

CORE SUSQUEHANNA AMERICORPS

MEMBER SERVICE AGREEMENT



AmeriCorps

2024-2025

coreamericorps.org
(570) 374-0181

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Welcome to AmeriCorps!

As an AmeriCorps member, you will set an example of the caring and community spirit that America needs.

Our country has difficult problems and big challenges: Too many children are facing barriers to education; too many families can't afford safe housing, health care, or food. Rural economies and community organizations struggle to find and maintain the support they need to thrive. During your term of service as an AmeriCorps member, you won't solve these problems single-handedly, but you will play an important role in working towards solving these and other problems.

You are carrying on an American tradition of service that dates back to our nation's founding more than 200 years ago. Americans have always found ways to help others and make our nation stronger through military service, the Civilian Conservation Corps, the Peace Corps, and in endless other ways. The 1.25 million Americans who have served in AmeriCorps have done what other generations of Americans have done before – taken an active role as citizens to make a difference for themselves and others. What happens next is up to you.

This agreement is intended to describe AmeriCorps and your role in it, but your AmeriCorps experience will be what you make of it. Because you have made a commitment to serve, you are a role model for people of all ages in your community and across the country. Show others the importance of serving. Demonstrate what it means to be an active, engaged citizen. Uphold and pass on the ethics of service by involving others in your service projects, telling people about your experience with AmeriCorps, and encouraging your friends to join AmeriCorps, too.

Best wishes for a successful and rewarding term serving your neighbors and your nation as an AmeriCorps Member!

Julia Edick, Program Director, CORE Susquehanna AmeriCorps
Dani Catherman, Member Coordinator, CORE Susquehanna AmeriCorps

Overview of AmeriCorps

We Are Uniting America Through Service

We invite individuals to serve alongside each other for the betterment of every community.

Unite

We bridge divides by bringing people together: connecting individuals and organizations to help communities tackle their toughest challenges.

⚡ **Fast Fact** - AmeriCorps has 200,000 members and volunteers in organizations dedicated to strengthening their communities.

Strengthen

We provide resources and people power to organizations dedicated to the improvement of communities.

⚡ **Fast Fact** - AmeriCorps invests more than \$960 million to address the nation's most pressing challenges.

Impact

We enrich the lives of those we serve and those who serve.

⚡ **Fast Fact** – 84% of AmeriCorps Seniors volunteers report improvements in health and wellbeing after just 1 year of service.

Lead

We are the only federal agency for community service and volunteerism. We empower an entire ecosystem committed to the betterment of communities across America.

⚡ **Fast Fact** – Each year, AmeriCorps awards more than 3,100 projects and grants to support national service and volunteerism across the country.

AmeriCorps is an Opportunity

Joining AmeriCorps is a way to put your idealism into action. As an AmeriCorps member, you can help make the world a better place: help children learn, protect the environment, or bring needed services to low-income communities. There are opportunities in AmeriCorps for anyone who is willing to do something special, unique, and exciting

AmeriCorps is an Experience

AmeriCorps is a real-life education and work experience wrapped into one. As a member, you will learn teamwork, leadership, responsibility, and other essential skills that will help you for the rest of your life. You will gain the personal satisfaction of taking on challenges and seeing results.

AmeriCorps's Mission

The CORE Susquehanna AmeriCorps program partners with existing educational, health, and human service organizations to provide an array of support services to children, adults, and families.

CORE (**Community, Opportunity, Responsibility, and Empowerment**) Susquehanna AmeriCorps partners with non-profit organizations within the Pennsylvania heartland. Members are directed to organizations whose service goals keep with the identified issue areas of health, education, capacity building, and other human service needs.

CORE Susquehanna AmeriCorps is a program of the Corporation for National and Community Service. The Corporation plays a vital role in supporting the American culture of citizenship, service, and responsibility.

Tradition of Service

AmeriCorps was founded in the spirit of community service—a tradition deeply woven into American history. In 1933, President Franklin D. Roosevelt established the Civilian Conservation Corps, which built many of our nation's parks and conservation areas. After World War II, the GI Bill rewarded military service with educational benefits. In 1960, President John F. Kennedy launched the Peace Corps to address global poverty through citizen service abroad, and in 1964, President Lyndon B. Johnson created VISTA as a domestic counterpart to tackle poverty and community challenges here at home.

The 1970s and 1980s saw a rise in experimental youth and senior service programs. During this time, nonprofits and private organizations became key advocates and developers of volunteer initiatives.

In 1990, President George H. W. Bush created the Commission on National and Community Service to mobilize citizens to combat illiteracy, poverty, and environmental issues. This effort grew in 1993 when President Bill Clinton signed the National and Community Service Trust Act, establishing a federal agency to oversee service programs like VISTA, Senior Corps, Learn and Serve, and the newly formed AmeriCorps.

Following the September 11 attacks in 2001, President George W. Bush challenged Americans to dedicate two years or 4,000 hours to service. In 2003, he signed the Strengthen AmeriCorps Program Act, nearly doubling member enrollment. President Barack Obama continued this legacy with the 2009 Serve America Act, further expanding national service opportunities.

In 2024, AmeriCorps celebrated 30 years of service. Since 1994, when over 20,000 members first pledged to "get things done," more than 1.25 million Americans have followed suit—serving billions of hours in all 50 states and U.S. territories, supporting education, disaster recovery, environmental conservation, and more.

In times of crisis and in everyday service, AmeriCorps answers the call. From 9/11 to Hurricane Katrina to the COVID-19 pandemic, AmeriCorps members have turned moments of need into a powerful movement of national service—demonstrating, time and again, what it means to get things done for America.

History of CORE Susquehanna AmeriCorps

In 1994, local community leaders in our rural region of Pennsylvania came together to propose a grant that would bring federal community service funds to the area. As a result of that meeting, Union-Snyder Community Action Agency became the administering agency for a new regional AmeriCorps initiative—CORE Susquehanna AmeriCorps.

Today, CORE Susquehanna partners with nonprofit and government organizations across ten Pennsylvania counties, addressing all four major AmeriCorps focus areas: education, human needs, public safety, and the environment.

Since its founding, CORE Susquehanna AmeriCorps has made a lasting impact. Thousands of students have received tutoring in math and reading. Children and families have accessed vital services that might have otherwise gone unmet. At-risk youth have participated in countless after-school and educational activities. The program has generated thousands of volunteer hours and fostered a strong network of collaborative community partnerships.

National Service – How It All Connects

1. The **AmeriCorps Agency** is located in Washington D.C. and provides the funding and regulations for National Service Programs, among others.
2. The **AmeriCorps Grant** is made available to states through the State Commission Office. In Pennsylvania, AmeriCorps grants are awarded to **PennSERVE**, which is part of the Governor's Office of Citizen Service located in Harrisburg and a component of the Department of Labor & Industry.
3. Community based organizations such as **Union-Snyder Community Action Agency** apply to receive an AmeriCorps grant through a lengthy proposal process. Union-Snyder CAA administers the AmeriCorps grant referred to as **CORE Susquehanna AmeriCorps**.
4. **CORE Susquehanna AmeriCorps** partners with non-profit organizations to provide opportunities for AmeriCorps members to complete a term of service.

Contact Information

When members, site supervisors, or others have questions or concerns, CORE staff can be reached at 570-374-0181.

CORE Susquehanna AmeriCorps is located in the Snyder East Community Services Building.

Address: CORE Susquehanna
713 Bridge Street, Suite 10
Selinsgrove, PA 17870

The hours are Monday through Friday from 8:30 a.m. - 4:00 p.m.

CORE staff's preferred method of communication is email. Be sure to check email frequently!

Program Staff

AmeriCorps Director – Julia Edick (570) 374-0181 (ext. 105)
jedick@union-snydercaa.org

AmeriCorps Member Coordinator – Dani Catherman (570) 374-0181 (ext. 104)
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Fiscal – Kurt Laird
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Agreement

This agreement is between CORE Susquehanna AmeriCorps/Union-Snyder Community Action Agency and _____, hereafter referred to as the MEMBER.
(Name)

Purpose

It is the purpose of this agreement to outline the terms, conditions, and rules of membership regarding the participation of _____ in CORE Susquehanna AmeriCorps (hereafter referred to as the PROGRAM).
(Name)

Minimum Qualifications

By **initialing** below, the member certifies that they are a U.S. citizen or lawful permanent resident and is at least 18 years of age or 17 with parental permission. MEMBER certifies, under penalty of law that:

_____ I attended and graduated from _____ (*high school*) in _____ (*town and state*) in _____ (*year*).

OR

_____ I received a high school equivalency certificate from _____ (*organization or school district*) in _____ (*town and state*) in _____ (*year*).

OR

_____ I agree to obtain a high school diploma or its equivalent before using an education award. (Documentation of the above information is required)

AND

_____ I have not dropped out of elementary school or secondary school to enroll as an AmeriCorps member. (Documentation of the above information is required)

Terms of Service

Slot Type: Minimum Time (300 Hours)

Program Start Date: June 12th, 2025

Your Commitment

As an AmeriCorps member, you are expected to adhere to the AmeriCorps pledge. The pledge below represents the commitment you have taken to serve not just this year, but in the years ahead:

"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."

Your Assignment

As an AmeriCorps member, you may serve in a non-profit organization, a school, or a community center. You may serve at several different locations, and you may even travel to help other communities in your area. One of the strengths of AmeriCorps is the range of services its members provide; helping make children healthier, schools better, streets safer, and the environment cleaner.

The member's term of service begins on **June 12th, 2025**, and ends on **August 9th, 2025**, with the completion of at least **300 hours**. The program and the member may agree in writing to extend this term of service for the following reasons:

The member's service has been suspended due to compelling personal circumstances.

The member's service has been terminated, but a grievance procedure has resulted in reinstatement.

The member will complete **300 hours** of service during the time period. **A maximum of 30 hours (10%) may be spent on non-site service activities (team building, off-site service, or other similarly approved activities).**

Exceptions may be made in specific instances where a member is behind on hours and on an hours improvement plan. In such cases, the member may be allowed to serve more than 30 hours off-site, but only with prior approval from the program director.

The member understands that to successfully complete the term of service (as defined by the program and consistent with the regulations of the AmeriCorps Agency) and to be eligible for the education award, they must complete at least 300 hours of service and satisfactorily complete pre-service training and the appropriate education and training that relates to the member's ability to perform service. This training includes, but is not limited to:

1. The member will attend mandatory monthly/bi-monthly convenings, held according to the annual schedule every month throughout the service year; times and locations to be determined and are **subject to change**.
2. The member will participate in other team building activities designated as **mandatory** by the Program Director; dates, times, and locations to be determined.
3. The member will participate in a site orientation at the convenience of their site supervisor; date, time, and location to be determined.

The member will be required to complete a bi-weekly time sheet according to the provided schedule. The time sheet is used as an accountability of service and to track time in the areas of site hours, training, and service project hours. All hours count toward the total service commitment of 300 hours. Time sheets verify the member engages in service.

The member must submit Data Collection once a month to successfully complete the term of service.

The member will be required to complete a monthly reflection sheet as an accountability of service.

Members are encouraged to vote as a part of civic privilege.

The member may be deployed in times of emergency to provide disaster response.

CORE Susquehanna may impose a fine by the way of a reduced stipend check of up to 10 percent of the stipend amount if a member does not fulfill responsibilities in a timely manner.

Verbal and other means of communication will precede the fine to allow ample time for compliance relative to such issues as time sheet submission, data collection submission, convening attendance, or other items of normal service in the program.

Reports

1. **Data Collection:** Due on the **5th of each month** via online form. Reports can be found on the CORE Susquehanna website (<https://www.coreamericorps.org/>), under "Current Members." Please review Data Collection with your site supervisor.
2. **Reflection Sheets:** Due on the **5th of each month**. Reports can be accessed and submitted on the CORE Susquehanna website (<https://www.coreamericorps.org/>), under "Current Members" at the bottom of the page.
3. **Hours Plan:** Hours' plans will periodically be assigned. This is a tool to plan your weeks of service out and to keep the member current on their hours.
4. **Convening/Service Project Feedback Form:** Due via online form following each monthly convening (coreamericorps.org/convening-feedback-form).



Position Description

_____ (Name) is assigned for service
at: _____ (Name of Site),
as a _____ (Service Position Title).
Her/his immediate supervisor is _____ (Name).

_____ I have received, read, and understand my position description.
(Initial)

The member position description is Addendum 2 to this member agreement.

Training

Philosophy

Training is a vital component of the AmeriCorps program. CORE Susquehanna trainings are designed to add knowledge, understanding, and some practical skills to assist members in personal, professional, and AmeriCorps development.

As an AmeriCorps member, you are **neither an employee nor a volunteer**, but something unique and special. First, you are a part of a National Service organization, created to “get things done” in the communities in which we live. Second, you are part of an organization, CORE Susquehanna AmeriCorps, which is dedicated to community change and development. Third, you are a catalyst for change at your service site, helping to meet the needs of that organization in the community. The convening/training opportunities are provided to assist with developing your potential in each of these areas. The convening/training component is part of the contract Union-Snyder Community Action Agency has with the Corporation for National Service.

Convenings are the one opportunity each month for the whole Corps to meet, to become acquainted, and to develop a sense of belonging. Attendance is required at all monthly convenings. Absences are only permitted for serious illness or other serious situations. You must call or email the AmeriCorps staff to discuss your absence prior to the start of the convening. Service at your site and convenings are not competing interests. They are two components of the same program and work together in your experience of being an AmeriCorps member.

- A minimum of 80% of your AmeriCorps hours should be in service to your assigned site.
- A maximum of 20% of your hours may be toward CORE Susquehanna training and special service projects.
- A maximum of 10% of your hours can be used for fundraising.

Member Training

Members attend a one-day orientation on June 12th. CORE staff will review the AmeriCorps program with all members. Members complete the necessary paperwork to enroll in AmeriCorps.

Convening Schedule

Monthly convenings will be held in the community room of the Snyder East Community Services Building located at 713 Bridge Street, Selinsgrove, or other assigned locations. Service projects will be announced as plans are finalized with the partnering non-profit organizations. **Occasionally, a date may change due to circumstances beyond our control; it is important for members and sites to be flexible.**

1. Monthly convenings are held **9:00 a.m. – 4:30 p.m.** (unless otherwise stated) and **mandatory**.
2. Attendance at group projects and meetings is **mandatory**.
3. If the budget allows, members are given the opportunity to experience a civic trip.

Scheduled Convenings & Service Projects for the 2024-2025 Minimum-Time Term:

- **Thursday, June 12th:** Minimum Time Orientation
- **Monday, June 16th:** First Day of Service
- **Monday, July 14th:** Public Library for Union County, Book Sale Move
- **Tuesday, July 15th:** Site Visits – Buttonwood Nature Center, Juniata Valley YMCA, Susquehanna University Press (times to be scheduled)
- **Wednesday, July 16th:** DIG Furniture Bank, Lewisburg Children's Museum, Setebaid Services, Inc. (times to be scheduled)
- **Thursday, July 17th:** A&B Theatre, Bloomsburg Children's Museum (times to be scheduled)
- **Thursday, July 24th:** TBD Event
- **Monday, July 28th:** Member Exit Interviews
- **Saturday, August 9th, 2025:** Last Day of Program

All convenings are mandatory for members, and sites should prepare for their absence on these pre-scheduled dates.

Attendance Policy for Convenings and Service Projects

Attendance is mandatory for all convenings and service projects.

In the event of illness or a death in the family, members must notify AmeriCorps program staff by email or phone *prior* to the convening or service project. This communication is necessary to determine whether the absence may be excused and/or if makeup hours can be arranged.

Service hours at a member's site cannot be counted during scheduled convening or service project days. These events are integral components of the AmeriCorps experience and are not considered competing obligations. Attendance at convenings and service projects takes priority over regular site service and is essential to fulfilling program requirements.

Repeated attendance issues will result in a required meeting with the member and AmeriCorps staff. If the issue is not resolved, it may lead to dismissal from the program.

All members must attend scheduled convenings as well as service projects. Please be advised that not following or abusing this policy will be considered a breach of a member's contract.

Benefits

The member will receive the following benefits from the program:

1. A living stipend: The living stipend is not paid based on the number of hours served in any given pay period.
 - A. This stipend is taxable and taxes will be deducted directly from the living stipend.
 - B. **This living stipend will be distributed bi-weekly by direct deposit.**
 - a. **The amount of each living stipend is \$833.33 BEFORE TAXES.**
 - b. **The first pay date of the program will be 7/8/2025.**
 - c. The last pay date of the program will be **8/19/2025.**
 - d. The maximum living allowance is \$3,529 before taxes.
 - e. The amount may be held temporarily pending verification the member continues in “active service.” Submitting time sheets and data collection will serve to verify status.
 - f. The total living allowance is the maximum living allowance, and the full amount will not be paid for member exiting before the end of their term of service. The living stipend ends when a member ends their service. If the member leaves having served a portion of the pay period, a partial payment will be made according to full days served.
 - g. The stipend is contingent on federal and state budgets being approved in a timely manner allowing fund transfers to the CORE office.
 - C. The member knows that monies paid are a living stipend and are not wages, therefore the member understands that they cannot draw unemployment compensation based on said stipends on completion of the term of service or release from service for any reason. The stipend ends when a member stops service or may end if there is a change of term of service.
2. Health Insurance: Health care insurance is available for members serving in a **full-time capacity**. This health care coverage includes a deductible (based on the policy in effect) per calendar year, which is the member’s responsibility to pay. Members shall complete the **Healthcare Acceptance/Waiver Form**.
3. Childcare: Childcare subsidies may be available for **full-time** (1700 hour) members. If applicable, a childcare allowance will be provided by Gap Solutions (<https://americorpschildcare.com/>) and referral agencies and payable directly to the childcare provider, if the full-time member qualifies for this allowance. Gap Solutions will distribute this allowance evenly over the term of full-time service on a bi-weekly basis. Members shall complete the **Childcare Acceptance/Waiver Form**.

4. Education Award: Upon successful completion of the member's term of service (year one and two only), the member will receive an educational award from the National Service Trust.
 - a. For successful completion of a **300-hour term**, the member will receive an educational award in the amount of **\$1,565.08**.
 - b. The member must complete all hours to receive any of the educational award.
 - c. **The member must sign the end of the year evaluation and appropriate exit forms to receive the award.**
 - d. If the member has not yet received a high school diploma or its equivalent, the member agrees to obtain a high school diploma or its equivalent before using the education award.
 - i. This requirement can be waived if the member is enrolled in an institution of higher education on an ability to benefit basis or the program has waived this requirement due to the member's educational assessment.
 - e. The member understands that failure to disclose to the program any history of having been released for cause from another AmeriCorps program will render them ineligible to receive the education award.
 - f. An educational award must be used within **seven years** of the member completing the term of service.
 - g. A member may earn the equivalent of two full-time education awards through a combination of various terms of service.
5. The member may place qualified education loans in forbearance during their term of service. If the member has received forbearance on a qualified education loan during their term of service, the National Service Trust will repay a portion or all the interest that accrued on the loan during the term of service, depending on the term of service.

All member benefits (stipend, healthcare, and childcare) end upon the member exiting service or may end if the member changes term of service. CORE notifies service providers of benefits 10 business days before the exit relative to the member's completion or change of term.

CORE Policies and Procedures

General Policies

Inform CORE Office

1. Address, email, and phone number changes must be reported to the CORE Susquehanna office immediately.
2. Report all on-the-job injuries immediately to the Member Coordinator/Program Director. When possible, do so before seeking medical treatment.

Office Etiquette/Dress Code

1. During the AmeriCorps member's orientation, the site supervisor should review office etiquette with the AmeriCorps member to help integrate the member into the site.
2. Members are expected to dress in a professional manner at the service site. The standard practice of the service site should be followed. Members are representing not only CORE Susquehanna, but also the service site and themselves.
3. At convenings, more casual dress is acceptable, but AmeriCorps gear is required.

CORE Susquehanna/AmeriCorps Identity

1. When a member is engaged in Corps-related activities, some form of national identity (i.e., AmeriCorps button, pin, or shirt) should be worn.
2. Partner sites should also display their "AmeriCorps Serving Here" signage, identifying the site as a place where an AmeriCorps member is "getting things done."

Hours

1. The member will complete **300 hours** of service during the time period. A maximum of 30 hours may be spent on non-site service activities (team building, off-site service, or other similarly approved activities).
2. Off-site service hours must be pre-approved by the site supervisor.
3. Hours should be accomplished so that no more than 12 hours are served in one day nor more than 60 hours in one week.
4. The member shall not fall behind in their hours as prorated on a weekly basis without permission from the site supervisor and the AmeriCorps office.
5. A minimum of 37.5 hours a week should be planned to successfully complete the program.
6. The member may be exited from the program for failing to serve the required number of hours.

Reasonable Accommodation

1. Members may request reasonable accommodation for a disability, including physical, emotional, or mental disabilities.

2. Requests for regular accommodations should be made at the outset of the term, or, if accommodation is needed for a planned event, accommodation should be requested at least two weeks in advance to allow time to arrange for the need.
3. On occasion, at the discretion of the program, accommodations may be provided for other life circumstances that do not relate to a disability. These needs should be discussed with program staff as soon as the need is realized to determine if alternate arrangements can be made.

Personal Business

1. The member is discouraged from taking care of personal business, making phone calls, texting, Facebook, Snap Chat, Instagram, doing schoolwork, etc. while at the placement site or participating in CORE Susquehanna functions unless they have approval from their site supervisor.
2. The member should not bring their own children to their placement site or AmeriCorps functions during the time they are collecting service hours. If unforeseen childcare difficulties should arise, then it is the responsibility of the member to coordinate their service schedule. CORE Susquehanna encourages members to have backup childcare arrangements in place. The exception to this policy is when family and/or friends are invited to a special event.

Sharing Information with Fellow CORE Members

1. The member may share their email and telephone number with other members in the group.
2. Any shared information is optional.
3. It is forbidden to send out group emails to members for matters other than AmeriCorps business.

Office Space, Equipment, and Supplies

1. The placement site should create a space in which the member can effectively perform their assignment. Each member should be made aware of an area where personal belongings can be stored during service hours.
2. Placement sites are responsible for furnishing any equipment and supplies necessary for the member to adequately perform tasks. Instruction on the use of office equipment should be covered, as deemed necessary, during the site orientation.

Site Orientation

1. The member is expected to adhere to all site-related policies and procedures.
2. The member should be introduced to these policies and procedures during the site orientation that needs to take place within the first 5 days after placement.
3. CORE Susquehanna has provided a checklist of the minimum information that should be covered during the site orientation. The checklist needs to be signed and returned to the CORE office upon completion.

Site-Related Reimbursements

1. CORE Susquehanna does not reimburse members for travel or other expenses related to placement sites.
2. Policies and procedures for these reimbursements should be covered by the site supervisor during orientation.

Travel Reimbursement

1. The member is not reimbursed by their placement site or CORE Susquehanna for any travel expenses incurred while going to or from home and their site.
2. The member may be eligible for some form of mileage reimbursement from their placement site if the member is required to leave their site to attend a meeting or training arranged by their placement site.
3. The member may be eligible for some form of mileage reimbursement when traveling for convenings and service projects. This would be in the form of a mileage expense form.

Vandalism/Property Damage

1. If the member is found to be vandalizing or willfully damaging property belonging to the placement site, CORE Susquehanna should be contacted immediately. The member will then be terminated from the site and CORE Susquehanna (see Involuntary Termination/Discharge).
2. The member may also be held accountable to the placement site for restitution of damages occurred.

Teleservice Policy

Definition and Scope

Teleservice allows CORE Susquehanna AmeriCorps members to perform their duties outside of the office or service site on an as-needed and as-agreed-upon basis. On teleservice days, a member might serve from home, or a different location as specified on the specific “Teleservice Agreement,” a cooperative arrangement that is signed by both the member and the Program Director. This arrangement is a privilege, not a universal benefit, or a member’s right.

Teleservice arrangements will not be granted by the Director when on-site service is required to deliver specific service or accomplish the pursued goal.

This policy is only valid for CORE Susquehanna AmeriCorps members.

Procedure and Agreement

Teleservice arrangements are only awarded by written, specific documents signed by the member and the Program Director, prior to the teleservice start day. The signed agreement must specify the name of the member, the reason for the teleservice granted, the activities that will be performed, and a specific period for which the teleservice arrangement is granted.

CORE Susquehanna AmeriCorps members should generally be providing service directly to the people and communities where they serve rather than serving remotely. Therefore, teleservice

should be limited, if used at all, and involve appropriate documentation, supervision, and oversight. If a service site determines that its members will be allowed to teleservice, the site supervisor must:

1. Obtain written authorization for teleservice from CORE Susquehanna at least one week in advance.
2. Document communication between the site supervisor and the teleserving member regarding the increased risk of time and attendance abuse.
3. Provide appropriate supervision including validation of the activities to be performed; and
4. Provide verification of hours claimed.

Teleservice agreement between a CORE Susquehanna AmeriCorps member and the Program Director must follow CNCS rules and regulations for teleservice. Additionally, members who have been approved to teleserve must comply with all organizational rules, policies, and procedures such as all applicable IT, Security, Privacy, and Confidentiality policies and procedures.

Remote service must not create problems for the member, the program participants, the projects, or the staff. The performance standards for members serving at alternate service locations should be equivalent to the standards used when the AmeriCorps members are serving at their regular site. The teleservice policy does not waive or change the standards of performance or behavior in the service site.

Teleservice may be unilaterally terminated by the Program Director if the member violates the terms of the teleservice agreement, if the service is no longer conducive to the teleservice, or if the teleservice's performance no longer meets the expected standards. Teleservice may also be suspended due to the program's operational needs.

Eligibility

CORE AmeriCorps members may be eligible for teleservice based on the suitability of their service to be delivered. It is not intended to be part of any member's permanent or regular service schedule. In other rare circumstances, members may be permitted to accrue hours at home. These situations include:

1. Inclement weather prevents the member from safely getting to and from the site.
2. Assignment of virtual training or reading by the Program Director, Member Coordinator, or Site Supervisor which can be monitored for accountability.
3. Other situations determined on a case-by-case basis by the program and/or site (i.e., Emergency situations, disasters, etc.)

To be able to teleserve, the member must possess the appropriate equipment to allow the service to be performed away from the service site. The program will not be responsible for any operating costs associated with teleservice, including internet, telephone, maintenance, insurance, utilities, printing costs, or mileage.

CORE Susquehanna members requesting a teleservice arrangement must:

1. Demonstrate dependability and responsibility by following through on projects and service assignments.
2. Ensure that their absence from the office will not be detrimental to productivity or service quality of other AmeriCorps members or program staff.
3. Maintain connections with their site supervisor, team, and colleagues from a remote location.
4. Return telephone calls, text messages, instant messages, and emails as required.

CORE Susquehanna members requesting teleservice arrangements under the auspices of reasonable accommodation of a disability are excluded from this policy, as those are covered under other laws and policies.

Attendance Policy

Full-time Corps members are expected to complete 300 hours of service by the end of the program year. This is a minimum of 37.5 hours per week for 8 weeks.

The member's hours should follow a schedule agreed upon by both the member and the site supervisor at the beginning of the term of service.

The member must complete their required hours by August 9, 2025.

If the member is more than 10% below the hours in their submitted hours plan, then their stipend will be suspended until the member's hours are brought up to within 10% of the total included in the hours plan.

Absence/Lateness Policy

1. The member will notify the site supervisor of all lateness or absence. However, notification does not excuse absence or lateness.
2. Lateness will not be tolerated, including at the service site, convenings, and group projects.
3. All convenings and service projects are mandatory.
4. Members must sign in and out at their service site for every day they serve there.

Time-Off Requests and Breaks

1. Time off requests (i.e., vacation, court appearance, medical or dental appointments) must be approved by your site supervisor.
2. If the member is requesting more than 3 days off or misses more than 3 days of service, please notify the CORE Susquehanna office.
3. The member is entitled to breaks. If you are serving for more than 6.5 hours, a 15–30-minute break is required. Please note your timesheet when you are taking breaks.
4. Any "service" lunch breaks must be approved in writing by the CORE Susquehanna office.
5. In the event of an unplanned leave of absence (i.e., illness or bereavement), members are required to follow the procedure in place at their site and notify the CORE Susquehanna office.

Jury Duty Policy

1. The CORE Susquehanna member is entitled to a leave of absence from duties without loss of living stipend and without effect on assigned position during which time they are subpoenaed by a court, federal, state, or political subdivision thereof, to serve as a juror or witness. To continue receiving the living stipend during jury duty, a member must provide documentation to the Member Coordinator.
 - a. Of the call to be available to serve on jury duty.
 - b. Of the number of hours served on jury duty. These hours may be counted as service time on the member's timesheet.
 - c. The member should also continue to maintain their reflection sheet during this time period.
2. The member may receive the stipend paid for jury duty and this shall be considered stipend over and above the normal stipend and shall now lower the amount of stipend a member normally receives for a two-week period.
3. The member must notify the site supervisor of absence due to jury duty prior to the first day of absence.

Training and Service Projects

1. Training and service projects are an integral part of the AmeriCorps experience. Therefore, it is required that the member attends the scheduled CORE convenings and events.
2. Hours at a partner/service site are not accepted on scheduled convening/service project days, in place of the convening/service project.

Disciplinary Action for Unauthorized Absences

1. Verbal and written warning from Site Supervisor
2. Meeting with Site Supervisor and Member Coordinator
3. Repeat offenses, Corrective Action Plan with Member Coordinator and Program Director
4. Continued offenses, release from term of service OR reassignment

Please be advised that not following their policy will be considered a breach of the AmeriCorps Member Service Agreement.

Confidentiality Policy

CORE Susquehanna AmeriCorps treats the information it holds about members and placement sites with the utmost respect. The list below details what information will or will not be shared.

Member Home Address and Phone Number

1. This information is not shared with anyone except CORE Susquehanna staff and the partner site/organization without the expressed permission of the member.

Member AmeriCorps Application(s)

1. Applications may be shared with partner sites during the interview process.
2. A copy is on file in the CORE Susquehanna office.

Service Site Address and Phone Number

1. This information is considered public and therefore may be shared.

Clearance Results

Including National Sex Offender Registry and FBI Clearances

1. CORE Susquehanna is required by law to provide information to sites where the member will interact in any way with vulnerable populations.
2. This information is made available to placement sites upon request.

Personnel Files

1. Members can send CORE Susquehanna any information they wish to have placed in their file (i.e., news clippings, letters of commendation, etc.).
2. Federal and state monitors will have access to the member's file.
3. No one else will be permitted to access a member's file without their expressed permission.

Employment or Educational References

1. Union-Snyder Community Action Agency's policy is that CORE Susquehanna staff is not able to provide references of any kind.

For the Purpose of Promoting the Activities of CORE Susquehanna

CORE Susquehanna obtains a written consent from each individual member to release information and photographs to:

1. Union-Snyder Community Action Agency
2. Corporation for National Service
3. PennSERVE, The Governor's Office of Citizen Service
4. Member's placement site
5. Local news media
6. Social media
7. CORE Susquehanna website

Statement of Confidentiality

I, _____, promise to keep confidential the source of all information (opinions, past or present behaviors, attitudes, etc.) which is shared by any member of this group or any client or service recipient at my assigned service site. I understand that I can talk about what is discussed, but that I will not identify the source of such information or otherwise endanger any individual's anonymity. I will do this out of respect for others, the group, and myself and to preserve collective and individual privacy. Furthermore, in accordance with each service site's policy on client confidentiality, I understand that to breach confidentiality may result in my removal from that service site.

Timesheets

In order to be eligible for the education award, the member must fulfill all program requirements and complete a satisfactory year of service which requires a minimum of 1700 hours of service for full-time members, 900 hours for part-time members, 450 hours for summer members and 300 hours for minimum-time. Training time, as well as direct service, is considered part of the required hours.

The member and placement site are responsible for making sure the member can serve enough hours to complete a term of service on time. If a site is closed or operating on a reduced schedule, the member may, with approval from the site supervisor, contact CORE Susquehanna staff for information about additional opportunities for collecting hours.

Time Sheet Guidelines

1. CORE Susquehanna members complete and submit timesheets to the site supervisor and Dani Catherman every two weeks via <http://pa.oncorpsreports.com/>.
2. Time sheets should be submitted the same week the living stipend is received.
3. Living stipend checks will be held if time sheets are not submitted every two weeks.
4. Record direct service hours only. Do not include travel time to and from the service site.
5. Members must account for any non-service hours (i.e., lunch)
6. Members need to document time in hourly increments of 15 minutes:

15 minutes	.25 hours	6 hours and 15 minutes	6.25 hours
30 minutes	.50 hours	6 hours and 30 minutes	6.50 hours
45 minutes	.75 hours	6 hours and 45 minutes	6.75 hours

7. Hours served at your site should be documented under "Service" in the category column.
8. If your site provides training, some of your hours may go under "Training" in the category column. Please keep in mind your training hours may not exceed 20% of your total hours. This means that you cannot count more than 340 hours (full-time members), 180 hours (half-time members), 90 hours (summer members) or 60 hours (minimum-time members). If you have any questions or concerns about this issue, contact Dani Catherman immediately.
9. Off-site hours will also be documented under "Service" in the category column. In the "Service Site" column, you will choose "Off-Site." Your site supervisor needs to be notified of any hours you serve that are not at your placement site. An off-site verification form must be completed, signed, and returned to Dani Catherman at the CORE Susquehanna office, or scanned and emailed (dcatherman@union-snydercaa.org).
10. Meetings with your small group service team, which take place outside convening days, are considered service hours.
11. Fundraising hours cannot be more than 10% of your total hours. A member does not need to do any hours in this category, however, if hours are served in the fundraising

12. column, no more than 170 hours (full-time members), 90 hours (half-time members), 45 hours (summer members) and 30 hours (minimum-time members) are allowed.
13. The member will not be allowed to collect hours for participating in prohibited activities. If you have any questions about what constitutes a prohibited activity, see “Prohibited Activities Policy” and/or contact the CORE Susquehanna office.

CORE Susquehanna may impose a fine by way of a reduced stipend check of up to 10 percent of the stipend amount if a member does not fulfill responsibilities in a timely manner. Or the program may require the member to meet with program staff before the check is processed if the member falls behind hours more than 10 percent on a prorated basis to discuss the shortfall and create a plan to complete hours or to bring required documents that are late. Verbal and other means of communication will precede the fine to allow ample time for compliance relative to such issues as Time Sheet Submission, Data Collection Submission, Convening Attendance, or other items of normal service in the program.

Time Sheet Instructions

Please note your time sheet is considered a federal document and any misrepresentation is considered federal fraud. Please follow these steps to ensure it is completed correctly. Your time sheet should be completed daily to ensure accuracy. If you have any questions, please contact Dani Catherman, your AmeriCorps Member Coordinator.

Where do I locate the AmeriCorps Member Timesheet?

1. Bookmark: <https://pa.uncorpsreports.com/>



2. Select 2024-2025 from the dropdown menu and click submit.

Log in to your account

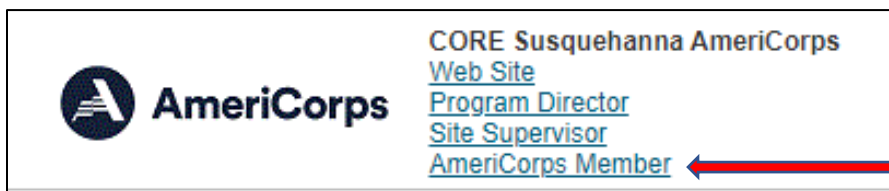
Please select your program year:

2024-2025

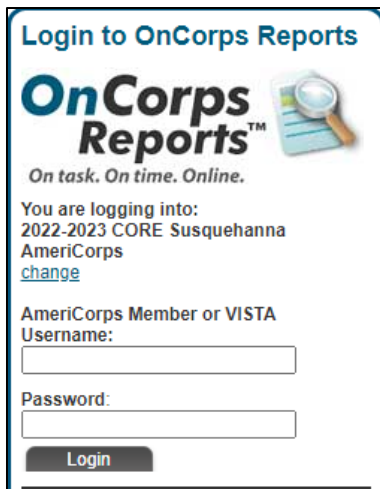
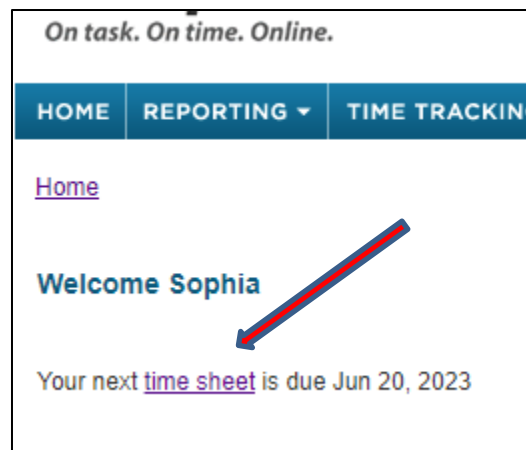
Submit

The Default program year is now set to 2023-2024, please be sure to select the correct program year when logging in

- Click on **AmeriCorps Member** under CORE Susquehanna AmeriCorps.



- Sign in using the username and password provided by CORE staff. Please change your password on your first log in. After you login, you'll see a Welcome screen. Click on time sheet.

How do I complete the AmeriCorps Member Timesheet?

- Select the time period for which you would like to fill out your time sheet.



2. Type in your service hours for the day making sure your time in and out matches all sign in sheets you have signed at trainings, events, and/or service projects.

Mon Aug 26			
Time In	AM/PM	Time Out	AM/PM
09:00	<input checked="" type="radio"/> AM <input type="radio"/> PM	12:00	<input type="radio"/> AM <input checked="" type="radio"/> PM
12:00	<input type="radio"/> AM <input checked="" type="radio"/> PM	12:30	<input type="radio"/> AM <input checked="" type="radio"/> PM
12:30	<input type="radio"/> AM <input checked="" type="radio"/> PM	04:30	<input type="radio"/> AM <input checked="" type="radio"/> PM

3. Select the appropriate activity using the “Categories” dropdown menu.

Categories	Service Site
select One	Union Snyder Community Action
select One	Union Snyder Community Action
Service	Union Snyder Community Action
Service	Union Snyder Community Action
Training	Union Snyder Community Action
Training	Union Snyder Community Action
Convening	Union Snyder Community Action
Fundraising	Union Snyder Community Action
Fundraising	Off Site
Lunch	
Lunch	
Time-Off	
Time-Off	

Service at site or off site (extra hours) = SERVICE
Orientation = TRAINING
Online Trainings = TRAINING
Convening/Service Project = CONVENING
Lunch = LUNCH
Days off = TIME-OFF

4. Always account for lunch/breaks!


Mon Aug 26						
Time In	AM/PM	Time Out	AM/PM	Categories	Service Site	Total Hours
09:00	<input checked="" type="radio"/> AM <input type="radio"/> PM	12:00	<input type="radio"/> AM <input checked="" type="radio"/> PM	Service	Union Snyder Community Action	3.00
12:00	<input type="radio"/> AM <input checked="" type="radio"/> PM	12:30	<input type="radio"/> AM <input checked="" type="radio"/> PM	Lunch	Union Snyder Community Action	0.50
12:30	<input type="radio"/> AM <input checked="" type="radio"/> PM	04:30	<input type="radio"/> AM <input checked="" type="radio"/> PM	Service	Union Snyder Community Action	4.00


5. Your service site will auto populate. You will only have to change it when you are serving “off-site.” (Extra hour opportunities requiring an off-site verification form.)


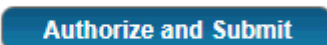

Categories	Service Site
Service ▼	Union Snyder Community Action ▼
Lunch ▼	Union Snyder Community Action ▼
Service ▼	Off Site ▼

6. Select **BOTH** your Site Supervisor **AND** your AmeriCorps Member Coordinator to receive your timesheet.

Select the person(s) who supervised you during this period:

☐ Jess Krispin 

☐ Rachel Reeher 

7. Once your time sheet is completed, sign your electronic timesheet by clicking **“Authorize and Submit.”**

Once you submit your time sheet you will not be able to edit it unless your site supervisor or your member coordinator “rejects” or “unlocks” the timesheet.

Living Stipend Schedule

Date Time Sheet Submitted	Date Check Sent
9/09/24	9/17/24
9/23/24	10/01/24
10/07/24	10/15/24
10/21/24	10/29/24
11/04/24	11/12/24
11/18/24	11/26/24
12/02/24	12/10/24
12/16/24	12/24/24
12/30/24	01/07/25
01/13/25	01/21/25
01/27/25	02/04/25
02/10/25	02/18/25
02/24/25	03/04/25
03/10/25	03/18/25
03/24/25	04/01/25
04/07/25	04/15/25
04/21/25	04/29/25
05/05/25	05/13/25
05/19/25	05/27/25
06/02/25	06/10/25
06/16/25	06/24/25
06/30/25	07/08/25
07/14/25	07/22/25
07/28/25	08/05/25
08/04/25	08/19/25

Closings

The CORE Susquehanna office will be closed on the following holidays:

Labor Day	Monday, September 2, 2024
Columbus Day	Monday, October 14, 2024
Veterans Day	Monday, November 11, 2024
Thanksgiving Day	Thursday, November 28, 2024
Thanksgiving	Friday, November 29, 2024
Christmas	Wednesday, December 25, 2025
New Year's Day	Wednesday, January 1, 2025
Martin Luther King Day	Monday, January 20, 2025
Presidents Day	Monday, February 17, 2025
Good Friday	Friday, April 18, 2025
Memorial Day	Monday, May 26, 2025
Independence Day	Friday, July 4, 2025

Continuous Improvement

Site Visits

Member Site Visits

Site visits to all CORE Susquehanna placements will be made by CORE staff during the program year to monitor and support both the member and the site to provide continuous improvement. Site visits are a way of exchanging information, ensuring compliance, and providing guidance.

During site visits, CORE staff will meet separately with both the member and site supervisor to discuss placement and program expectations. If at any time a member or supervisor feels the need to request an additional site visit, a visit can be arranged by contacting CORE staff.

Site Supervisor Meetings

CORE staff will schedule one meeting throughout the program year for all site supervisors. The purpose of the meeting is to inform site supervisors about policies, procedures, and ongoing events and offer an opportunity for feedback and discussion.

CORE staff will schedule a one-on-one meeting with each site supervisor at their site. The purpose of the meeting is to hear from the site supervisor about the member and the service they are providing. This is a time for the site supervisor to share any concerns and successes. CORE staff is available by phone and email.

Evaluations

Twice during the year, site supervisors are asked to evaluate their member(s) and comment on the CORE Susquehanna AmeriCorps program. These evaluations are distributed at the midpoint and end of the year. During site visits with CORE staff and at the end of the program year, members have the opportunity to provide feedback about the site, CORE Susquehanna, and the AmeriCorps program. These opportunities provide CORE Susquehanna with written feedback that enables staff and program participants to work more effectively toward program objectives.

Corrective Action Plans (CAP)

A corrective action plan will be developed when the program is notified of continued concerns with the member's level of service and compliance. A meeting will be held with the member, site supervisor, and CORE staff to address the concerns and develop the CAP. Documentation, member's explanation, expectations, actions taken, and next step, will be included in the corrective action plan. The CAP will be signed by all parties and placed in the member's permanent file.

The Do's and Don't's of AmeriCorps Service

Do

1. Develop a working relationship with the service site.
2. Track goals for Data Collection.
3. Cooperate with site supervisor and CORE staff to address challenges and report on progress.
4. Attend all CORE convenings and service projects.
5. Take breaks and practice self-care.
6. Work continually toward development and practice of leadership.
7. Commit to fulfilling the mission of CORE Susquehanna with professionalism and integrity.
8. Be honest in fulfilling service hour contracts and about information regarding service.
9. Be honest with AmeriCorps staff and site staff about all aspects of service.
10. Become a positive role model at the site and in the surrounding community.

Don't

1. Fill in for an absent employee. By law, members may not, under any circumstances, perform services, duties, or activities assigned to a current employee or to an employee who recently resigned or has been discharged.
2. Only do clerical or busy work; this may be a portion of the service, but not all of it.
3. Do any activities such as lobbying, political, religious, or advocacy activities. These are prohibited. (See Prohibited Activities Policy)
4. Assist an organization with major fundraising efforts. CNCS policy does permit some limited activities related to fundraising. (See Fundraising Policy)
5. Generate personal contact or relationships with the clients of a partner site or service sites. Such contact is unprofessional and will not be tolerated.
6. Participate in additional employment at their service sites during their term of service. Members may not participate in service that results in personal profit during AmeriCorps hours.

Standards of Conduct

While acting in an official capacity, AmeriCorps members are expected to:

1. Demonstrate respect for themselves, others, and the group as a whole.
2. Follow directions and uphold program guidelines.
3. Address relevant concerns, problems, or suggestions by following the appropriate chain of command—beginning with the Site Supervisor, then the Site Administrator, and finally the AmeriCorps Program Director—while making every effort to resolve issues at the lowest effective level.

Prohibited Activities

While charging time to the AmeriCorps program, accumulating service or training hours, or otherwise performing activities supported by the AmeriCorps program or the Corporation, staff and members may not engage in the following activities (see 45 CFR § 2520.65):

- a. Attempting to influence legislation.
- b. Organizing or engaging in protests, petitions, boycotts, or strikes.
- c. Assisting, promoting, or deterring union organizing.
- d. Impairing existing contracts for services or collective bargaining agreements.
- e. Engaging in partisan political activities, or other activities designed to influence the outcome of an election to any public office.
- f. 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.
- g. 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.
- h. 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 section 501(c)(3) of the Internal Revenue Code of 1986 related to engaging in political activities or substantial amount of lobbying except that nothing in this section 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 paragraph (g) of this section, unless Corporation assistance is not used to support those religious activities.
- i. Conducting a voter registration drive or using Corporation funds to conduct a voter registration drive.
- j. Providing abortion services or referrals for receipt of such services.
- k. Census Activities. AmeriCorps members and volunteers associated with AmeriCorps grants may not engage in census activities during service hours. Being a census taker during service hours is categorically prohibited. Census-related activities (e.g., promotion of the Census, education about the importance of the Census) do not align with AmeriCorps State and National objectives. What members and volunteers do on their own time is up to them, consistent with program policies about outside employment and activities.
- l. Election and Polling Activities. AmeriCorps member may not provide services for election or polling locations or in support of such activities; and
- m. Such other activities as the Corporation 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 any of the above activities on their personal time.

I understand the above prohibitions.

Signature: _____

Violation of the Program's Standards of Conduct

The member understands that the following actions are considered violations of the Program's Standards of Conduct:

1. Unauthorized tardiness.
2. Unauthorized absences from the site, service projects, or monthly convenings.
3. Theft or dishonesty.
4. Repeated use of inappropriate language at the service site.
5. Engaging in behavior that may cause physical or emotional harm to other members, program staff, or community members.
6. Failing to report any criminal arrest or conviction that occurs during the term of service.
7. Unexcused absences are prohibited and will result in disciplinary action. A member who is absent for three (3) consecutive days without notifying their supervisor will be considered to have abandoned their position and may be subject to immediate dismissal.
8. Discrimination or harassment of any kind toward fellow members, staff, or service recipients is strictly prohibited.

Federal Drug Free Workplace Act Notice

The member understands and agrees to abide by the regulations set forth in the Federal Drug Free Workplace Act Notice. Under this act, the member shall immediately notify the AmeriCorps Program Director if they are convicted under any criminal drug statute. The member understands that their participation in the program is conditioned upon compliance with this notice requirement and the Program will take action for violations of this section. The Drug Free Workplace Act Notice is:

Illegal drugs in the workplace are a danger to all. They impair safety and health and promote crime, lower performance, and undermine public confidence in the work AmeriCorps does. CORE Susquehanna AmeriCorps will not tolerate the use of illegal drugs in the workplace and, by law, cannot.

Under the Federal Drug Free Workplace Act, in order for this program to be considered a responsible source for the award of a federal contract, CORE Susquehanna AmeriCorps has implemented the following operating procedures:

1. Any location at which an AmeriCorps activity is conducted, whether the central office or other host sites, shall be declared a drug-free workplace.
2. All members are absolutely prohibited from the unlawful manufacture, distribution, and possession of a controlled substance in the workplace. The following is a partial list of controlled substances. A complete listing and

3. explanation of all controlled substances is available from the AmeriCorps Program Director.
 - a. Narcotics – heroin, morphine, etc.
 - b. Cannabis – marijuana, hashish, etc.
 - c. Stimulants – cocaine, diet pills**, etc.
 - d. Depressants – tranquilizers, etc.
 - e. Hallucinogens – LSD, PCP, etc.
 - f. Alcohol – liquor, beer, wine, etc.

**unless prescribed by a certified Doctor of Medicine

4. Any member violating the above policy is subject to discipline up to and including termination for the first offense.
5. CORE Susquehanna may offer an education program for members on the dangers of drug abuse in the workplace. To assist members in overcoming drug abuse problems, the program may offer rehabilitative help:
 - a. Medical benefits for substance abuse treatment.
 - b. Information regarding community resources for assessment and treatment.
 - c. Counseling programs.

Any member convicted of violating a criminal drug statute in the workplace must inform the AmeriCorps Program Director within five (5) workdays of the conviction occurring. Failure to inform the AmeriCorps Program Director subjects the member to disciplinary action up to and including termination for the first offense. By law, the program will notify the federal contracting officer within ten (10) days of receiving such notice from a member of a conviction.

CORE Susquehanna reserves the right, at its discretion, to offer members convicted of violating a criminal drug statute in the workplace the opportunity to participate in an approved rehabilitation or substance abuse assistance program as an alternative to disciplinary action. If such an option is offered and accepted, the member must successfully complete the program as a condition of continued participation in the CORE Susquehanna AmeriCorps program.

All members will be required to acknowledge that they read the above operational procedure and agree to abide by it in all respects. By law, this acknowledgement and agreement are required as a condition of program participation.

The member's signature on this Member Service Agreement signifies that the member has read the above policy and understands its contents. The member understands they may be terminated for a first offence of this policy.

If a member violates the rules outlined in the "Prohibited Activities" or "Standards of Conduct" sections, the program will generally follow a progressive disciplinary process. However, the

member understands that they may be immediately terminated by the service site upon a first offense if the violation is deemed severe or intolerable by the Site Supervisor.

1. **First Offense:** The Site Supervisor, AmeriCorps Member Coordinator, or Program Director will issue a verbal and written warning.
2. **Second Offense:** A written reprimand will be issued, and a meeting will be held with the member and relevant parties to address the issue.
3. **Third Offense:** The Program Director will terminate the member's participation in the program for cause.

The member further understands that suspension or termination may occur—regardless of prior offenses—in accordance with the “Prohibited Activities,” “Standards of Conduct,” “Federal Drug-Free Workplace Act Notice,” and the terms of this agreement, if specific acts warrant such action during the term of service.

Restrictions on the Use of AmeriCorps Assistance

Nonduplication

AmeriCorps assistance may not be used to duplicate an activity that is already available in the locality of the program. And, unless the requirements of paragraph (f) of 45 CFR 2540.100 are met, AmeriCorps assistance will not be provided to a private nonprofit entity to conduct activities that are the same or substantially equivalent to activities provided by a State or local government agency in which such entity resides.

Nondisplacement

1. An employer may not displace an employee or position, including partial displacement such as reduction in hours, wages, or employment benefits, as a result of the use by such employer of a participant in a program receiving Corporation assistance.
2. An organization may not displace a volunteer by using a participant in a program receiving AmeriCorps assistance.
3. A service opportunity will not be created under this chapter that will infringe in any manner on the promotional opportunity of an employed individual.
4. A participant in a program receiving Corporation assistance may not perform any services or duties or engage in activities that would otherwise be performed by an employee as part of the assigned duties of such employee.
5. A participant in any program receiving assistance under this chapter may not perform any services or duties, or engage in activities, that:
 - a. Will replace the hiring of employed workers; or
 - b. Are services, duties, or activities with respect to which an individual has recall rights pursuant to a collective bargaining agreement or applicable personnel procedures.
6. A participant in any program receiving assistance under this chapter may not perform services or duties that have been performed by or were assigned to any –
 - a. Presently employed worker.
 - b. Employee who recently resigned or was discharged.
 - c. Employee who is subject to a reduction in force or who has recall rights pursuant to a collective bargaining agreement or applicable personnel procedures.
 - d. Employee who is on leave (terminal, temporary, vacation, emergency, or sick).
 - e. Employee who is on strike or who is being locked out.

Fundraising

An AmeriCorps member may spend no more than ten percent (10%) of their originally-agreed-upon term of service, as reflected in the member enrollment in the National Service Trust, performing fundraising activities.

1. AmeriCorps members may not raise resources directly in support of the AmeriCorps program's service activities.
2. 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 provides social services to the members of the community and is delivered, in whole or in part, through the members of a community-based organization.
 - e. Seeking donations from alumni of the program for specific service projects being performed by current members.
3. AmeriCorps members may not:
 - a. Raise funds for living allowances or for an organization's general (as apposed to project) operating expenses or endowment.
 - b. Write a grant application to the Corporation or to any other federal agency.

Code of Ethics

1. **Respect for Service Recipients:**

All service recipients must be treated with dignity and respect. Members are expected to consistently demonstrate courtesy and consideration for each individual's self-worth.

2. **Confidentiality During Interactions:**

Interviews and counseling sessions with service recipients must be conducted in private office settings to ensure confidentiality.

3. **Use of Service Recipient Records:**

Service recipient records may only be used for ongoing service or official recordkeeping purposes.

4. **Objectivity in Documentation:**

All recorded or communicated information about service recipients must be factual and objective. Personal opinions should not be included. All entries must be dated and signed.

5. **Information Sharing:**

Information about service recipients may only be released to another agency in accordance with the service site's policies and procedures.

6. **Confidentiality of Staff Information:**

All personal and professional staff information, whether documented or not, is considered confidential and must not be shared or discussed inappropriately.

7. **Professional Boundaries:**

Members are entitled to their personal beliefs and feelings. However, these must not interfere with the site's operations, reputation, or the quality of services provided.

8. **Professional Conduct:**

Members are responsible for fulfilling their service duties and interacting with others in a respectful and professional manner. Challenges should be addressed calmly and constructively.

9. **Addressing Concerns:**

If a member has a concern about a staff member's performance or conduct, they are encouraged to address it discreetly—either directly with the individual or through the site supervisor. Unresolved concerns should be handled in accordance with the "Grievance Policy" outlined in the Member Agreement.

10. **Social Media Use:**

Members may not post photos or information about service recipients on social media. Additionally, members must not post images of themselves identifying as AmeriCorps members while promoting any issue or activity listed under prohibited activities or otherwise restricted by the Code of Ethics or Standards of Conduct.

By signing this Member Agreement, the member affirms that they have read, understood, and agree to abide by the Code of Ethics. Agreement is contingent upon submission and approval of all required documentation.

Release from Term of Service

The member understands that they may be released for the following reasons:

1. For cause, as explained under “For Cause” of this section.
2. For compelling personal circumstances as defined under “Compelling Personal Circumstance” of this section.

For Cause

This program will immediately release the member for cause for the following reasons:

1. Unlawful manufacture, distribution, dispensation, possession, or use of any controlled substance or illegal drugs during the term of service.
2. Consuming alcoholic beverages during the performance of service activities.
3. Being under the influence of alcohol or any illegal substance during the performance of any service activity.
4. The member has dropped out of the program without obtaining a release for compelling personal circumstances from the appropriate program official.
5. The member has been convicted of a violent felony or possession, sale, or distribution of a controlled substance during their term of service.
6. The member has committed a third offense in accordance with section “Standards of Conduct” in this agreement.
7. The member commits any other serious breach that, in the judgment of the AmeriCorps Program Director, undermines the effectiveness or credibility of the Program.
8. The service site is no longer willing to continue the relationship with the member due to dissatisfaction with the member’s service. In such case, the program bears no responsibility to the member.

CORE Susquehanna has the authority to establish the provisions for which members may be prematurely released from their term of service due to cause.

The following are additional grounds for termination for cause from CORE Susquehanna AmeriCorps, in addition to those previously stated:

1. Conviction of a felony.
2. Stealing or causing to be stolen any CORE or placement site property.
3. Defacing or willfully damaging any CORE or placement site property.
4. Fighting, carrying weapons, or threatening physical violence.
5. Being verbally or physically abusive.
6. Refusing to follow staff instructions.
7. Breach of confidentiality.
8. Using controlled substances or illegal drugs.
9. Reporting to serve under the influence of drugs and/or alcohol.
10. Falsification of reports, timesheets, or personal information used to determine eligibility.
11. Any other inappropriate or unprofessional behavior.

The program may suspend or terminate the member's term of service for violating the rules set forth under "Standards of Conduct" of this agreement or for the following reason:

During the term of service, the member has been charged with a violent felony for the sale or distribution of a controlled substance. If the member is found not guilty or the charge is dismissed, the member may resume their term of service. The member will not receive back living stipends or credit for any service hours missed.

If the member discontinues their term of service for any other reason other than a release for compelling personal circumstance, the member will cease to receive the benefits listed under "Benefits" in this agreement, will receive no portion of the educational award, or interest payments on loan forbearance.

Compelling Personal Circumstance

The program may release the member from their term of service due to compelling personal circumstances, with required documentation, in the following circumstances:

1. The member has a serious illness or injury that makes completing the term of service impossible.
2. There is a serious illness, injury, or death of an immediate family member or significant other and the member needs to perform certain caretaker duties.
3. The member is drafted by the United States Armed Services.
4. The member has accepted an opportunity to make the transition from welfare to work.
5. Some other unforeseeable circumstance beyond the member's control make it impossible or unreasonably difficult for the member to complete the term of service, such as a natural disaster, a strike, relocation of a spouse, or the non-renewal or premature closing of project or the program.

Compelling personal circumstances are decided on a case-by-case basis by CORE Susquehanna in conjunction with AmeriCorps regulations.

A member who discontinues their term of service due to compelling personal circumstance and who has completed more than fifteen percent of their term of service commitment will receive a prorated education award if properly requested.

If the member discontinues their term of service due to compelling personal circumstance, the member will cease to receive benefits. (Living stipend, health insurance, childcare, education award, and loan forbearance)

Compelling personal circumstances do not include the following:

1. To enroll in school.
2. To obtain employment other than moving from welfare to work.
3. Because of dissatisfaction with the program.

Voluntary Resignation

A member begins the program year with the understanding that they are making a term long commitment. However, in the rare circumstance that a member needs to resign from the program, the following procedure should be followed:

1. A member must submit a notice of resignation, in writing, to the CORE Susquehanna Program Director.
 - a. The member's notice must include official notification (e.g., doctor's note) justifying any compelling personal circumstance.
 - b. A member who quits for other than a compelling personal circumstance, or does not adequately document the compelling personal circumstance, is not eligible for any portion of the education award.
2. Prior to resignation, the member must meet with CORE Susquehanna staff person for an exit interview and must return all property to the placement site.

Reassignment

CORE Susquehanna provides tools to assist the site and members in sharing essential information which will lead to a successful year of service. It is expected that the relationship between CORE Susquehanna and the placement site will be for a full term of service. It is CORE's policy to not actually place a member at a site. CORE's philosophy is to allow a possible member to follow their interest and interview at a site or several sites. Both the site and members are encouraged to make a "good match".

CORE and its partners have a commitment to excellence, recognize and value the difference in contributions made by each member and site, and expect individual accountability for actions and performance.

The interviewing, matching, and continuous improvement processes are designed to provide the opportunity for success. On the rare occurrence that a new site assignment needs to be made (i.e., a site closes), the following guidelines have been established:

1. Before reassignment for either site or member will be considered, the CORE Grievance Procedure may be utilized with the active participation of CORE staff.
2. If it has been determined, after all parties have met and attempted a resolution, that the member can no longer provide service at the partner site, then the following may occur:
 - a. If it is deemed necessary to make a reassignment prior to the 12th week of service, efforts will be made to reassign a member who is in good standing with CORE; however, there is no guarantee that a member can or will be reassigned.

- b. The reassignment process requires that the member interview with an available site and a match be made only through mutual agreement of the new site, the member, and CORE staff.
- c. Reassignments occur only in unusual circumstances and in fairness to all parties involved. Reassignments cannot occur more than once in a program year.
- d. A good standing with CORE will be determined by performance, with the final decision resting with the CORE staff.

Conflict Management

It is expected that normal communication and conflict resolution processes will resolve performance, attitude, attendance, and other personnel related issues. However, seemingly small unresolved issues can compound and become major problems. CORE Susquehanna has established the following conflict management process.

1. Define the Problem
 - a. One or two sentence definitions from all parties involved defining what they perceive the problem to be about.
2. Collect Facts and Opinions
 - a. What is the situation?
 - b. What happened?
 - c. Who is involved?
 - d. What policies and procedures are involved?
3. Consider All Solutions
 - a. Brainstorm solutions; rule out criticisms.
4. Define Results Expected
 - a. What should happen in resolving this conflict?
 - b. What goals should be set?
5. Select Solution(s)
 - a. Which solution(s) will yield desired results?
6. Implement Solution(s)
 - a. Establish specific timetables and goals for implementation; determine evaluation techniques.

The overall goal of conflict resolutions is to reach a mutually satisfactory solution that maintains good human relations.

Grievance Steps

A grievance is defined as:

1. A concern or conflict with other persons in CORE Susquehanna services/service provision, and or
2. Dissatisfaction with supervisory/administrative procedures, policies, and/or disciplinary action.

Just Cause

To ensure fair and equitable treatment for all members, decisions made at any level of this grievance procedure shall be based on the principle of Just Cause. The cornerstone of this procedure includes asking:

1. Did the member have foreknowledge of the consequences of their actions?
2. Was the member treated fairly and without prejudice?
3. Did the supervisor attempt to correct the member's conduct before resorting to disciplinary action?
4. Did the supervisor, in investigating the grievance, conduct a fair and objective investigation?
5. Was the discipline given or action taken warranted?
6. Was the member's past service record taken into consideration?
7. Was the action taken in accordance with the agency's best practice?
8. Was the action taken against the member proportionate to the gravity of the violation?

In the event of a grievance by an AmeriCorps member, participant, labor organization, or other interested individual concerning a program run through CORE Susquehanna or a member of AmeriCorps associated with CORE Susquehanna, the organization will make every effort to facilitate an informal resolution among the involved parties.

Special Note

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

Informal Resolution

The process will be aided by a neutral party who may not compel a resolution. Any decision by the neutral party is advisory and is not binding unless both parties agree.

The aggrieved party may seek resolution through alternative means of dispute resolution such as mediation or facilitation.

At the initial session of dispute resolution proceedings, parties are advised in writing of the right to file a formal grievance and the right to arbitration.

If the matter is resolved: the terms of the resolution are recorded in a written agreement, and the parties agree to forgo filing any further grievances on the matter under consideration. *Except for the written agreement, the proceeds are confidential.

If the matter is not resolved within 30 calendar days from the date of the informal dispute resolution process: The aggrieved party is informed of their right to file a formal grievance for the second time.

If these informal efforts to resolve disputes are unsuccessful, AmeriCorps members may seek resolution through the formal grievance procedure as outlined in the Member Agreement that is reviewed and signed on the first day of CORE orientation.

Formal Resolution

The neutral party from the non-formal process is not involved in the formal complaint process **AND** communications or proceedings of the informal dispute resolution process are not referred to or introduced into evidence at the grievance and/or arbitration hearing.

A **formal grievance** must be filed in the following manner:

· Prepare an appeal letter to the Union-Snyder Community Action Agency's Executive Director, which includes the following information:

- Today's date
- Your name
- Your address
- Phone number where you can be reached during daytime hours.
- The decision and the reason you disagree with the decision.

Your appeal letter must be sent within 10 days of the adverse action to:

Executive Director
Union-Snyder Community Action Agency
713 Bridge Street, Suite 10
Selinsgrove, PA 17870

Timelines

Grievances cannot be reviewed if they are made more than 1 year after the alleged occurrence except for fraud and criminal activity.

A hearing will be conducted no later than 30 days after filing. The appeal will be reviewed by an appeal committee consisting of the Executive Director, AmeriCorps Director, and Operations Director. Any appeal committee member directly involved in the grievance will be excused and replaced by an uninvolved staff member designated by the Executive Director. A decision shall be rendered within 30 days. The grievant will receive the decision in writing.

A decision will be made no later than 60 days after the filing.

Binding Mediation or Arbitration

The grievant can request binding arbitration or mediation if the decision is averse to the grievant, or if no decision is reached within 60 calendar days. A binding mediation or arbitration hearing will be held within 45 days after the request or within 30 days after a mediator/arbitrator is appointed. Within 30 days of the binding mediation or arbitration hearing, a decision will be rendered.

1. A qualified mediator/arbitrator is used who is jointly selected and independent of the interested parties.
2. The Union-Snyder Community Action Agency's Executive Director appoints a mediator or arbitrator if the parties cannot agree on one within 15 days.
3. Mediation or arbitration is held no later than 45 calendar days after the request – or 30 days after the mediator/arbitrator is appointed by the Executive Director.
4. A decision is made by the arbitrator no later than 30 days after the arbitration commences.
5. The cost of arbitration is divided evenly between the parties to the arbitration.

Special Note

If the participant, labor organization, or other interested party prevails during arbitration, then the grantee pays the total cost of the proceedings and the attorney's fees of the prevailing party.

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

Remedies

Remedies for a grievance filed under the established procedures may include but are not limited to:

1. Prohibition of the placement of a participant.
2. Reinstatement of the employee to the position they held prior to the displacement.
3. Payment of lost wages and benefits.
4. Re-establishment of other relevant terms, conditions, and privileges of employment.
5. Suspension or termination of assistance. CORE Susquehanna may suspend or terminate payments for assistance under this chapter.
6. Any other equitable relief that is necessary to correct any violation of the nonduplication or non-displacement requirements or to make the displaced employee whole.

Civil Rights Requirements, Complaint Procedures, and Rights of Beneficiaries

This program is available to all, without regard to race, color, national origin, disability, age, sex, political affiliation, or in most instances, religion. It is also unlawful to retaliate against any person who, or organization that, files a complaint about such discrimination. In addition to filing a complaint with local and state agencies that are responsible for resolving discrimination complaints, you may bring a complaint to the attention of the Corporation for National and Community Service.

If you believe that you or others have been discriminated against, or if you want more information, contact:

Office of Civil Rights and Inclusiveness
Corporation for National and Community Service
250 E Street, SW
Washington, DC 20525
(800) 833-3722 (TTY and reasonable accommodation line)
(202) 565-3465 (FAX); eo@cns.gov

Frequently Asked Questions

- 1. Are AmeriCorps members employees?** No. Members are not employees. You are a participant in a National Service Organization. Members provide a term of service for one year. Think of it as training time, a time to explore and discover if you are on the right track with what you want to be doing in the future. You are not working, you are serving.
- 2. Can members qualify for unemployment benefits if they leave the program?** No. Members are not employees, so they do not qualify for unemployment compensation at the end of their term of service.
- 3. Do members receive health benefits?** Yes. Health benefits are available for full-time members through Cigna and The Corps Network Health Insurance Plan.
- 4. Are there childcare options?** Yes. Gap Solutions is the AmeriCorps Child Care Plan, available for full-time members, found at: <https://www.americorpschildcare.com/> Or by calling 1-855-886-0687
- 5. What happens if service hours are completed early? Is the member done?** If a member completed their hours before the program year ends, the living stipend ends. However, members may serve beyond 300 hours and, as long as they continue to serve at their site, they will continue to receive the living stipend until the end of the program year. If a member serves beyond 300 hours, they may qualify for a Presidential Service Award. View details at: <http://www.presidentialserviceawards.gov/>.
- 6. Can a member serve places other than their site?** Yes. Hours served away from the member's host site must always have approval from the site supervisor prior to serving the hours, and the member must fill out an off-site verification form. The form should be turned into the CORE office within the time period served.
- 7. When do members get paid?** Stipend checks are submitted through direct deposit every two weeks.
- 8. Are members permitted to miss convenings or group service projects because of service site commitments?** No. Convenings and group projects take priority over your site. The site must be able to function without the AmeriCorps member. Site supervisors have the convening schedule as do members. Please plan accordingly.

Useful Websites for Reference:

www.coreamericorps.org

www.americorps.gov

www.americorpsalums.org

<http://www.presidentialserviceawards.gov/>

Continuing Service

The member understands that to be eligible to serve a subsequent term or service, they must receive a satisfactory performance review for any previous term of service. The member's eligibility for a second term of service with this program will be based on at least a mid- and end-of-term evaluation of the member's performance focusing on factors such as whether the member has:

1. Satisfactorily completed the required number of hours.
2. Satisfactorily completed assignments, data collection, tasks, and service projects.
3. Satisfactorily completed any other criteria that was clearly communicated in writing at the onset of the program.

The member understands, however, that mere eligibility for an additional term of service does not guarantee selections of placement. Selection is at the discretion of the placement site and CORE staff.

Releases

_____ Member authorizes CORE Susquehanna AmeriCorps to conduct Criminal, PA Child Abuse, National Sex Offender, and FBI background checks and to share those results within the program. Participation in the program is contingent upon criminal history review and approval based on those results.

_____ Member authorizes CORE Susquehanna to release information and photos to the Union-Snyder Community Action Agency, Partner Service Sites, The Office of Employment Security, The Corporation for National and Community Service, PennSERVE, and news media as well as pictures of members providing service for the CORE website and social media.

_____ I understand that my signed Position Description serves as an Addendum to this Agreement.

Authorization

The member and Program hereby acknowledge by their signatures, they have read, understand, and agree to all terms and conditions of this Agreement.

AmeriCorps Member

AmeriCorps Program Director

(Member's Printed Name)

(Director's Printed Name)

(Member's Signature)

(Director's Signature)

Date _____

Date _____

If member is under 18 at the time of signature:

Parent Signature _____ Date _____