibility to receive the Cross Cultural Human Services Credential. The last evaluation will be completed after the third quarter (April 2010 – June 2010).

Second year members may be asked to take on a leadership role to assist the ACCESS Project with certain training topics and/or help to coordinate, facilitate, and implement the National Identity Day service projects.

Professional Corps members are required to lead and/or conduct at least one of the training topics, National Identity Day service projects, or one disaster preparedness workshop to immigrants or refugees.

Members may be approved to receive credit for training requirements based on previous academic or professional experience. To request approval for credit, submit the request, in writing, to the AmeriCorps ACCESS Project Training Coordinator. In order to receive credit for trainings, requests should be submitted 30 days prior to the training date.

B. Training Schedule

A copy of the current year's member Training Calendar is provided in Appendix H.

C. Travel Time 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 Identity Day service projects, etc.

D. Training Absence Policy

Members are allowed two *excused* absences during the program year. An excused absence is defined as one in which the member contacts the ACCESS Project *before* the training is missed. The third absence will warrant a **written warning** to be included in the member's file and the member's site supervisor will also be notified. If the member is absent after the written warning has been issued, he/she may be put on **probation, suspended and/or terminated** from the program at the discretion of the Project Director.

E. Training Make-Up Policy

Missed trainings must be made up. Training make-up activities are due 10 business days after they are assigned. Members should refer to the CNNC website (the Current Member page) for approved make-up assignments.

F. Training Tardiness Policy

All members are expected to be at monthly trainings on time and prepared for active participation. This includes bringing the Member Manual, a writing utensil, etc. **Being late twice is considered the equivalent of one absence.** In addition, the site supervisor will be contacted.

Members who arrive more than thirty minutes late for training may be asked to leave the training and will be required to make up the training. Travel WILL NOT be reimbursed for members who are late to trainings and asked to leave.

III. NATIONAL IDENTITY DAYS

ACCESS members and staff will collaborate to plan and coordinate service projects to participate in five AmeriCorps National Identity 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. National Identity Days are:

- | | |
|--|--|
| • Serve to Remember Day | Friday, September 11, 2009 |
| • Make A Difference Day | Saturday, October 24, 2009 |
| • Dr. Martin Luther King, Jr. Day | Monday, January 18, 2010 |
| • National Volunteer Service Week | Sunday, April 18 – Saturday, April 24, 2010 |
| • AmeriCorps Week | TO BE DETERMINED |

IV. INCLEMENT WEATHER POLICY

In the event that there is an AmeriCorps activity scheduled on a day when there is inclement weather, members should contact the ACCESS Project by telephone at (336) 256-1060 to get information about cancellations and rescheduled events. Decisions will be made regarding cancellations and rescheduled events by 5p.m. the day prior to the event. A pre-recorded message will provide information for members after business hours.

SECTION 3: POLICIES & PROCEDURES

I. DRUG FREE WORK PLACE

In accordance with the Drug-free Workplace Act, 41 U.S.C 701, the ACCESS Project is a drug-free workplace. It is prohibited to manufacture, distribute, dispense, be in possession of, or use any illegal controlled substance on ACCESS Project premises or at any time while engaged in service as an AmeriCorps member.

Under the Drug-Free Workplace Act, **members must notify the ACCESS Project in writing within 5 business days if arrested or convicted of a drug offense.** Participation in the program is conditioned on compliance with this notice requirement. **Anyone in violation of these rules will be terminated from the ACCESS Project.**

Possible consequences of a drug arrest or conviction include: suspension and referral to a drug rehabilitation program or release from the program based on the NC Commission on Volunteerism and Community Service's guidelines.

II. HARASSMENT

A. Sexual Harassment

It is the intention of the ACCESS Project 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, ACCESS 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 ACCESS Project 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. If preferred, the member may bring a concern to the attention the Executive Director of The Center for New North Carolinians. An investigation of any such complaint will be undertaken immediately by the Project Director or by another party if appropriate. The ACCESS Project 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, ACCESS will take appropriate action to resolve the matter.

III. DISCIPLINARY POLICY

If a member violates the Rules of Conduct, the following procedure is used for disciplinary action (except in cases where during the term of service the member has been charged with or convicted of a violent felony, possession, sale or distribution of a controlled substance):

1. **First offense** – the member will receive a **verbal warning** detailing the offense;
2. **Second offense** – the member will receive a **written warning** detailing the offense;
3. **Third offense** - the member may be put on **probation** for a period of time determined by the Project Director **or suspended**. If a member is suspended they will not be able to receive compensation or credit hours for the duration of the suspension;
4. **Fourth offense** – the member may be **released from the program** “for cause.”

The member understands that he/she will be either suspended, or released for cause, for committing certain acts during the term of service including, but not limited to, being convicted or charged with a violent felony; possession or distribution of a controlled substance; violation of member conduct; engaging in other prohibited activities.

IV. GRIEVANCE PROCEDURE

The member understands that ACCESS has a grievance procedure to resolve disputes concerning the member's suspension, dismissal, service evaluation, or proposed service assignment. The member also understands that, as a participant in the ACCESS Project, he/she may file a grievance in accordance with the Project's grievance procedure. In the event that informal efforts to resolve disputes are unsuccessful, members and other interested individuals may seek resolution through the following grievance procedures.

A. Optional Alternative Dispute Resolution (ADR)

- **ADR must be initiated within 45 days of the alleged occurrence.**
- If ADR is initiated, a neutral party, designated by the program, acting as mediator or facilitator, will attempt to facilitate a mutually agreeable resolution.
- ADR proceedings must be confidential, advisory, and binding only with the agreement of both parties.
- If the matter is resolved and written agreement is reached, parties will agree to forgo filing a further grievance in the matter under consideration.
- ADR must bring resolution within 60 calendar days, or the neutral party must inform the aggrieved party of the right to file a for a grievance hearing.
- At any time during this process the member has the right to withdraw a complaint or to opt out of the ADR process.

B. Grievance Hearing

- An aggrieved party may request a grievance hearing without participating in ADR, or if ADR is selected, and fails to result in a mutually agreeable resolution.
- **The aggrieved party must make a request for a hearing, in writing, to the Project Director within one year of the date of the alleged occurrence (except in the case of fraud or criminal activity).**
- The program will arrange for one or more pre-hearing conferences at a time mutually convenient for both parties.
- Pre-hearing conferences are conducted by the program official and are flexible in format.
- A hearing must be conducted no later than 30 calendar days after filing of a grievance.
- A written decision must be made no later than 60 days after filing.
- If the aggrieved party files a grievance after an ADR, no communication from the ADR may be introduced into evidence or referred to at the formal proceeding.
- Both parties will receive written notice of the hearing.

C. Binding Arbitration

- The aggrieved party may request an arbitrator if the decision of the grievance hearing is adverse to the grievant or if no decision has been reached within 60 days.
- The arbitrator must be independent and selected by agreement of the parties.
- If the parties cannot agree on an arbitrator the Corporation for National Service will appoint one.
- The program must hold arbitration proceedings no later than 45 days after the request for arbitration and a decision must be rendered within 30 days after arbitration.
- The cost of arbitration will be evenly divided between both parties, unless the aggrieved party prevails in which case the program will pay the total cost of the proceedings as well as the prevailing party's attorney fees.

V. RELEASING MEMBERS FROM THE PARTNER AGENCY

Site supervisors must communicate any concerns or problems with the member's performance to the Program Director immediately. The Program Director will address issues and concerns with the member and initiate disciplinary procedures (as defined by the AmeriCorps ACCESS Project policy) as necessary. **The AmeriCorps member is not an employee of the partner agency. Hence, the partner agency cannot "hire" or "fire" the AmeriCorps member.**

Members may be released, temporarily or permanently, from the term of service in the following two ways:

- **Suspension**
- **Termination**

There are two ways that members may be terminated or exited from the program:

- **For Cause**
- **For Compelling Personal Circumstances**

A. Release for Cause

The ACCESS Project will release a member for cause for the following reasons:

- The member drops out of the program without obtaining a release for compelling personal circumstances from the Project Director;
- During the term of service, the member is convicted of a violent felony, or the sale or distribution of a controlled substance;
- The member has committed a fourth violation of conduct code;
- Any other serious breach of judgment that the Project Director judges to undermine the effectiveness of the program.

If a member is released for cause he/she will receive no portion of the educational award. As of the date of termination from the program, the member ceases to be eligible to receive all AmeriCorps benefits, including stipend, child care subsidy, and health insurance.

B. Release for Compelling Personal Circumstances

Members are eligible for release from the term of service for compelling personal circumstances if they are unable to complete or continue the service term due to circumstances that are **beyond their control**. The ACCESS Project has the authority to define the personal circumstances by which a member may be released for compelling personal circumstances.

Reasons such as dissatisfaction with assignments, the desire to return to school, to move to another part of the country, or to take a job do not justify such a release.

The ACCESS Project may release a member from the term of service for compelling personal circumstances if the member demonstrates, and provides documentation to verify, that:

- The member has a disability or serious illness that makes completing the term impossible;
- There is a serious injury, illness, or death of a family member which makes completing the

term unreasonably difficult or impossible for the member;

- The member has a military service obligation;
- The member has accepted an opportunity to make the transition from welfare to work;
- Some other unforeseeable circumstance beyond the member's control makes it impossible or unreasonably difficult for the member to complete the term of service.

If a member wishes to be released for compelling personal circumstances, he/she is required to:

- Meet with the ACCESS Project Director to discuss the terms of the release;
- Provide, in writing, an account of the reasons the member wishes to be released from the program;
- Provide any supporting documents requested by the ACCESS Project and/or the Commission in order to validate the compelling personal circumstance;
- Complete and submit all necessary program documents, including timesheets, activity logs, quarterly reports, training make-up exercises, etc.
- Complete and submit an exit form.

If the member discontinues his/her term of service due to compelling personal circumstances the member will no longer be eligible to receive the stipend, child care subsidy, and health care, but may be eligible to receive a prorated amount of the education award.

C. Suspension

The program may suspend the member's term of service for the following:

- If during the term of service the member is charged with the distribution of a controlled substance. (If the member is found not guilty, or the charge is dismissed, the member may resume the term of service.)
- If during the term of service the member is convicted of a first offense of a controlled substance. (If, however, the member demonstrates that he/she has enrolled in an approved drug rehabilitation program, the member may resume his/her term of service.)
- If the member has violated the Code of Conduct, suspension may be used as part of disciplinary procedure in the Member Contract.

Suspended members cease to receive benefits such as stipend, child care subsidy and health insurance, and will not earn service hours during the duration of the suspension.

Members are responsible for creating a plan to make up service hours in order to ensure the feasibility of meeting all requirements for graduation.

VI. SITE VISITS

ACCESS Project staff will conduct site visits each quarter. Site reports are written and submitted to the NC Commission on Volunteerism and Community Service quarterly.

The North Carolina Commission on Volunteerism and Community Service will also conduct periodic site visits during the course of the program year.

Commission and ACCESS representatives use site visits as an opportunity to observe members engaged in service and to conduct interviews with members and site supervisors regarding highlights and recommendations for improvements.

VII. SIGNAGE

It is a federal requirement that all site placements where AmeriCorps members are serving be clearly marked as an AmeriCorps site. The NC Commission on Volunteerism and Community Service notes compliance with this requirement during periodic site visits to the partner agencies. For this reason, all partner agencies are asked to post AmeriCorps signage, distributed by the AmeriCorps ACCESS Project, in a prominent location.

VIII. DISASTER PREPAREDNESS & RESPONSE

ACCESS members will receive basic training in disaster preparedness as part of participation in AmeriCorps' nationwide initiative to increase communities' ability to prepare for and respond to disasters. A maximum of 12 ACCESS members will be solicited to serve in the Disaster Response Team (DRT). These DRT members may be called upon by the American Red Cross, local Emergency Management, or the State Commission Office to assist in the event of a disaster and may be deployed to help with volunteer recruitment, food distribution, interpretation, or other needs. ACCESS will provide members with any documentation needed to dismiss them from classes or other obligations so that they may serve in the event of a disaster.

IX. SITE SUPERVISOR & MEMBER RESPONSIBILITIES

Site Supervisor

Site supervisors provide supervision for members at the placement agency and serve as a liaison between the site and the ACCESS Project. Site supervisors play a critical role in assuring accountability and providing evaluation of members' performance at the sites.

It is the site supervisors' responsibility to:

- Obtain relevant signatures for the partnership agreement between AmeriCorps ACCESS and Partner Agency and submit the agreement to ACCESS office
- Provide day-to-day supervision of members
- Monitor member hours
- Sign and submit member timesheet on-line on a monthly basis
- Make sure cash match from partner agency is paid
- Complete monthly in kind reports to ACCESS
- Attend quarterly supervisor meetings
- Complete Partner Agency Quarterly Reports
- Complete member mid and end of year Member Performance Evaluations
- Communicate with ACCESS staff on on-going AmeriCorps issues

Members

It is the members' responsibility to:

- Communication with site supervisor and ACCESS staff members on an on-going basis

- Report to site placement and supervisor according to schedules
- Complete monthly Member Timesheet on-line and submit to supervisor
- Attend monthly trainings
- Complete Member Quarterly Reports
- Complete the Service Site Evaluation
- Carry out AmeriCorps ACCESS activities that would be beneficial to clients served
- Participate in National Identity Days and AmeriCorps organized events:
Serve to Remember, Make a Difference Day, Martin Luther King Day, National Volunteer Service Week, AmeriCorps Week, AmeriCorps Launch, and AmeriCorps Spring Summit

X. RECRUITMENT & INCLUSION

Recruitment

To ensure member placement, partner agencies are strongly advised to recruit individuals to apply for AmeriCorps member positions with their agencies. Individuals recruited by the partner agency should be referred to the AmeriCorps ACCESS Project office to apply and interview with the ACCESS staff. The partner agencies may not offer a position to a prospective member. However, partner agencies may recommend a prospective member be hired and placed with their agency to the ACCESS Project. The final decision to offer the AmeriCorps member a position will be made by the AmeriCorps ACCESS Project Director.

Partner agencies that recruit prospective members for placement with their organizations should screen applicants regarding the following eligibility requirements:

- **Citizenship** – The applicant must be able to provide a U.S. birth certificate, U.S. Passport, Certification of Naturalization, Permanent Resident Card, or an I-94 that clearly states “temporary evidence of permanent residence.”
- **High School Diploma or GED** – The applicant must be able to provide either a copy of the GED or High School Diploma OR a certified official copy of a college transcript. Applicant who does not have a GED must provide a valid letter stating that he/she is enrolled in a GED program.
- **Social Security Card**
- **Picture ID**
- **Resume**
- **References** – 3 references must be provided utilizing the ACCESS Reference Form

Inclusion

The AmeriCorps ACCESS Project does not discriminate against any employee or any applicant because of age, sex, race, ethnicity, national origin, religion, disability, sexual orientation, or gender identity.

Reasonable accommodations for members with disabilities are available upon request.

SECTION 4: MEMBER ACTIVITIES

I. PROHIBITED ACTIVITIES

Federal regulations require that at no time may a member:

While engaged in service, members may not:

- Engage in efforts to influence legislation, including lobbying for program, state or local ballot initiatives;
- Organize a letter-writing campaign to Congress;
- Engage in partisan political activities, or other activities designed to influence the outcome of an election to any public office;
- Organize or participate in protests, petitions, boycotts, or strikes;
- Participate in, or endorse, events or activities that are likely to include advocacy for or against political parties, political platforms, political candidates, proposed legislation, or elected officials;
- Take part in political demonstrations or rallies;
- Engage in voter registration drives;
- Assist or deter union organizing;
- Impair existing contracts or collective bargaining agreements;
- Engage in religious activities such as religious instruction, conducting religious services, and proselytizing;
- Engage in activities that pose a significant safety risk to others;
- Engage in assignments that displace employees;
- Provide assistance to a business organized for profit;
- Engage in any activity that is illegal under local, state or federal law.

The role of the AmeriCorps members is to provide direct service to clients. The NC Commission states that AmeriCorps members should be spending less than 1% of their time doing administrative service (i.e. filing, copying) unless directly related to the members' service to their clients.

II. FUNDRAISING POLICY

Members may raise funds directly in support of service activities that meet local, environmental, educational, public safety, homeland security or other human needs.

A maximum of **10% of members' service hours may come from fundraising activities:**

- 67 hours of fundraising for reduced part-time members,
- 90 hours of fundraising for part-time members,
- 170 hours of fundraising for full-time members.
- 170 hours of fundraising for Professional Corps members.

Members may raise funds directly in support of service activities that meet local, environmental, educational, public safety, homeland security or other human needs.

A. Approved Member Fundraising Activities

Examples of fundraising activities members may perform include, but are not limited to the following:

- Seeking donations of books for a program in which volunteers tutor children to read;
- Writing a grant proposal to a foundation to secure resources to support the training of volunteers;
- Securing supplies and equipment from the community to enable volunteers to build houses for low-income individuals;
- Securing financial resources from the community to assist a faith-based or community-based organization in launching or expanding a program that provides social services to members of the community and is delivered, in whole or part, through the member of the faith-based organization;
- Seeking donations from AmeriCorps alumni for specific service projects being performed by current members.

B. Prohibited Member Fundraising Activities

The following fundraising activities are prohibited for members’:

- Raising funds for members’ living allowance;
- Raising funds for an organization’s operating expenses or endowment;
- Writing grant applications for AmeriCorps funding or for any other funding provided by the Corporation for National and Community Service;
- Writing grant applications for funding provided by other federal agencies.

Site supervisors who have questions about approved and unapproved fundraising activities should contact the AmeriCorps ACCESS Project Director.

III. MEMBERS ACTIVE IN SERVICE THROUGHOUT THE PROGRAM YEAR

In order to receive the full stipend for each month, members are required to **be actively serving throughout the month**. For example, if a part-time member completes the required 900 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 stipend. However, if the member wants to receive the August stipend in full, the member must continue to actively serve in the program throughout August, as scheduled, at the site placement. The North Carolina Commission on Volunteerism and Community Service recommends that a member’s earliest last day of service be August 21 in order for the member to receive the full stipend for the month of August.

SECTION 5: FORMS & DOCUMENTS

All forms and documents required by the AmeriCorps ACCESS Project are provided in this section. Please contact the AmeriCorps ACCESS staff with any questions regarding the completion of forms and documents. Forms are also available online at: <http://cnnc.uncg.edu> “*click on AmeriCorps ACCESS Project, current partner agency.*”

I. AMERICORPS ACCESS PARTNER AGREEMENT (Appendix A)

A representative from each partner agency must read and sign the Partner Agreement. This is the legal, binding contract between the University of North Carolina at Greensboro – Center for New North Carolinians - AmeriCorps ACCESS Project and the partner agency.

II. MEMBER SERVICE DESCRIPTION (Appendix B)

Site supervisors are required to provide the AmeriCorps ACCESS Project with a Service Description for each member placed at the partner agency. The Service Description details the activities to be performed by the member and provides a record of the service schedule. Members are required to review and sign their Service Description on or before orientation. Members should not be expected to perform activities outside of the Service Description agreed upon at the beginning of the program year. **Any changes made to the member Service Description should be pre-approved by the AmeriCorps ACCESS Project Director before the member is asked to carry out the new service activities.**

III. MEMBER TIMESHEETS & ACTIVITY LOGS (Appendix C)

Timesheets

Members should **complete the timesheet on-line throughout the month**. Members' service, fundraising, and training hours are to be documented in AmeriCorps timesheets and **final submission for the month must occur by the 4th of the following month**. Site supervisors then **REVIEW** timesheets for accuracy of hours and activities recorded. **Supervisors must APPROVE and SUBMIT the timesheets on-line for the ACCESS office by the 7th day of every month.** The on-line submission of timesheets is a statewide policy that applies to all AmeriCorps programs in North Carolina. If you have questions about timesheet policy, please contact the ACCESS office.

Written instructions for the timesheets have been provided and are available on our website at: www.uncg.edu/hes/cnnc under Current Members and Current Supervisors of AmeriCorps ACCESS Project.

Consequences of not submitting timesheets on-line by the 7th of the month:

Failure to submit required reports (including timesheets) for two consecutive months by established due dates will result in a meeting between the Partner Agency supervisor and UNCG/CNNC Administration.

Failure to submit required reports for three consecutive months by established due dates may result in member removal from the Partner Agency. UNCG/CNNC reserves the right to remove and place the member or members at another agency. In this event, the undersigned Partner Agency will be responsible for the full amount of the cash match. **Continued late submission of timesheets by established deadlines may result in termination of the partner relationship.**

Approved Comment List

This electronic timesheet requires that members document their activities for all service hours. A great deal of specificity is required of the service activity categories and the comments that members include. ACCESS provides a list of the timesheet service categories with all approved comments for each category. When adding comments as required, **members must ONLY include comments from the Approved Comment List.** If members feel that their service activities cannot be described by any of the categories and comments on the Approved Comment List, they MUST consult with the ACCESS staff in order to include a new comment on the Approved Comment List. This process will save time by preventing members from having to revise timesheets to correct comments. **If you have questions about timesheet policy, please contact the ACCESS office.**

Scheduling Consistency

Scheduling consistency is extremely important in the electronic timesheet. Please review the schedule listed on your service description. Unless a schedule change request is submitted by the supervisor to ACCESS, and approved by ACCESS, members must record hours for the days noted on the schedule attached to the Member Contract. **Whether direct service, indirect service, or leave time - hours must be recorded in the timesheet following the member schedule.** Full-time and Professional Corps members typically record approximately 8 hours for every day Monday through Friday. Part-time and Reduced Part-time members typically serve 3-4 hours Monday through Friday or concentrate hours on particular days of the week, for example 6 hours on Tuesdays and Thursdays. Members should only report hours on the weekends if they are serving or attending ACCESS training. **Consistency is key.** Someone looking at the timesheet must be able to identify the member's schedule and that must match the approved schedule in the member's file.

Leave Time

Consistency in schedule reporting in the timesheet requires that members record "Leave Time". Leave time is time that the member spends not in service during their scheduled service time. For example, if a member serves 4 hours every Monday, Wednesday, and Friday, but one week the member cannot serve on Monday, this member would record 4 hours of leave time for that day. Leave time categories include:

- Sick – Members who use sick leave are required to bring supporting documents if requested by site supervisor.
- Vacation – Each AmeriCorps member is entitled to 5 days of vacation leave except for the Professional Corps members. Members WILL NOT BE CREDITED service hours for days on vacation. Professional Corps members may use their place of employment's policies for vacation leave. However, they WILL NOT BE CREDITED service hours for days on vacation.
- Emergency – Use this leave category in case of emergencies such as death in family, car accident, etc.
- Holiday – Members are to comply with their site placement's policies on holiday leave. Ask for a list of holidays observed by your site placement from your site supervisor.

- Scheduled Not to Serve – Members may use this leave category when they cannot use one of the above leave categories. In the Comment Section, EXPLAIN WHY you are not in service.

Activity Logs

Members should **complete the Member Activity Log in the Excel Spreadsheet** or in writing in **black or blue ink** that is neat and legible **and submit it to the ACCESS office by the 4th day of every month**. Submission may be via e-mail or postal mail. If you have questions about activity log policy, please contact the ACCESS office.

IV. IN KIND DOCUMENTATION (Appendix D)

In Kind Report must be completed and submitted by site supervisors on a monthly basis. Completed reports are to be printed on the partner agency's letterhead. These reports are mandatory by the NC Commission on Volunteerism and Community Service. The AmeriCorps ACCESS Project receives an annual audit conducted by the NC Commission on Volunteerism and Community Service. For this purpose, it is vital that partner agencies comply in providing supporting documents, completing and submitting the reports to the ACCESS office in accordance to the established deadline. Sample copies of these forms are enclosed with this manual for supervisors to review. In Kind Reports are available for supervisors to access at: <http://cnnc.uncg.edu> "*click on AmeriCorps ACCESS Project, current partner agency.*"

V. PARTNER AGENCY QUARTERLY REPORT (Appendix E)

Site supervisors are required to submit reports on a quarterly basis. Information provided on these reports is used by the ACCESS Project to provide a quarterly report to the NC Commission on Volunteerism and Community Service. For this reason, it is critical that site supervisors complete these reports and submit them by established deadlines.

VI. MID & END OF YEAR MEMBER PERFORMANCE EVALUATIONS (Appendix F)

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 ACCESS office.

The member Mid-Year Performance Evaluation is to be completed by the end of February 2010 and submitted to the ACCESS Project **no later than March 4th, 2010**.

The Member End of Year Performance Evaluation is to be completed by the end of July and submitted to the ACCESS Project **by August 12th, 2010**.

VII. SERVICE SITE EVALUATION (Appendix G)

Members will assess the site agency that they are placed with by completing the Service Site Placement Evaluation. The ACCESS program staff is highly motivated and committed to making this program strong and competitive in every aspect for future members as well as partner agencies. Therefore, members' input about their AmeriCorps experience at their service site is taken into high consideration and serves as one of the determining factors for the ACCESS program staff when selecting future partner agencies to place our AmeriCorps members.

VIII. REPORTING SCHEDULE

Site supervisors are responsible for keeping all service documentation up-to-date. Members must complete and submit member timesheets/activity logs, quarterly reports, and other documents listed below by established deadlines. This is crucial to the ACCESS Project's ability to provide required reporting to the NC State Commission.

Site supervisors complete and/or submit the following documentation:

| Form | Completed By | Due Date |
|---|---|--|
| Member On-Line Timesheet | AmeriCorps Member and approved by Site Supervisor | Submit monthly by the 4th day of the following month for Members and approved by Supervisors by the 7th day. *August 2010 timesheets should be submitted no later than 5 days after the member's last day of service |
| Member Activity Log | AmeriCorps Member | Submit monthly by the 4th day of the following month |
| In Kind Report | Site Supervisor | Monthly: By the 15th day of the following month |
| Partner Agency Quarterly Report | Site Supervisor in consultation with an AmeriCorps Member | Submit Quarterly: January 4th, 2010 April 4th, 2010 July 4th, 2010 August 12th, 2010 |
| Member Mid Year Performance Evaluation | Site Supervisor and AmeriCorps Member Must include both supervisor and member's signatures | March 4th, 2010 |
| Member End of Year Performance Evaluation | Site Supervisor and AmeriCorps Member Must include both supervisor and member's signatures | August 12th, 2010 |
| Service Site Evaluation | AmeriCorps Member | July 4, 2010 |

When deadlines fall on a weekend or holiday, documents should be submitted the last business day prior to the established deadline.

Site supervisors may count time spent completing and submitting these necessary documents as "in kind."

SECTION 6: APPENDICES

APPENDIX A – PARTNER AGREEMENT

APPENDIX B – MEMBER SERVICE DESCRIPTION

APPENDIX C – MEMBER TIME SHEET INSTRUCTIONS & ACTIVITY LOGS

APPENDIX D – IN KIND DOCUMENTATION

APPENDIX E – PARTNER AGENCY QUARTERLY REPORTS

APPENDIX F - MID & END OF YEAR MEMBER PERFORMANCE EVALUATIONS

APPENDIX G - SERVICE SITE EVALUATION

APPENDIX H – TRAINING CALENDAR

Most forms are available on the web at: <http://cnnc.uncg.edu> “click on AmeriCorps ACCESS Project, current partner agency.”