



SERVICE SITE/SUPERVISOR

Salt Lake County Most
Vulnerable Populations
AmeriCorps Program



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1. INTRODUCTION AND GENERAL INFORMATION

1.1. ABOUT AMERICORPS

AmeriCorps is a national service program founded in the same spirit as the Peace Corps, VISTA, Armed Forces, and other forms of national service. The AmeriCorps program provides members with a service experience in exchange for a modest living allowance and other benefits.

Common Goals of AmeriCorps

- Getting things done
- Strengthening communities
- Encouraging responsibility

1.2. MOST VULNERABLE POPULATIONS PROGRAM BASICS

MVP Program Basics the Salt Lake County (SLCo) mission is to provide honest, open, efficient, and ethical government that is fiscally responsible, accessible, and responsive to residents' needs. The SLCo Mayor's Office of Programs and Partnerships (OPP) works effectively with partners to address social systemic issues.

Our vision is to make homelessness rare, brief, and non-recurring. In support of the SLCo OPP vision, the continuation of the Most Vulnerable Populations AmeriCorps Program (MVP) will reduce barriers to housing and economic stability by providing housing, supportive case management, and other support programs to individuals and families experiencing homelessness or at risk to experiencing homelessness in Salt Lake County (Clients). MVP Members will positively transform lives, while working under the direction of trained case managers from MVP Site Host partners, to help set Client goals and reduce Client barriers associated to achieving their goals.

Members will provide outreach to engage Clients, assess their economic vulnerabilities, provide resources and connections to mainstream services, and support housing and job placements. Members' service activities will not duplicate nor supplant the work performed by agency staff. Through MVP Members' efforts, 1,500 economically disadvantaged individuals will receive housing placement services, with 300 of those being placed into housing. Approximately 1,000 individuals will receive supportive case management and other support services, with 225 of those improving job readiness.

1.3. PROGRAM OVERVIEW

Salt Lake County's Vulnerable Populations AmeriCorps Program is a State and National Grant with a focus on Economic Opportunity.

Our members help bridge the gap and reduce barriers for a variety of vulnerable populations including but not limited to; youth, individuals experiencing homelessness, and those involved in the criminal justice system.

AmeriCorps Members are placed in community agencies to serve individuals and families by assisting in activities such as housing placement, job placement, system navigation, healthcare liaisons, volunteer recruitment, and more.

Program Website <https://www.saltlakecounty.gov/ohcjr/ameri-corps/>

1.4. HOSTING AN AMERICORPS MEMBER

- Increase Organizational Capacity
- Bridge the gap
- Reduce barriers
- Build talent pipeline

2. **RECRUITMENT PROCESS**

2.1. SALT LAKE COUNTY'S RESPONSIBILITY

Training and Supervision

- Member orientation within 10 days of start of term of service
- Quarterly professional development
- Quarterly host Site and member check-ins
- Ongoing support for members and Host Sites

Financial Support

- Bi-Weekly member living stipend
- Education award upon successful completion of program

Recruitment Responsibility

- Post and maintain positions on Salt Lake County job site & handshake
- Actively recruiting members, collaborating with host sites and supervisors
- Complete reference checks and required national service criminal history checks
- Make all formal offers of positions to candidate and execute enrollment

2.2. HOST AGENCY'S RESPONSIBILITY

Recruitment Responsibility

- Using county generic job post create & an agency specific position. Provide MVP Program Director with position link.
- Provide MVP Program Director with member position learning objectives.
- Provide MVP Program Director with interview time slot availability [Interview Availability Form](#)
- Actively assist in recruiting and selection of members

- Within 5 business days of Interview, the host agency will decide whether to select the candidate or not and notify the MVP Program Director. Failure to do so will result in county placing the member at the host site.

Agency-specific Posting

- [Exhibit 6 – Sample Generic Service Position](#)
- Learning objectives (3-5)
- Minimum requirements
- Demonstrated skills and competencies
- Hours
- Weekdays/Evenings/Weekends
- Flexible hours

Agency Applicants

- Forward applicant resume to MVP Program Director to complete Initial screening.
- MVP Program Director will screen the applicant within 5 business days and set up an applicant/Host agency interview through a calendar invite.

2.3. AMERICORPS SERVICE AND INTERNSHIP CREDIT

The MVP program meets Internship requirements, making it a great opportunity for students enrolled in:

- Social Work/Services
- Social Justice
- Sociology
- Psychology
- Humanities
- Public Health
- Social Justice
- Humanities
- Public Relations
- Non-profit Organization and management
- Anyone interested in Community and Social Impact

2.4. SALT LAKE COUNTY APPLICANT SCREENING

MVP Program Director will screen candidates on Mondays.

- AmeriCorps MVP Program
- Program Commitment
- Living Stipend & Education Award

Schedule interview time with the applicant & host Site.

- Host Site interviews will be scheduled for the same week on Wednesdays, Thursdays, Fridays, and the following Mondays & Tuesdays.

- Calendar invites to include interview date/time emailed to the applicant and host site supervisor/interviewers.

Host Agency

- Direct supervisor/interviewer's responsibility to send applicant interview meeting link/instructions.

3. HOST SITE/SUPERVISOR ROLES AND RESPONSIBILITIES

3.1. WHAT IS A DIRECT SUPERVISOR

Day-to-Day Supervision and Best Practices

- Create a weekly 10-15 min check-in.
 - Review hours
 - Weekly performance
- Make sure the member has a clear description of duties and access to tools and training as needed.
- Communicate with the Program Director any concerns, changes to schedules, and supervisor changes.
- Ensure the member is a valued part of the team.

3.2. SUPERVISOR RESPONSIBILITY

- Members will complete timesheets including signature by end of day Saturdays
- It is the Supervisor's responsibility to follow up with members weekly on all late timesheets.
- **Through IPT, the supervisor will review and approve with signature weekly service hour records every Monday no later than noon.**

3.3. IPT SITE SUPERVISOR USER GUIDE

UServeUtah IPT AmeriCorps Tracking System Basic Site Supervisor User Guide

Using the System

Welcome to the UServeUtah AmeriCorps Member Tracking System. If you are new to a Utah AmeriCorps program, congratulations, you are now part of a movement of over

775,000 Americans who have served as AmeriCorps members. You will use this tracking system frequently to record hours and track your AmeriCorps term progress.

Logging In

Prior to logging in the first time, you will receive an email with the following:

https://www.alceasoftware.com/web/login.php

AMERICORPS
UTAH

UServeUtah AmeriCorps Member Tracking System

Please Login to Ipt:

Note: The following information is UPPER / lower case sensitive.

Organization ID

User Name

Password

[Forgot your username or password?](#)

[Clear Organization Id](#)

Intern Placement Tracking (c) 2000 - 2015 by Alcea Software LLC. 000006

To access the AmeriCorps tracking system:

www.runipt.com

ORG ID: ucovac

First Time Username: ABC0101D

First Time password: ipt

Welcome to the UServeUtah AmeriCorps Member Tracking System. Please use the login information listed above to access the required forms for this program. Please bookmark the site runipt.com and our organization id: ucovac.

Federal Regulations require a unique username and password for every AmeriCorps member and supervisor. Sharing username and password information violates federal regulations and may be the reason for removal from the program. If you have been asked to share your username or password contact the state AmeriCorps program administrator immediately at 1-888-755-8824.

You may receive this message instead because your password has been reset on the Utah AmeriCorps Member Tracking System. If you did not initiate this reset, please contact your AmeriCorps Program Director as soon as possible.

After logging in for the first time, using the default Login Name and Password you will be asked to create a new Login Name and Password. These are case sensitive and must be kept confidential. Be sure to create a Login Name and Password that you can remember.

Change account login information

<p>Login Name <input type="text"/></p> <p>New Password <input type="password"/></p> <p>Confirm New Password <input type="password"/></p> <p>Password Strength ■ ■ ■ ■</p>	<p>Password Strength Requirements:</p> <p>A password must contain characters from 3 of the following:</p> <ul style="list-style-type: none"> - Upper Case Letters - Lower Case Letters - Numbers 0 - 9 - Special Characters ! % & @ # \$ ^ * , ? _ ~ <p>A password must meet the minimum length requirement:</p> <ul style="list-style-type: none"> - At least 8 characters long
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Please note that there are multiple IPT login URL's. If your address bar says <http://www.runiptca.com/web/login.php>, or you do not see the AmeriCorps Utah logo, you have reached the Canada IPT system, and your login credentials will not work. Always use <http://www.runipt.com>

Expiring Passwords

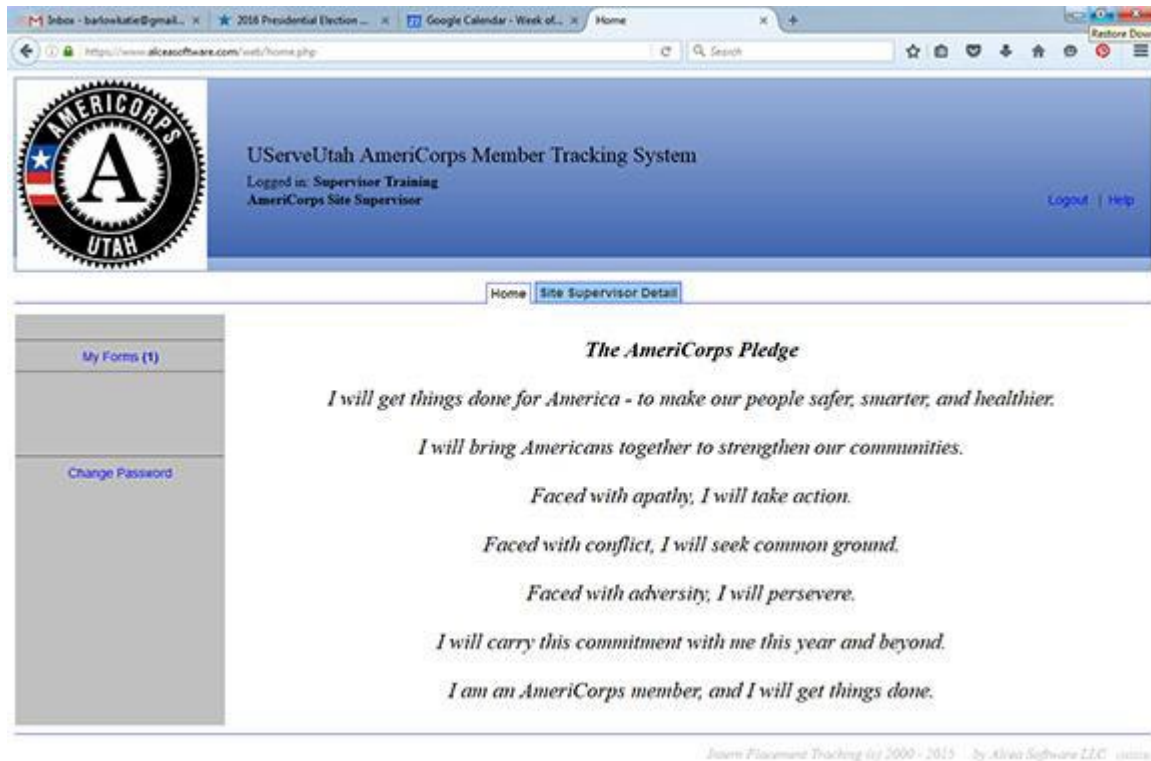
Your password will expire every 60 days. You will receive a warning from IPT six days before your password is set to expire. Once it has expired, you will receive a warning in red text. Click the "forgot password" link and follow the steps. When you are prompted to change your password, you will need to input your current password.

Once you have logged in, you will see your home screen. The home screen contains all of the links and tabs you will need within the tracking system throughout your time with AmeriCorps. In the heading you will notice that your name and your Login role are listed on the left. On the right are the Logout button and a help button.



Across the top of the home screen, below the heading, there are two tabs: **Home** and **Site Supervisor Detail** (see the site supervisor detail on the next page, to view tabs). Home, will bring you back to the home screen. **Site Supervisor Detail** will take you to your personal information and will show members assigned to you at the bottom under

"Internship Assignments." If any fields on this page are inaccurate, please contact your program director to make changes.



Home Screen Features

On the left side of the screen, you will see two options: **My Forms** and Change Password. My Forms takes you to a list of all the forms that have been assigned to you to complete. **Change Password** will open a page for you to create a new password. If you believe your password has been compromised, you should change it immediately. Never share your password with anyone else. If you are asked to share your login information, please contact your program director immediately.


Site Supervisor Detail

[Home](#) | [Site Supervisor Detail](#)

[Home](#) > [Form List](#) > [Site Supervisor Detail](#)
[Upload Picture](#) | [Forms](#)

Site Supervisor Detail: Supervisor Training

Last Name	<input type="text" value="Training"/>	Phone	<input type="text"/>
First Name	<input type="text" value="Supervisor"/>	Fax	<input type="text"/>
Street Address	<input type="text" value="111 Way"/>	Title	<input type="text"/>
City, State Zip	<input type="text" value="SLC UT 84777"/>		
Email	<input type="text" value="ucovactrainingsupervisor@gmail.com"/>		
<input type="checkbox"/> Nonprofit			
<input type="checkbox"/> Government Agency/School			
Service Site	<input type="text" value="Training Site"/>		



Attach AmeriCorps Site Supervisor Agreem

Internship Assignments			
	Semester	Student Name	Phone Number
view	Quarter 1	Person,Amanda	801-555-0000
view	Quarter 1	System,Sally	
view	Quarter 1	Training,Member	

The first time you login, your site supervisor detail will probably look something like this. Many of the fields will be left blank. It is your responsibility as a site supervisor to input the information requested in each field. There is an option at the top left to upload a picture. Anyone can upload a picture but some programs may require a picture.

To upload a picture, click on the link. You will see a dialogue box which reads: Select picture to upload for: YOUR NAME

[Home](#) > [Student Detail](#) > [Upload Picture](#)

Select Picture to Upload for: student - Control,Test

Note: Picture file must be in .jpg format.

Using the browse button, you will be able to locate an image on your computer to upload to your detail. Once you have selected the image, select upload file. To change the image, click on the link again and select Delete Current Picture.

There are three other options at the top of the detail page: Forms, Dashboard and Progress.

Forms

[Home](#) > [Form List](#)

Online Forms List For: Member Training

☐ Hide Completed Forms

	[Template]	Batch Name	Form ID	Status	Signed	Waiting For	Schedule Date	Due Date
View	Service Hour Record	Test	Training_Member	new **		Student	2012-08-06	
View	Service Hour Record	TEST FORM	Training_Member	new **		Student	2012-08-20	
View	Member Service Agreement	test	Training_Member	new		AmeriCorps Program Director	2012-08-06	
View	Member Service Agreement	Trial Contract	Training_Member	new		AmeriCorps Program Director	2012-08-09	
View	Member Service Agreement	trial form	Training_Member	new		AmeriCorps Program Director	2012-08-21	
View	Service Hour Record	July2012	Training_Member	complete	12-		2012-07-26	2012-08-05

This link will take you to the same place as the My Forms button on the home screen. There will be a list of all of the forms that have been assigned to you. Each row is a separate form.

Each column designates a different part of the form. **Template** identifies which form type was assigned. **Batch Name** indicates information that the program director wants you to know about the form. **Form ID** indicates who the form belongs to. **Status** describes whether the form is new, active, waiting for re-sign, or complete. **Signed** designates who has signed the form. A "1" means that the first person required to sign the form has signed it, this is usually the member. A "2" means that the second person required to sign the form has signed it. This is usually the site supervisor. Some programs may require more than two signatures; if this is the case for your program there will be space for additional signatures. **The Waiting For** column indicates who needs to complete the form next. **The Schedule Date** is the date that the form was sent out and the Due Date indicates the date the form is due. By selecting **View** next to any of the forms, you can view and/or complete the forms that are required by your program.

Once all required signatures are on a form and you no longer wish to see it in your list, you can select the box "Hide Completed Forms" at the top of your forms list. This will not erase your forms, it will simply make it easier to see only the forms that still require signatures. You may also sort your forms list by any of the columns whose headings are in blue.

Completing Forms

Utah AmeriCorps Enrollment/ Eligibility Verification Form

This form is the very first form you will be required to complete as part of your AmeriCorps term. Every field is required. Please complete this form as soon as you are given access to the AmeriCorps tracking system. If you are under 18 a parent or legal guardian is required to sign the form. Please use the printable version link at the bottom of the form and have a parent or guardian sign a paper version of the form. Your program director then will scan and save that form to your online member details.

Member Service Hour Record

This is the timekeeping form used by all Utah AmeriCorps programs. Please check with your program director to determine the amount of detail required in your forms. Only 15-minute increments should be counted, so please save your hours in the following format.

15 min = .25
 30 min = .50
 45 min. = .75
 1 hour = 1

Members should round up or down to the nearest 15-minute mark. Enter your time in the correct category as described on the form, either Member Development, Direct Service or Fund Raising.

Members are required to enter a "0" in the direct service column for any day that they did not serve. At the end of their service for that period, they will submit their Service Hour Record. The member may enter time at any point AFTER the service has been completed, before the due date. They should not enter time before they do that service and as a site supervisor, you must ensure that you are not approving hours that have not already been performed. Early entry of time is fraud and can be grounds to terminate an AmeriCorps term.

In the daily description box, members will select the drop-down item that describes what they did that day in relation to their AmeriCorps service. If they did not serve that day, because it was a weekend or weren't scheduled, they should select "No Hours Served." It is required that the member select a description for every day, even if they did not serve.

At the end of the member's service for that time period, they will submit their Service Hour Record. By selecting the submit button, you will be directed to the following dialogue box:

Day	SAVE WORK	Member Development	Direct Services	Fund Raising	Total
25	Description of Days Activities				

Sign this document by entering your name in the box below. Once you have signed here you will no longer be able to change fields in document.

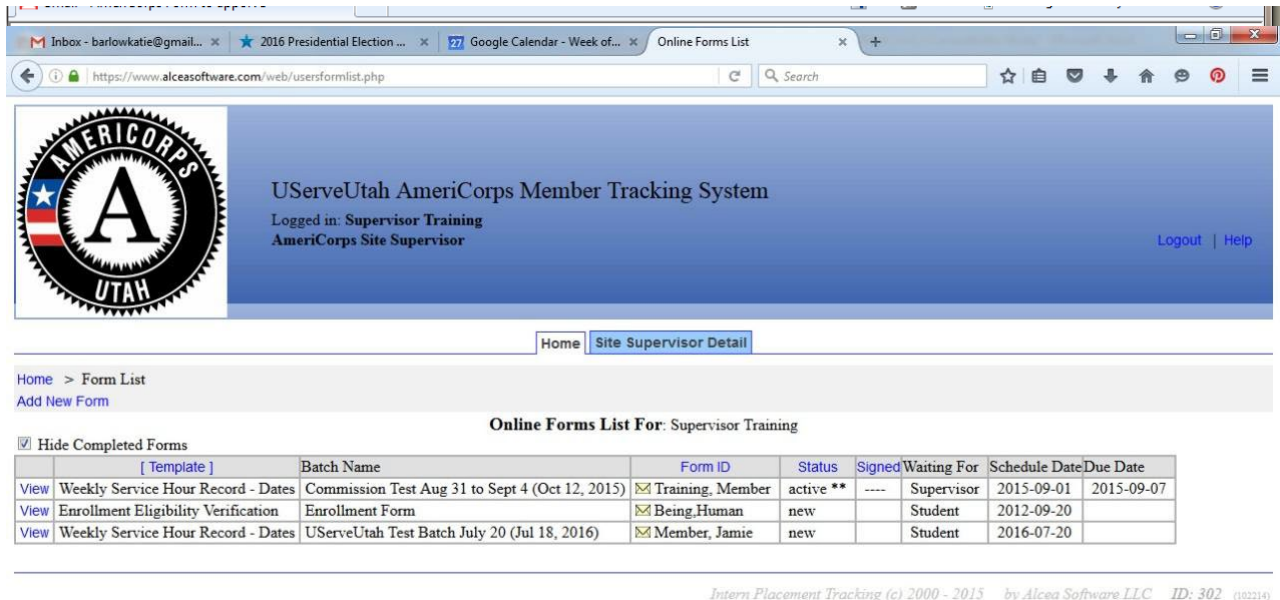
SUBMIT SIGNATURE CANCEL

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When the member enters their name, they declare and affirm under penalty of perjury that the statements made herein are true and correct to the best of their knowledge, information and belief and that the time entered was completed by the member indicated on the dates indicated. They further declare that this time was spent performing allowable AmeriCorps activities. Once they have submitted their Service Hour

Record, an automated email will be sent to the site supervisor responsible for overseeing the member's hours for approval.

When you receive this email, log in to IPT and select "My Forms." You will be shown a list of forms that are in progress.



UServeUtah AmeriCorps Member Tracking System

Logged in: Supervisor Training
AmeriCorps Site Supervisor

[Logout](#) | [Help](#)

[Home](#) | [Site Supervisor Detail](#)

[Home](#) > [Form List](#)
[Add New Form](#)

☒ Hide Completed Forms

[\[Template \]](#)

	Batch Name	Form ID	Status	Signed	Waiting For	Schedule Date	Due Date
View Weekly Service Hour Record - Dates	Commission Test Aug 31 to Sept 4 (Oct 12, 2015)	✉ Training, Member	active **	----	Supervisor	2015-09-01	2015-09-07
View Enrollment Eligibility Verification	Enrollment Form	✉ Being Human	new		Student	2012-09-20	
View Weekly Service Hour Record - Dates	UServeUtah Test Batch July 20 (Jul 18, 2016)	✉ Member, Jamie	new		Student	2016-07-20	

Intern Placement Tracking (c) 2000 - 2015 by Alcea Software LLC ID: 302 (102214)

Select the View link to the left of the form. Look over each date on the form and check it for accuracy. Do not approve any service hour record for which you were not a direct supervisor to the member. Do not approve any service hour records that are not complete with all required fields entered. This form is a federal form and is subject to regulations regarding fraud. If the member has filed any time for which you cannot verify, you should indicate the discrepancies in the box at the bottom of the service hour record and then clear the member's signature.

If you do not approve the member's time, they will receive an email that will indicate that their service hour record signature has been cleared. They will need to return to that form in IPT to review the reason that you, as site supervisor did not approve the service hour record at the bottom of the form. The member can then make the corrections to the form and re-sign it. Another email will then be sent to you to approve the member's service hour record.

When you are ready to approve the service hour record, you will select "Click to sign the completed document".

29	Teaching		5		5
30	Teaching		3		3
31	Teaching		2		2
	Totals		143		143

Member Electronic Signature: (Training, Member): Training Member Sep 17, 2012 12:23 PM

Supervisor Electronic Signature: (Training, #2 Supervisor): [Click to sign Completed Document](#)

Office Reviewer Signature: (Test Program Director):

Clear Student Signature [Clear](#)

Supervisor - reason signature was cleared:

Note: You must click on the SAVE button to save any information entered or changed on this page before closing or printing the page, or your information will be lost.

This will pull up a dialogue box where you will enter your full name and select submit signature.

Day	<input type="button" value="SAVE WORK"/>	Member Development	Direct Services	Fund Raising	Total
25	Description of Days Activities				

Sign this document by entering your name in the box below. Once you have signed here you will no longer be able to change fields in document.

[SUBMIT SIGNATURE](#) [CANCEL](#)

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Questions about the system

If you have questions about how to use the AmeriCorps Tracking System, please contact your AmeriCorps program director. They have been trained on its use and should be able to answer your questions. If they are unable to assist you, they will contact UServeUtah to try to find the answer. You should not contact the Commission for any questions related to your term or the use of this system. All members will be directed back to their program director.

3.4. APPROVE MEMBER WEEKLY SERVICE HOUR RECORD

Members are required to report their hours in the IPT System at the end of each shift worked. Member activities that are associated with their shift should be entered in the format described below:

Direct service

Members' hours must reflect 80% of direct service, this is the main function of the positions. When members are working directly with people to make change or doing work that is involved in making that direct change.

Member development

Members' hours must reflect a minimum of 20% of their time in this area. Development hours are applicable when they are relevant to member service. This can include additional training from the host-site organization or other development options provided by the Program Director.

Fundraising

Fundraising for direct support of the AmeriCorps program cannot exceed 10% of a member's service hours (45 CFR § 2520.4). All Fundraising must be approved by the Program Director and State Commission prior to the activity.

Day	Description of Day Activities	Member Development	Direct Service	Fundraising	Total
Sun 04/05/24					
Mon 04/06/24	Housing services casework		5		5
Tue 04/07/24	Housing services Casework		4		4
Wed 04/08/24	Member development /training	2			2
Thu 04/09/24	Member development /training	6			6
Fri 04/10/24			5		5
Sat 05/11/23	Member development / training	1.5			1.5
	Totals	9.5	9		18.5

Member electronic signature: (Sally Smith) Sally Smith April 13, 2024 5:19 PM

Supervisor electronic signature: (Sam Jones) Sam Jones April 14, 2024 10:18 AM

Officer reviewer signature: (Nicole Bernard) Nicole Bernard April 18, 2024 10: 07 AM

One way that the Corporation for National and Community Service (CNCS) and the SC Commission ensure that taxpayer dollars are being used to properly serve the community is by monitoring member hours. When an organization is selected to host an AmeriCorps program, the organization agrees that the taxpayer dollars will be used to facilitate a certain number of service hours in a target community. If an AmeriCorps program/member does not accurately document the number of hours and the service activities performed daily, CNCS and the SC Service Commission have no way of knowing whether the program is fulfilling its promise of providing service to the community.

The following can occur if member hours/activities are not properly documented.

- CNCS can require the program to reimburse the agency for any funds used to support the Member during the undocumented time. (i.e. Member Living Allowance, FICA, Health Insurance, Program Support Costs).
- CNCS can require the program to reimburse any Member Education Awards that were granted without proper documentation.
- Members who were granted Education Awards without the proper documentation can have those education awards revoked.
- The program can be defunded in the following year.

3.5. MEMBER EVALUATIONS

Mid-term & Final Evaluation

- Before the due date Evaluation form will be sent to the supervisor.
- The supervisor is responsible for completing Evaluations and Review with the Member.
- Return Completed Evaluations to the MVP Program Director by the provided due date.

Resources for Evaluations: See section 5.8

[2024 Member Midterm Evaluation](#)

[2024 Member Final Evaluation](#)

3.6. QUARTERLY REPORTS

Quarterly Reports Due on the 10th of the month following the end of the Quarter

- 1st Quarter April 10th
- 2nd Quarter July 10th
- 3rd Quarter October 10th
- 4th Quarter January 10th

Unduplicated – Need to prevent duplication of data and have tracking systems in place to record data. (If individual was counted in Q1 cannot be counted again in Q2)

Individuals tracked must be who the member serves – Not the program

*** Each Host-Site is to Create Method of Tracking for the Member using Agency Engagement Logs/other Tracking Systems.**

Performance Measures Form:

[Quarterly Performance Measures Form](#)

Virtual Training will be provided for the first Quarterly Report

Open office hours will be available each quarter

Quarterly Performance Measures

Output:

- Number of Individuals Served
- Individuals-
- Recipients of AmeriCorps supported services related to increasing Economic Opportunity

Outcomes:

- Housing Placement
- Improved Job/Financial Readiness
- Job Placement
- Healthcare Access
- And More

Quarterly Measurements

AmeriCorps Member Great Story

Highlight your member(s) activities that are especially reflective of the impact the program has on the community or a client. Use examples illustrating an innovative or highly successful aspect of your program's operation.

Successes and Challenges

Describe any factors you have found to positively or negatively influence your program's performance. Use examples to illustrate the trends that you see affecting performance overall.

Member Experience

Highlight member(s) activities that are especially reflective of the impact the program has in the community or on a client. Use examples that illustrate an innovative or highly successful aspect of program operation.

Strategic Initiatives

Are you a member attending workshops, or going above and beyond daily duties to serve the needs of the organization's mission/goals?

Volunteer Engagement Strategies

Detail specific volunteer engagement strategies your organization/member has implemented along with the resulting outcomes of those strategies.

3.7. MEMBER'S SAFETY

In the case, a member is Injured during service hours:

- Members will work through host-site worker's comp
- Please loop in the program coordinator
- Members will also complete a generic incident report for Salt Lake County

4. ADMINISTRATIVE POLICIES

4.1. ATTENDANCE

Members are required to serve the minimum number of service hours within a living allowance payment period as outlined in the member Service Agreement. Regular attendance is an essential aspect of every position. The Program expects you to be on time and at your service site every scheduled day. When you cannot avoid being late or are unable to serve as scheduled, you should notify the site supervisor as soon as possible.

Poor attendance is characterized by unacceptable patterns of absences, excessive time off, or tardiness. AmeriCorps Program Director reviews your attendance record regularly, and your attendance record may affect your eligibility. Those who have poor attendance, are frequently late to work, abuse breaks and meal periods, or have unapproved absences will be placed on a disciplinary contract and may be suspended and/or released from the program.

It is important to note that a Members bi-weekly living allowance and service may be impacted through suspension if the minimum weekly hours are not met.

- AmeriCorps members do not receive paid sick time, or vacation, and cannot be counted towards service hours.
- Holidays cannot be counted towards service hours unless they are serving that day.
- Members should follow the holiday schedules of their host site.
- **All service hours not fulfilled in a pay period will need to be completed in a future time and coordinated with the AmeriCorps Program Director.**

- **It is the Supervisor's responsibility to notify the MVP Program Director immediately for all no show-no call shifts.**
- Members are required to communicate and work with the site supervisor for ALL time off requests.
- Time off requests of four (4) consecutive days or longer must be approved by BOTH the member's Supervisor and the AmeriCorps Program Director.
- Members and site supervisors are required to report to the AmeriCorps Program Director three (3), or more consecutive service days missed for any reason (including illness).
- Time off for compelling personal circumstances including extended illness of 4 consecutive days or longer is subject to member suspension and pause on stipend.

4.2. MEMBER SERVICE HOURS AND TIME LOGS

Member's service schedules should be determined by the supervisor and member. Members are responsible for sending initial schedules and any changes made to set schedules to the MVP Program Director using the form provided. This form is due to the Program Director within the first 2 weeks of the start date.

Members are required to serve their weekly minimum hours following their terms of service. They are also required to enter their hours and activities at the end of every shift.

Member term of service		
12-month commitment	Half time - 900 hrs 18-20 hours per week	Minimum of 17.5 hours per week.
	Reduced half time -675 hrs 13-15 hours per week	Minimum of 13 hours per week.
6-month commitment	Quarter time - 450 hrs 18-20 hours per week	Minimum of 17.5 hours per week.
	Minimum time - 300 hours 300 hrs / 12-14 hours per week	Minimum of 11.5 hours per week.

Program time-keeping procedures

Members must enter their hours at the end of every shift worked, no exceptions.

A completed time sheet is due weekly on the last shift they will work each week.

A completed weekly timesheet includes:

- Hours and activities entered and the end of each shift
- Member signature.
- Member Supervisors must sign off that these hours were completed no later than noon the following Monday for hours worked the week prior.
- When reviewing member timesheets, please ensure that the descriptions of daily activities are included and that the hours accurately reflect the services provided. Do not sign

timesheets that are incomplete. If there are issues, refer the member back to the MVP Program Director to clear the signature so the member can make corrections. Once the timesheet is corrected, it must be reviewed and signed by the supervisor

In accordance with the program time reporting policy, compensation is contingent upon meeting the minimum hourly requirement listed in the member service agreement. This is imperative for the members to receive their bi-weekly living stipend and complete their term of service on time and on schedule. If a member consistently enters a minimum number of hours below the requirement to finish on time, the AmeriCorps Program Director will coordinate with site supervisor and member to arrange a time to work on creating a compliance plan to adjust their hours to reach their goal for the education award in line with their agreement. The compliance plan will outline additional hours for member service, due date to bring hours back in line with agreement, and is consented upon by all parties. The plan will be sent via email to member, host agency supervisor and kept in the member's file. If the member does not follow through with the compliance plan, member is subject to suspension and/or being discharged from service.

Entering hours at the end of each shift, as required by the timekeeping policy, will help members avoid suspension.

This is imperative for the members to receive their bi-weekly living stipend and complete their term of service on time. If a member consistently enters a minimum number of hours below the minimum required hours, the AmeriCorps Program Director will arrange a time to work on adjusting their hours to reach their goal for the education award.

Absence Reporting

- Absence Reporting: In the case that a member is absent and will not be reporting any hours for any period of time the member must complete the following steps.
The member must first provide written documentation via email to both the AmeriCorps Program Director and their host agency supervisor prior to absence with reasonable notice. This email must include the anticipated start and end date of the absence.
- Time and activities must be entered into the IPT Timesheet at the end of each shift worked. **A time sheet must be completed including daily activities listed as "No Hours Served" and signed at the end of each week.**

Outside service hours

The Program Director must approve any member-requested service activities that fall outside of a member's position description or typical day-to-day functions to ensure the outside organization is a suitable fit to receive benefit from an AmeriCorps Member and

the proposed activities are allowable. If approved, the Member must bring an "Outside Service Form" to the service site. A representative of the organization should sign the time log to verify that service was performed and that no prohibited activities occurred during that time. The outside service form should then be returned to the Program Director and the outside service hours should be entered in the program's timekeeping system as Direct Hours.

Mileage reimbursement

If a member's service activities require them to travel during the workday from one site to another, the Host Site shall provide transportation or mileage reimbursement at the County government rate (see AmeriCorps Program Director for current rate).

4.3. REPAYMENT OF STIPEND FOR EARLY DEPARTURE AND INCOMPLETE WEEKLY HOUR REQUIREMENT POLICY

Purpose

To establish guidelines for the repayment of stipends by members who voluntarily leave the program early and have not met the minimum weekly hour requirements.

Scope

This policy applies to all members receiving stipends from the program.

Policy

- **Minimum Weekly Hour Requirement:** All members are required to complete the minimum weekly hour requirement as stipulated by the program guidelines.
- **Voluntary Early Departure:** Members who choose to voluntarily leave the program before the end of their commitment period must notify the program administration in writing, stating their reasons for early departure.
- **Stipend Repayment Obligation:**
 - Members who have not met the minimum weekly hour requirement and choose to leave the program early may be required to repay the stipend received by Salt Lake County.
 - The repayment amount will be calculated based on the portion of the stipend corresponding to the unmet hours.
- **Repayment Process:**

- The program administration will provide the departing member with a detailed calculation of the stipend repayment amount.
- Members must repay the calculated amount within 30 days of receiving the repayment notice.
- Failure to repay the stipend within the specified timeframe may result in further action as deemed appropriate by Salt Lake County.
- **Exceptions and Appeals:**
 - Exceptions to this policy may be considered on a case-by-case basis.
 - Members seeking an exception must submit a written request to the program administration detailing the reasons for their request.
 - Members may appeal the repayment decision by submitting a written appeal to the program administration within 15 days of receiving the repayment notice.

Effective Date

This policy is effective immediately and applies to all current and future members of the program.

Contact Information

For questions or further information regarding this policy, members may contact the Program Director, Nicole Bernard at nbernard@saltlakecounty.gov.

4.4. DISCIPLINE PROCEDURES

Members are expected to follow the program Code of Conduct and all policies and procedures. All members will be governed by the policies of the service site to which the member is assigned. If disciplinary action is warranted, it will be taken by program staff after consultation with the AmeriCorps member. While some incidents may be so severe as to warrant immediate termination from the Program, a decision within the sole discretion of the AmeriCorps Program Director and/or management, most disciplinary action may be governed by the following procedure:

- A member may be issued a verbal warning by the site supervisor; this verbal warning will also be documented in the member's file.
- If no improvement is demonstrated, the member may receive a written warning documenting the problem and requesting a change in his/her performance.
- Should problems persist, a three-way meeting may be scheduled between the member, AmeriCorps Program Director, and site supervisor to discuss the issue. A written disciplinary contract to remedy the situation may be devised and implemented immediately. The Member may be placed on probation per conditions specified in the action plan.
- A follow-up review by the AmeriCorps Program Director may occur at a mutually agreeable time to assess whether any progress has been made. If the problem continues at the time of, or after this meeting, the Member may be suspended

without living allowance or terminated. Should there be a termination, the program will not provide a prorated education award.

Depending on the severity of the offense, the program retains the right to skip any step in the disciplinary process and move the member straight to suspension or termination.

If a member feels that disciplinary action taken is not justified, they may appeal through the program's grievance procedure located in section 5.8 of this document.

Minor Disciplinary Actions

If a member is suspended, the period of suspension does not count toward a member's required service hours. Further, members who are suspended for minor disciplinary reasons and serve zero hours during a living allowance distribution period will not receive a living allowance for the suspension period. A member must not assume reinstatement after a suspension.

If determined to be necessary for improvements in member performance or attendance, the Program may impose a reasonable fine on members for minor disciplinary problems consistent with the member agreement.

4.5. WHEN A MEMBER IS CHARGED WITH A CRIME

If arrested or charged with a crime, a member is required to disclose the information to the Program Director within 5 days; failure to do so may result in the member being released from the program.

If arrested for or charged with:

- Possession of an illegal substance during the service year, the member's term will be suspended immediately until resolved.
- A felony during the service year, the member's term will be suspended pending a final court ruling.
- A violent misdemeanor, the member will be placed on unpaid suspension until a final court ruling/disposition.
- For any other misdemeanor, the member will be allowed to continue serving. If the arrest merits removal of the member from their service site s/he will be suspended from service pending resolution.

Reinstatement:

A member whose service was suspended under this section may be reinstated if the individual is found not guilty, if the charge is dismissed, or if the member completes the applicable process outlined below.

Convictions:

If a member is convicted of:

- Sexual misconduct, or engaging in an inappropriate relationship with a minor, murder, manufacturing/sale/distribution of a controlled substance, or any felony, s/he must be released from the program immediately.
- Possession of a controlled substance:
 - For the first offense, the individual must enroll in a drug rehabilitation program.
 - For repeat offenses, the individual must complete a drug rehabilitation program.
- Any other misdemeanor:
 - The Program Director will contact the National and Community Service, which will work with the Program to assess all infractions and determine the applicant's eligibility to continue to serve in the Program. This may result in the member being released from the Program.

An AmeriCorps member who must be released from the program under this section is not eligible for any portion of an education award.

4.6. MEMBER SUSPENSION AND RELEASE FROM SERVICE

Members can suspend the term of service which acts as a pause on their 12-month contract the member will have up to 2 years to complete the term.

Members should be suspended if they are unable to serve for longer than the duration of one pay period.

Members can be suspended for the following reasons:

- Member has a compelling circumstance that requires significant time off work, but the member would eventually like to return and complete the term of service.
- During the term of service, the member has been charged with a violent felony or the sale or distribution of a controlled substance.
- The member has been convicted of a first offense of possession of a controlled substance.
- Member violates the rule of conduct provisions

Release for cause

- Member has dropped out of the program without obtaining a release for compelling personal circumstances
- During the service member has been convicted of a violent felony or the sale or distribution of a controlled substance
- Member has committed any of the offenses listed on their Member Service Agreement

Release for Compelling Circumstances

- Member has a disability or serious illness that makes completing the term unreasonably difficult or impossible
- Other unforeseeable circumstance beyond the member's control that makes it impossible or unreasonably difficult for the member to complete the term of service
- Members may not be released under the following ways
 - To enroll in school
 - To obtain employment
 - Due to dissatisfaction with the program

5. MEMBER GUIDELINES & ADDITIONAL INFORMATION

5.1. MEMBER BASICS

Always, while acting in an official capacity as an AmeriCorps Member:

- Comply with both AmeriCorps and host site policies and procedures.
- Demonstrate mutual respect towards others.
 - Treat all clients with a trauma-informed perspective, seeking to understand, and withhold judgment.
- Follow the service plan as outlined by the host site.

5.2. RULES OF CONDUCT

Leadership, Integrity, Volunteerism, Equality, Solutions

- Strive to meet the highest standards of performance, quality service, and achievement
- Communicate and act with honesty, integrity, and openness
- Promote a service environment that values respect, fairness, and integrity
- Promote volunteerism
- Maintain confidentiality and respect the privacy rights of all individuals in the performance of their duties
- Confront problems by focusing on positive outcomes and solutions; avoid blaming others; be accountable

Punctuality, Attendance, and Behavior

- Be on time
- Be prepared for service
- Adhere to scheduled training and service hours
- Notify the Site Supervisor as soon as possible if they will be tardy or absent

Recordkeeping

- Complete time and activity reports for verification as directed by your supervisor
- Complete, document, and compile information pertaining to the program's performance measure goals and return the information to the Program Director by the date requested
- Complete and return evaluations as required by your Program Director

Service Relationships

- Demonstrate mutual respect for others
- Follow directions and instructions
- Dress appropriately and conduct yourself appropriately
- Address all concerns, problems, and suggestions to your Program Director
- Always conduct yourself in a manner that brings favor to you, your service site, your program, and AmeriCorps

5.3. ACTS THAT CONSTITUTE A VIOLATION OF THE PROGRAM'S CODE OF CONDUCT

- Unauthorized tardiness;
- Unauthorized absences. Members should notify their service site supervisor in advance if possible or, at a minimum must notify the program on the day of the absence;
- Repeated use of inappropriate language (i.e. profanity) at a service site;
- Failure to wear appropriate clothing to service assignments;
- Stealing or lying;
- Removing property or records from the service site without authorization;
- Engaging in any activity that may physically or emotionally damage other members of the program or people in the community;
- Unlawful manufacture, distribution, dispensation, possession or use of any controlled substance or illegal drugs during the service term;
- Consuming alcoholic beverages during the performance of service activities;
- Being under the influence of alcohol or illegal drugs during the performance of service/activities;
- Failing to notify the program of any criminal arrest or conviction that occurs during the term of service;
- Failure to participate in scheduled program events and activities; Mandatory Member Gathering, 4 Quarterly Trainings, Days of Service- MLK Day & 9-11
- Leaving the assigned site during the scheduled service hours without authorization;

- Insubordination or lack of cooperation;
- Possession of weapons of any type during service hours;
- Misrepresenting hours of service or falsifying time and attendance records;
- Disclosing confidential clients (student/family) or program information;
- Falsify reports or records including, but not limited to AmeriCorps application, personnel records, expense reports, service hour records, and/or program reports.

5.4. ACTIVITIES PROHIBITED BY FEDERAL LAW IN AMERICORPS PROGRAMS

AmeriCorps members may not engage in the below activities directly or indirectly by recruiting, training, or managing others for the primary purpose of engaging in one of the activities listed below. Individuals may exercise their rights as private citizens and may participate in the activities listed on their initiative, on non-AmeriCorps time, and using non-CNCS funds. Individuals should not wear the AmeriCorps logo while doing so. 45CFR § 2520.65

- Attempting to influence legislation;
- Organizing or engaging in protests, petitions, boycotts, or strikes;
- Assisting, promoting, or deterring union organizing;
- Impairing existing contracts for services or collective bargaining agreements;
- Engaging in partisan political activities, or other activities designed to influence the outcome of an election to any public office;
- Participating in, or endorsing, events or activities that are likely to include advocacy for or against political parties, political platforms, political candidates, proposed legislation, or elected officials;
- Engaging in religious instruction, conducting worship services, providing instruction as part of a program that includes mandatory religious instruction or worship, constructing, operating facilities devoted to religious instruction or worship, maintaining facilities primarily or inherently devoted to religious instruction or worship, or engaging in any form of religious proselytization
- Providing a direct benefit to—
 - a. A business organized for profit;
 - b. A labor union;
 - c. A partisan political organization;
 - d. A nonprofit organization that fails to comply with the restrictions contained in section 501(c)(3) of the Internal Revenue Code of 1986 related to engaging in political activities or substantial amount of lobbying except that nothing in these 9 provisions shall be construed to prevent participants from engaging in advocacy activities undertaken at their own initiative; and
 - e. An organization engaged in the religious activities described in item “g.” above, unless CNCS assistance is not used to support those religious activities;
- Conducting a voter registration drive or using CNCS funds to conduct a voter registration drive;

- Providing abortion services or referrals for receipt of such services; and
- Such other activities as CNCS may prohibit.

Please keep in mind that the AmeriCorps logo will attract attention in public places. Please use your best judgment when wearing your AmeriCorps apparel. You should not wear your logo in religious places of worship, bars, or other institutions where alcohol is served, or any place that might undermine the integrity of the program.

5.5. UNALLOWABLE ACTIVITIES WHILE SERVING

The member understands the following regulations set forth by the Corporation for National and Community Service as it relates to the service provided by the member: 45 CFR §§ 2540.100(e)-(f)

- **(e) Nonduplication.** Corporation assistance may not be used to duplicate an activity that is already available in the locality of a program. And, unless the requirements of paragraph (f) of this section are met, Corporation assistance will not be provided to a non-profit 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.
- **(f) Nondisplacement.**
 - a. An employer may not displace an employee or position, including partial displacements 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.
 - b. An organization may not displace a volunteer by using a participant in a program receiving Corporation assistance.
 - c. A service opportunity will not be created under this chapter that will infringe in any manner on the promotional opportunity of an employed individual.
 - d. 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 employees.
 - e. A participant in any program receiving assistance under this chapter may not perform any services or duties, or engage in activities, that—
 - 1) Will supplant the hiring of employed workers; or
 - 2) Are services, duties, or activities with respect to which an individual has recall rights pursuant to a collective bargaining agreement or applicable personnel procedures.
 - f. 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—
 - 1) Presently employed worker;
 - 2) Employee who recently resigned or was discharged;

- 3) Employee who is subject to a reduction in force or who has recall rights pursuant to a collective bargaining agreement or applicable personnel procedures;
- 4) Employee who is on leave (terminal, temporary, vacation, emergency, or sick); or
- 5) Employee who is on strike or who is being locked out.

5.6. LIMITED ACTIVITIES

The members may do these activities on occasion, but it SHOULD NOT be their primary focus.

- Perform only clerical work
- Answer phones
- Perform janitorial duties
- Provide childcare
- Service unrelated to the grant
- Supervising other members

Further:

- No more than 20% of the aggregate member service hours may be spent in Training/Education, and/or member development (45 CFR §2520.50),
- The sole duties of an AmeriCorps member cannot be to refer individuals to federal or state assistance programs (42 USC § 12634(d)), and
- Fundraising for direct support of the AmeriCorps program cannot exceed 10% of a Member's service hours (45 CFR § 2520.4).

5.7. MEETING & EVENTS REQUIRED FOR MEMBERS

We ask that supervisors release the members for the following required events:

Quarterly member development

- The Program Coordinator will hold (4) quarterly member meetings

Day of Service

- Members will participate in MLK and 9/11 Day of Service.
- The MVP will host a service activity, or members can attend their own in the week before or after.

Member Gathering

- March, the State Commission organizes a statewide event for AmeriCorps Members. This is a **Required** event for all members.



AmeriCorps MVP SLCo 2024 Program Year Mid-term Evaluation

Member Name: _____ Evaluation Date: _____

Host Site Location: _____

Program Director: Nicole Bernard Host Site Supervisor: _____

Evaluation Instructions

1. Upon receiving these evaluations:

- a. Please provide a copy to the AC member
- b. Retain a copy for yourself in the host site AmeriCorps file.
- c. Host Site Supervisor should return the evaluations to the AC Program Director by scanning & sending them via email to nbernard@slco.org, or in person.
- d. The AC Program Director will sign the evaluation to acknowledge the process and comments, file the evaluations in the AC members' file, and upload the evaluation into the members' IPT profile page as directed by AmeriCorps and CNCS requirements.

2. If filling this out electronically, you must highlight each number, please do not bold the numbers. This must contain hand-written signatures.

3. After completion of the evaluation, the Host Site Supervisor and the AC member must sign the evaluation. If there are any items regarding the evaluations that the Host Site Supervisor or the MVP member needs to discuss, please contact Nicole Bernard @ 385-468-7145 or by email at nbernard@slco.org

AC Member Evaluation 2020 Please rate the AC member performance to date using the following rating scale:

1—Not satisfactory 2—Below average 3—Meets position expectations 4—Exceeds expectations 5—Exceptional

1. Creativity and Innovation: The Member <ul style="list-style-type: none"> • Develops new insights into situations and applies innovative solutions to make organizational improvements • Creates a work environment that encourages creative thinking and innovation 	1 2 3 4 5 1 2 3 4 5
2. Continual Learning: The Member <ul style="list-style-type: none"> • Understands new information • Recognizes own strengths and weaknesses • Pursues self-development • Seeks feedback from others and opportunities to gain knowledge 	1 2 3 4 5 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5
3. Flexibility/Change Management: The Member <ul style="list-style-type: none"> • Is open to change and new information • Adapts behavior and work methods in response to new information, changing conditions, or unexpected problems • Adjusts rapidly to new situations 	1 2 3 4 5 1 2 3 4 5 1 2 3 4 5
4. Resilience: The Member <ul style="list-style-type: none"> • Deals with pressure effectively • Maintains focus and intensity and remains optimistic and persistent, even under adversity • Recovers quickly from setbacks 	1 2 3 4 5 1 2 3 4 5 1 2 3 4 5

<ul style="list-style-type: none"> Effectively balances personal life and work 	1	2	3	4	5
5. Conflict and Anger Management: The Member <ul style="list-style-type: none"> Maintains open channels of communication between AmeriCorps members and staff Identifies and takes steps to prevent potential situations that could result in unpleasant confrontations Manages and resolves conflicts and disagreements in a positive and constructive manner 	1	2	3	4	5
6. Cultural Awareness/Diversity: Does the Member <ul style="list-style-type: none"> Values cultural diversity and other individual differences in the workforce Ensures that the organization builds on these differences and that employees are treated in a fair and equitable manner 	1	2	3	4	5
7. Integrity/Honesty: The Member <ul style="list-style-type: none"> Instills mutual trust and confidence Creates a culture that is built on high standards of ethics Behaves in a fair and ethical manner towards others Demonstrates a sense of responsibility and commitment to public service 	1	2	3	4	5
8. Team Building: The Member <ul style="list-style-type: none"> Inspires, motivates, and guides others toward goal accomplishments Consistently develops and sustains cooperative working relationships Encourages and facilitates cooperation within the organization and with customer groups Fosters commitment, team spirit, pride, and trust Develops leadership in others through mentoring, coaching, and guiding people 	1	2	3	4	5

Please rate the AC member performance to date using the following rating scale: 1—Not satisfactory 2—Below average 3—Meets position expectations 4—Exceeds expectations 5—Exceptional

9. Accountability: The Member <ul style="list-style-type: none"> Holds self and others accountable for rules and responsibilities Can be relied upon to ensure that projects within areas of specific responsibility are completed on time 	1	2	3	4	5
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<ul style="list-style-type: none"> Consistently reports to site on time and ready to serve Consistently reports service time and activity 	1 2 3 4 5
10. Customer Service: The Member <ul style="list-style-type: none"> Anticipates and meets the needs of clients Achieves quality end-products Is committed to continuous improvement of services 	1 2 3 4 5 1 2 3 4 5 1 2 3 4 5
11. Decision Making: The Member <ul style="list-style-type: none"> Exercises good judgment by making sound and well-informed decisions Makes effective and timely decisions Is proactive and achievement-oriented 	1 2 3 4 5 1 2 3 4 5 1 2 3 4 5
12. Problem Solving: The Member <ul style="list-style-type: none"> Identifies and completes tasks that have any problems Distinguishes between relevant and irrelevant information to make logical decisions Finds alternative yet appropriate or seeks out solutions with host site supervisor 	1 2 3 4 5 1 2 3 4 5 1 2 3 4 5
13. Technical Credibility: The Member <ul style="list-style-type: none"> Understands and appropriately applies procedures, requirements, regulations, and policies Understands linkages between objectives and the program mission 	1 2 3 4 5 1 2 3 4 5
14. Influencing/ Negotiating: The Member <ul style="list-style-type: none"> Gains cooperation from others to obtain information and accomplish goals Facilitates "win-win" situations 	1 2 3 4 5 1 2 3 4 5
15. Interpersonal Skills: The Member <ul style="list-style-type: none"> Considers and responds appropriately to the needs, feelings, and capabilities of different people in different situations Is tactful, compassionate, and sensitive, and treats others with respect 	1 2 3 4 5 1 2 3 4 5
16. Verbal and Written Communication: The Member <ul style="list-style-type: none"> Makes clear and convincing oral presentations to individuals or groups Listens effectively and clarifies information as needed Facilitates an open exchange of ideas and fosters an atmosphere of open communication 	1 2 3 4 5 1 2 3 4 5 1 2 3 4 5

<ul style="list-style-type: none"> • Gives constructive feedback to teammates and partners 	1	2	3	4	5
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Does the AC member satisfactorily complete assignments as assigned and as stated in the position description? ☐ Yes ☐ No

Member Development / Training

In your opinion the member has learned three skills since beginning service, what are those three skills?

1. _____

2. _____

3. _____

Member Impact

1. Has there been an observed impact that the AC member has made at your host site? If yes, what has been the impact that the AC member's participation has made?

Additional comments by the Host Site Supervisor:

Comment and response of AC member:

What are future goals/next steps for AC member before term of service ends:

The following have participated in the evaluation review and commenting process:

AmeriCorps Member Signature: _____ Date: _____

Host Site Supervisor Signature: _____ Date: _____

AmeriCorps Program Director Signature: _____ Date: _____



**AmeriCorps MVP SLCo
2024 Program Year
Final Evaluation**

Member Name: _____ **Evaluation Date:** _____

Host Site Location: _____

Program Director: Nicole Bernard **Host Site Supervisor:** _____

Evaluation Instructions

1. Upon receiving these evaluations:

- a. Please provide a copy to your AmeriCorps Member
- b. Retain a copy for yourself in the host site AmeriCorps file.

2. After completion of the evaluation, the Host Site Supervisor and the AC member must sign the evaluation. If there are any items regarding the evaluations that the Host Site Supervisor or the MVP member would like to discuss, please contact Nicole Bernard at 385-468-7145 or by email at nbernard@slco.org

3. The AC Program Director will sign the evaluation to acknowledge the process and comments, file the evaluations in the AC member's file, and upload the evaluation into the member's IPT profile page as directed by AmeriCorps and CNCS requirements.

AC Member Evaluation 2020 Please rate the AC member performance to date using the following rating scale:

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4. Resilience: The Member <ul style="list-style-type: none"> • Deals with pressure effectively • Maintains focus and intensity and remains optimistic and persistent, even under adversity • Recovers quickly from setbacks • Effectively balances personal life and work 	1 2 3 4 5 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5

5. Conflict and Anger Management: The Member <ul style="list-style-type: none"> • Maintains open channels of communication between AmeriCorps members and staff • Identifies and takes steps to prevent potential situations that could result in unpleasant confrontations • Manages and resolves conflicts and disagreements in a positive and constructive manner 	1 2 3 4 5 1 2 3 4 5 1 2 3 4 5
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Please rate the AC member performance to date using the following rating scale:
1—Not satisfactory 2—Below average 3—Meets position expectations 4—Exceeds expectations 5—Exceptional

9. Accountability: The Member <ul style="list-style-type: none"> • Holds self and others accountable for rules and responsibilities • Can be relied upon to ensure that projects within areas of specific responsibility are completed on time • Consistently reports to site on time and ready to serve • Consistently reports service time and activity 	1 2 3 4 5 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5
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10. Customer Service: The Member <ul style="list-style-type: none"> • Anticipates and meets the needs of clients • Achieves quality end-products • Is committed to continuous improvement of services 	1 2 3 4 5 1 2 3 4 5 1 2 3 4 5
11. Decision Making: The Member <ul style="list-style-type: none"> • Exercises good judgment by making sound and well-informed decisions • Makes effective and timely decisions • Is proactive and achievement-oriented 	1 2 3 4 5 1 2 3 4 5 1 2 3 4 5
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16. Verbal and Written Communication: The Member <ul style="list-style-type: none"> • Makes clear and convincing oral presentations to individuals or groups • Listens effectively and clarifies information as needed • Facilitates an open exchange of ideas and fosters an atmosphere of open communication • Gives constructive feedback to teammates and partners 	1 2 3 4 5 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5

Does the AC member satisfactorily complete assignments as assigned and as stated in the position description? ☐ Yes ☐ No

Member Development / Training

In your opinion the member has learned three skills since beginning service, what are those three skills?

1. _____
2. _____
3. _____

Member Impact

1. Has there been an observed impact that the AC member has made at your host site? If yes, what has been the impact that the AC member's participation has made?

Additional comments by Host Site Supervisor:

Comments and response of AC member:

What are future goals/next steps for AC member before term of service ends:

The following have participated in the evaluation review and commenting process:

AmeriCorps Member Signature: _____ Date: _____

Host Site Supervisor Signature: _____ Date: _____

AmeriCorps Program Director Signature: _____ Date: _____