This supervisor manual is intended as a toolkit for your use as a supervisor of Washington Service Corps’ AmeriCorps members, and to make important information readily available to you. We hope that it is a resource to help you understand program expectations and requirements, which will allow you to be proficient in applying them for effective and efficient results. We have tried to avoid (or explain) acronyms and technical terms, and to describe complex information in plain English. It’s not everything you need to know about WSC, AmeriCorps or supervision; it is a starting place for the basics, as well as a link to national service and other resources.

WSC AmeriCorps includes both individual placements and teams. This manual applies to both approaches, although a few specific responsibilities require different policies and procedures. We’ve tried to clearly distinguish those areas where the process varies for teams and individual placements.

Thank you for joining us in tackling serious challenges in local communities with the strength, skills, knowledge and passion of AmeriCorps volunteers.

Debbie Aoki
Director, Washington Service Corps
INTRODUCTION/OVERVIEW

Synopsis: This document provides the introduction of the WSC Supervisor’s manual containing information about WSC, CNCS, Serve Washington and AmeriCorps.

Related Documents:
1. WSC Memorandum of Understanding
2. WSC Policies and Procedures

Targeted Timeline: Sept  Oct  Nov  Dec  Jan  Feb  Mar  April  May  June  July  Aug

Washington Service Corps Supervisor’s Manual
This manual is intended to be a resource to help guide you through the program year as a partner with the Washington Service Corps (WSC).

This manual includes information about the requirements and expectations that all WSC partners need to know and it is formatted to give you quick and easy access to the information. A number of links to WSC and national service resources have been included in this document to help you navigate through some of the complexities of the program.

For questions about information covered in the manual, or information that the manual does not cover, please contact your WSC Program Coordinator.

Washington Service Corps
The Washington Service Corps was created by the Washington State Legislature in 1983 to give young adults opportunities to serve their communities. When the federal government established the AmeriCorps program in 1994, the WSC was one of the programs used as a successful example. When WSC joined the AmeriCorps program in 1994, the eligibility for the program was expanded to include individuals age 17 and over. WSC retained its original commitment to youth ages 18 to 25 through its Individual Placement program.

WSC is one of the largest intermediary organizations in the country, and is administered by the Washington State Employment Security Department. WSC receives federal funding from the Corporation for National and Community Service through grants awarded by the Washington State Commission for National and Community Service.

WSC AmeriCorps members are placed with schools, nonprofit organizations, state, local and tribal government agencies, and faith-based organizations to address a variety of unmet and pressing community needs. WSC partners/sub-grantees must demonstrate evidence-based solutions that produce positive community outcomes. Visit our website for more information.

Today, approximately 720 members serve with the WSC in four programs: Team-based, Individual Placement (IP), Special Programs (SP), and Washington Reading Corps (WRC).
- Team-based: WSC Teams range in size from five to sixty members.
• **Individual Placement**: The Individual Placement program places 1-4 members with partner sites.
• **Special Programs**: A blend of individual placement and teams, this program allows flexibility to focus on new initiatives outside of the regular WSC program design.
• **WRC**: Members serve in elementary schools and early learning sites throughout the state.

**Corporation for National and Community Service (CNCS) and AmeriCorps**
When President Clinton signed the National and Community Service Trust Act in 1993, the Corporation for National and Community Service (CNCS) was established. CNCS is the federal agency that oversees the AmeriCorps program. Each year, AmeriCorps offers over 75,000 service opportunities to adults of all ages and backgrounds. Programs include AmeriCorps State and National, Volunteers in Service to America (VISTA), and AmeriCorps National Civilian Community Corps (NCCC). Visit the [CNCS website](#) for more information.

AmeriCorps State and National programs provide opportunities for individuals to make a difference. It’s a chance for individuals to apply their skills and ideals toward helping others and meeting critical needs in the community. AmeriCorps members address these critical needs through tutoring and mentoring disadvantaged youth, fighting illiteracy, improving health services, building affordable housing and helping communities respond to disasters. For more information, visit the [AmeriCorps](#) website.

**Serve Washington**
In February 1994, the Governor’s office established the [Washington State Commission for National and Community Service](#), now known as Serve Washington. Serve Washington administers AmeriCorps programs in Washington State and sets statewide priorities for results-oriented community service programs. They provide training and technical assistance, evaluate programs, and leverage federal program dollars with additional local, state and private sector resources. In addition, they are responsible for monitoring and ensuring that its programs comply with federal regulations, provisions and performance standards.

Washington Service Corps is the largest grantee of Serve Washington.

**Project Partners**
Partners, or sub-grantees, of the Washington Service Corps are selected through a competitive application process. This process is designed to identify organizations that can demonstrate the capacity to administer federal funds and provide quality programs with positive outcomes.

Partners are responsible for knowing the details of the contract and/or Memorandum of Understanding signed with WSC. They must follow the [AmeriCorps Provisions and Federal Regulations](#) as well as [WSC policies and procedures](#).

General responsibilities and expectations for operating an AmeriCorps project with WSC are as follows (this information will be covered in more detail throughout the manual):
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<th><strong>Program Management:</strong></th>
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<td>• Selection</td>
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<td>• Tracking member hours</td>
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<td>• Completing member performance evaluations</td>
<td>• Following the WSC contract/MOU, policies and procedures, federal regulations</td>
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<tr>
<td>• Ensuring member participation in National Days of Service</td>
<td>• Participating in technical assistance meetings and conference calls</td>
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<td>• Member retention</td>
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The cornerstone of any successful AmeriCorps program is recruitment.

**PROCESS**

**Step One:** Establish your recruitment plan; the more specific, the better. Gather your project leaders and address the following questions:

- How many members will we be recruiting?
- What is the term of service of the member(s)?
- Do we understand the eligibility requirements of AmeriCorps members?
- How much time do we need to complete the enrollment paperwork?
- Who should be involved in selecting the candidates?
- How do we ensure a diverse group of candidates?
- What special skills and qualifications are we looking for in members?
- Who are our ideal candidates?

Add other questions as they are generated. Commit your plan to paper and share it with everyone involved in the recruitment and selection process.

Your recruitment efforts must be unique because your circumstances are unique.

**Step Two:** Prepare for Success - Developing and Gathering Your Recruitment Materials

- [WSC Member Position Description Form](#)
- Recruitment template/position announcement
- Benefits that AmeriCorps members receive
• List of additional support your organization may provide such as free or low-cost housing, high-level training opportunities or a public transportation pass
• WSC Member Service Agreement
• Overview of CNCS Programs
• Nondiscrimination policies

Tap into social media. Use your website, blogs and newsletters to spread the word. Facebook, LinkedIn, Twitter – you can be instantly connected to thousands of potential candidates.

Step Three: Beginning your Recruitment Activities
• Use the national AmeriCorps website to attract individuals throughout the nation to apply to your position.
  o Teams receive access through their WSC Program Coordinator
  o Individual Placement sites work with their WSC Program Coordinator to post the recruitment template
• Post announcement on your organization’s website.
• Utilize social media, blogs, newsletters, Craigslist.
• List the position as a volunteer opportunity rather than as employment.
• Advertise locally.
• Consider volunteers who have worked with your organization in the past.
• Send recruitment notices to community partners.
• Talk to other organizations that have had success in selecting AmeriCorps candidates.
• Use your own network and contacts, and tap into your colleagues’ networks.

Successful recruitment strategies:
• Plan according to your specific project and community
• Use available resources
• Be creative and show your enthusiasm
• Stay focused on recruitment goal
• Be strong on follow-up!

Make sure your team has their recruitment “speech” ready for face-to-face recruitment at community events and activities, career fairs, conferences and meetings. Keep recruitment materials close at hand. Word of mouth is a good recruitment tool.

Most individuals seeking an AmeriCorps position will apply to numerous organizations. When you see a good candidate, take action quickly!

Step Four: Market Yourself
Potential candidates will be interviewing you too! Make sure your staff know what AmeriCorps is and understand the member’s unique position in your organization. It’s important that potential applicants know that you’re interested in them. There is competition with other organizations who are seeking applicants at the same time. Be ready to sell your project!
Step Five: Retention of AmeriCorps applications
Retain applications of candidates that were not selected for one (1) year. Retain applications of selected candidates for six (6) years after the end of the program year.

Step Six: Evaluate your recruitment efforts for next time
Document and retain your challenges and successes. If you had a particularly successful recruitment campaign, share it with us so we can pass it along to our other partners!
**Selection & Interviewing**

**Synopsis:**
Fundamental steps for selecting and interviewing candidates

**Related Documents:**
1. Member Recruitment Toolkit

**Targeted Timeline:**
| Apr | May | June | July | Aug | Sept | Oct | Nov | Dec | Jan | Feb | Mar |

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**PROCESS**

**Step One:** Selection and interviewing
- Review applications quickly so you don’t risk losing an interested, qualified candidate.
- Consider requiring an extra element like a letter of interest. If they return the letter, you know they are really interested in the position.
- Contact your selected candidates immediately and schedule interviews.
- Plan on spending at least a half hour interviewing each candidate.
- Determine if the candidate feels the position is a good match for their skills, and has a real interest in the service focus.
- Have a candid conversation about the 10.5 month commitment, and the benefits and challenges of participating in national service.
- Determine if the candidate will thrive in the culture of your organization and the style of supervision that will be provided.
- Members provide a unique perspective of service that will be helpful to candidates to understand intricacies of service, but members should not fulfill a staff role in the selection and interviewing process.
- Provide a tour of your organization, including the potential work station, so the candidate can experience the office dynamics.
- Skype-ing is recommended if a phone interview is necessary.
- Consult your WSC program coordinator as you consider candidates. If you have concerns, it’s for a legitimate reason. WSC will work with you to ensure you get the best possible candidate for your project. This may include extending the recruitment period.

**Step Two:** Qualities to look for in a candidate

Once you’ve determined that a candidate meets the minimum requirements for service, age (18-25 years old for the Individual Placement program, 17 years and over for Special Programs and Team-based program), citizenship status, desired skills and education, can pass the criminal background checks, what should you look for?
Experience has shown that the most successful members have a commitment to service, enthusiasm for making a difference, are self-starters, and have an ability to respond well to challenges. The following will help you decide if your candidate has what it takes.

- Identify which skills and abilities are essential prior to starting service and which ones can be taught by a willing and able candidate.
- Determine the motivation level of the candidate. Do they want to be part of national service? Will they take direction, be empowered, and lead a project?
- Discuss the candidate’s past experiences that demonstrate follow-through and dedication to complete projects.
- Evaluate the candidate’s ability to meet difficult or challenging commitments.
- Listen to the candidate’s responses to determine their level of flexibility and adaptability.
- Look for enthusiasm, readiness for challenge, and ability to deal with adversity.
- Determine whether the applicant has fully considered their reason(s) for applying to become an AmeriCorps member.
- Ensure the applicant is interested in service and not a “job.”
- Determine if the candidate is genuinely interested in your organization’s mission, the AmeriCorps project, and the impact their service will have in the community.

**Step Three: Sample interview questions to assess motivation/commitment/maturity**

- Why are you interested in this particular AmeriCorps position with this organization?
- What was the most ambitious goal you set for yourself in the past and how did you accomplish it?
- How does AmeriCorps service fit into your career plan?
- Tell me about the greatest effort you have put into a project or task.
- What will be the most exciting aspect of being an AmeriCorps member for this project?
- Describe the activity you have been the most committed to; what was it; why were you so committed; and how did you show that commitment?
- What do you think will be the hardest thing about being an AmeriCorps member on this project?
- Why do you want to join AmeriCorps?
- What strengths can you bring to the position?
- What is an area you would like to serve or receive training in?
- Tell me about the last time you worked on an important project and confronted an obstacle.
# MEMBER ENROLLMENT

**Synopsis:**
The member enrollment process is a vital part of member management. Project Supervisors are responsible for ensuring member eligibility and providing complete enrollment documentation.

<table>
<thead>
<tr>
<th>Related Documents:</th>
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<tbody>
<tr>
<td>1. WSC Criminal Background Check Guide</td>
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<tr>
<td>2. AmeriCorps Regulations</td>
</tr>
<tr>
<td>3. Member Enrollment Forms</td>
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<th>Targeted Timeline:</th>
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## PROCESS

Once members are recruited and selected, you will need to complete the enrollment process. The enrollment of WSC AmeriCorps members involves several important steps. Members are not able to begin their term of service until all of the enrollment steps have been completed and the original paperwork is submitted to WSC by the required due date. You must receive approval of the enrollment paperwork prior to starting your member.

As part of the enrollment process, you must ensure that the individual applying to your program is eligible to serve as an AmeriCorps member. You must also review and obtain the appropriate documentation verifying their eligibility.

### Member Eligibility

Under the AmeriCorps program member eligibility requirements:

1. An individual must:
   - be a U.S. citizen, U.S. National or Lawful Permanent Resident Alien of the U.S.;
   - be at least 17 years old (for members under 18, you must obtain parental or guardian consent for participation in the program);
   - have a high school diploma or its equivalent (GED) before using the Segal Education Award.

2. An individual must meet criminal history background check requirements. According to AmeriCorps regulations, in order to serve as an AmeriCorps member, an individual cannot:
   - be required to register on the National Sex Offender Registry;
   - have been convicted of murder, as defined in section 1111 of title 18, United States Code

3. An individual applying to serve a subsequent term of service must have received at least a satisfactory performance rating on their final evaluation from their most recent term of service.
Member Eligibility Documentation
You must review and obtain copies of the member eligibility documentation, as follows:

1. A copy of the member’s Government-issued photo identification
   
   Examples include:
   a) Driver’s license
   b) Passport (may also be used for citizenship status)
   c) State identification card
   d) U.S. military identification card

2. A copy of the member’s proof of U.S. citizenship or lawful permanent residence of the U.S.

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<tr>
<th>Proof of Citizenship</th>
<th>Lawful Permanent Residence</th>
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<td>• A birth certificate (issued by city, state or local municipality) showing that the individual was born in one of the 50 states, the District of Columbia, Puerto Rico, Guam, the U.S. Virgin Islands, American Samoa, or the Northern Mariana Islands;</td>
<td>• Permanent Resident Card, INS Form I-551;</td>
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<tr>
<td>• A United States passport;</td>
<td>• Alien Registration Receipt Card, INS Form I-551.</td>
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<tr>
<td>• A report of birth abroad of a U.S. Citizen (FS-240) issued by the U.S. State Department;</td>
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<td>• A certificate of birth – foreign service (FS-545) issued by the U.S. State Dept.;</td>
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<td>• A certificate of report of birth (DS –1350) issued by the U.S. State Dept.;</td>
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<tr>
<td>• A certificate of naturalization (Form N-550 or N-570) issued by the U.S. Immigration and Naturalization Service; or</td>
<td></td>
</tr>
<tr>
<td>• A certificate of U.S. citizenship (Form N-560 or N-561) issued by the U.S. Immigration and Naturalization Service.</td>
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</table>

Tip: A U.S. passport can be used to establish the individual’s identity and citizenship status.

Criminal History Background Checks
You must also ensure member eligibility by completing and submitting the required criminal history background checks. Before you begin the background check process, the member will need to complete a Criminal History
Background Check Authorization Form. For step-by-step instructions on how to properly complete and submit the required background checks, refer to the WSC Guide to Criminal History Background Checks.

Enrollment Forms and Paperwork
Once you have verified the member’s eligibility, you will need to have them complete the enrollment paperwork. All required original enrollment paperwork must be completed and submitted to WSC before a member will be enrolled in the program. Enrollment paperwork is due at least 14 days before the member’s planned start date. Please refer to the WSC website for complete enrollment instructions and all of the required forms. Be sure to include eligibility documentation along with the forms.

Submission of Enrollment Paperwork
The complete packet of original paperwork must be submitted to WSC by the scheduled enrollment due date. Regardless of how packets are sent to WSC (hand-delivered, mailed, sent by Federal Express or UPS), they must arrive no later than the required due date in order for the member to begin service on the planned start date. If you are hand-delivering, or sending by Federal Express or UPS, the packet must be addressed to our street address: 640 Woodland Square Loop SE, Lacey WA 98503. If you are sending by regular mail (including USPS “priority”), you must use our postal address: P.O. Box 9046, Olympia, WA 98507-9046.

WSC Review and Enrollment
Each member enrollment packet received by WSC goes through an extensive review process conducted by program staff. If an enrollment packet is incomplete and/or the member eligibility cannot be verified, you will be notified regarding the next steps. If this occurs, the member’s start date may be delayed until the next start date to allow time for corrections to be made and/or for documents to be received and reviewed by staff. If eligibility to serve cannot be verified or corrections cannot be returned within WSC deadlines, the member(s) will not be enrolled.

Once all WSC reviews are complete and all required eligibility documentation is verified, the member(s) will be officially enrolled in both the AmeriCorps and WSC systems.
Member Orientation

Synopsis:
As a supervisor or program manager, one of your first and most important responsibilities is to prepare members for their service term. Incoming members need to understand the big picture of national service, its history, culture and the critical role it plays in tackling community needs. In addition, members need to understand the role of the Washington Service Corps.

Locally, members need to learn about their specific program, project site, and community needs. Members should understand how service differs from employment, and what is expected of them at their sites.

Related Documents:
1. Member Service Agreement
2. Prohibited Activities
3. AmeriCorps Pledge

Targeted Timeline:

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Orientation sets the stage for a successful service experience.

PROCESS

Enlist help in planning and implementing your orientation. Talk to, or assemble other staff, neighborhood leaders and members for a “preliminary design” session, to brainstorm your probable orientation needs and resources. This group could help you decide what might be the minimum information your member(s) should understand to get started. This may include what professional behavior and appearance is expected, whether special skills or interests they may bring can contribute or distract from the goals, what the service hours may be, and what kind of commitments occur in the evenings and/or on weekends.

Step One: Elements of a Member Orientation

Per AmeriCorps federal regulations, the following elements must be covered in a member orientation:

- Member rights and responsibilities
- Community Culture – enhancing member security and sensitivity to the community
- Program’s code of conduct
- Prohibited activities
- Requirements under the Drug Free Workplace Act
- Suspension and termination from service
• Grievance procedures
• Sexual harassment
• Other non-discrimination issues

Many of these topics are covered in the Washington Service Corps Member Service Agreement. Along with the topics listed above, the Washington Service Corps also requires that orientations include review of the following:

• **Overview of CNCS programs**
• AmeriCorps goals – “service” vs. “work”
• Introduction to the Washington Service Corps – our role, your contact person, our website, policies
• Your organization’s mission/goals/policies
• Member benefits
• Allowable member activities vs. prohibited activities
• Timekeeping and reporting requirements
• Performance measurement (refer to the Performance and Reporting section of this manual)
• Review of position description
• Review of member service agreement
• AmeriCorps pledge

**Step Two: Suggested Methods of an Orientation**

1. Incorporate the wisdom of former members. Have a panel of second- or third-year members speak about the member experience with your team and/or placement site.
2. Arrange interviews/discussions for your member(s) with key community leaders, program board members, or some residents/beneficiaries.
3. Scavenger hunt in the community.
4. Have your member(s) shadow others doing similar work.
5. Have your member(s) attend staff, advisory board or community meetings.
6. Ask other staff, colleagues with other organizations and other experts to share knowledge and best practices.

**Information is power. The more information the AmeriCorps member has, the more likely they will accomplish project goals and address community needs. At the same time, you do not want to overwhelm the member with details; just what they will need to build on.**

**Step Three: Determine Orientation Agenda**

1. Your orientation is going to vary, depending on the number of members and/or team size and geographic placement.
2. Determine the length of time you will need in order to cover all the necessary topics.
3. Check out [sample orientation schedules and agendas](#) provided by other AmeriCorps programs.
MEMBER TRAINING & DEVELOPMENT

Synopsis:
Member training and development is a process that begins at orientation and continues through the end of service. The “80/20 rule” established by the Corporation for National and Community Service specifies that up to 20 percent of a member’s time can be spent on personal and professional development. Member training is a unique benefit of joining AmeriCorps and a goal of national service. The resources and information in this section will help you get the most out of your training and development activities, whether you are developing new training or adapting existing training and development to suit your needs.

Related Documents:
1. Individual Placement Member Training Plan
2. WSC Team Training Plan
3. Training Funds Request Form (Team-based only)

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PROCESS

Providing member training and development offers key benefits to members and your program. By offering training to members, you can:

- Promote retention
- Improve member effectiveness
- Improve organizational quality
- Help members develop skills
- Increase member knowledge

Step One: Determine your training topics

The Washington Service Corps has developed a “Member Training Plan” which outlines core required training, recommended training and site-specific training. The required training includes:

- AmeriCorps affiliation & program orientation
- Cultural awareness
- Volunteer recruitment, training and management
- Effective communication
- Leadership skills development
- Performance measurement
- Team-building (Teams program only)
- Life after AmeriCorps

In addition to the training above, the Washington Reading Corps also requires:

- Tutor training – general
- Tutoring training – school-specific
- Family involvement strategies
Each training topic has its own set of required competencies. Members are required to complete each of these core trainings through a combination of WSC-sponsored training, training provided from your local project site, and training provided by the service site, if applicable. In addition to the WSC/WRC core required trainings, each site is required to provide two additional site-specific trainings that will be beneficial to the member(s) in providing service at their site. These trainings are identified by the program/placement site. We require two site-specific trainings, as proposed in your agency’s application, and recommend training in Disaster Preparedness and First Aid. These trainings are at the expense of your agency, and are documented on the member training plan.

Seek member input on what training they need and want. Other potential training topics include:

- Active citizenship
- Conflict resolution
- Handling difficult situations
- Member wellness
- Project management
- Preparing a portfolio
- Grant writing
- First aid / CPR
- Personal disaster preparedness

**Member training and development promotes personal growth, deeper knowledge and skill development, as well as new perspectives.**

**Step Two: Develop a training calendar**

Supervisors and members alike fare better from an overall picture of the service term. While it is important to be flexible and design new training opportunities as needs arise, members take comfort in knowing what training and team-building they can expect during their service.

There are as many different approaches to training as there are programs. Factors such as distance, budget, and needed skills all come into play in designing training content and schedules.

**Step Three: Discover training resources**

**The National Service Knowledge Network**
The National Service Knowledge Network is the national service hub where Corporation for National and Community Service (CNCS) grantees, members, partners, staff and volunteers can share information and resources related to national service. Features include discussion boards, content sharing, profiles, private messaging, and more.
The Network also includes online training tools, a library of downloadable publications, an events calendar and the Effective Practices Collection. Much of this content has been generated by specialized training and technical assistance providers funded by CNCS to help volunteer and service programs succeed and thrive.

Discover resources related to national and community service – search the website, browse by topic, and connect and collaborate with other service professionals:

- **Online Courses**
  View the catalog of e-courses, available free at the Online Learning Center.
- **Knowledge Networks**
  Networks include each CNCS focus area, member recruitment and development, and many others.
- **Videos**
  Access a collection of videos related to national and community service.

**Education Northwest**

Education Northwest strives to create vibrant learning environments where all youth and adults can succeed. They work with teachers, administrators, policymakers, and communities to identify needs, evaluate programs and developing new solutions. For free training resources related to tutoring and “out-of-school” time, visit their website: [http://educationnorthwest.org/resources/tutoring-resources](http://educationnorthwest.org/resources/tutoring-resources).

**Other Training Resources**

- [http://learn.volunteermatch.org/training-topics](http://learn.volunteermatch.org/training-topics)
- [https://vistacampus.gov](https://vistacampus.gov)  (Non-VISTA people can log in as a guest.)

**Request Training Funds from WSC – Team-based only**

Team project supervisors may submit a request for training funds to be used to support member development. The training being provided should help meet the core training content and competencies of the member training plan as outlined by WSC. Requested training can also be enhancement training determined to be relevant to members’ skills, knowledge and abilities related to project site goals identified in the project’s program and training plan. Instructions and the Training Request Form can be found on our [website](http://www.americorpsalums.org/?CareerWebinars).

**SERVES Institute**

The Washington Service Corps sponsors a three-day SERVES Institute. SERVES is typically held in October every year and is a training conference for individual placement members that offers workshops and networking with other members serving across the state of Washington. The workshops provided address the required core training competencies (see Member Training Plan). Session topics include how to become an effective communicator, learning to work in culturally diverse communities, learning to be a lively group facilitator and becoming an active volunteer recruiter. Not only do members enhance their skills, and develop professionally and personally, they also often meet life-long friends! Encourage members to be strategic on planning to meet as many of the required trainings as possible at SERVES. Any required training not taken at SERVES will be the responsibility of the site, at their cost.


**MEMBER SUPERVISION**

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<thead>
<tr>
<th>Synopsis:</th>
<th>This section describes the technical steps required of WSC supervisors and has links to sources for forms and helpful tips.</th>
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</thead>
</table>
| Related Documents: | 1. Knowledge Network Member and Volunteer Development  
2. Member Performance Evaluation |
| Targeted Timeline: | Sept  
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**PROCESS**

You will be working with members who have had a variety of life and work experiences. This may be the first time they have held a position of responsibility in the work world. Supervising members is a commitment to ensuring a positive experience for your AmeriCorps member(s). You are in a key position to make a difference in the lives of your member(s) and those who benefit from your project. You may find that supervision requires more time and effort than expected. Typically, investments up front pay off in the long term, with superior effectiveness, retention, skill acquisition, and broader attitudes.

Effective relationships between members and supervisors:

- strengthen the impact of the project by meeting goals for performance measures
- engage both supervisor and member
- build accountability
- promote retention
- help develop skills and professional growth

**Leadership is unlocking someone’s potential to become better.**

*–Bill Bradley*

**Requirements of Supervision**

A qualified supervisor with WSC should have the experience, skills and knowledge to support the success of the AmeriCorps project and proposed outcomes. As a supervisor, you should be familiar with national service, have time to meet routinely with the member, and be interested in the member’s career development.

Supervisors are considered covered staff, and as such, are required to undergo the same criminal history background checks as members. For background check details, refer to the [Guide to Criminal Background Checks](#).
The steps below describe a minimum level of responsibility, and elements required in your contractual agreement with the Washington Service Corps (WSC).

**Member Orientation**
Provide the member(s) with orientation to AmeriCorps, your organization, project, community, and to the WSC role and expectations. Introduce them to staff, board members, volunteers and other key people in your organization and community. Make sure that the member views the online [WSC orientation](#). Inform your member(s) about your organization’s policies about conduct and appropriate behavior, including procedures for communication regarding hours and attendance. Provide them with policy handbooks/manuals, organizational charts and other materials that may be helpful. Orient your employees so they know the specific role the AmeriCorps member(s) will play within your organization. Staff need to know that members are prohibited from performing administrative duties for the organization.

**National Days of Service**
Promote participation in National Days of Service. Martin Luther King Jr., Day is considered “a day on not a day off” for AmeriCorps members. AmeriCorps Week occurs in the Spring and provides the opportunity for members to tell the personal side of national service. It’s also a time to recognize the service that AmeriCorps members provide to their communities.

**Standards of Behavior**
Communicate policies/rules about standards of behavior – dress, communication, attendance, etc. WSC’s policies regarding appropriate member behavior and conduct, as well as the expectation that members wear identifying gear while providing service, can be found on our [website](#). Your organizational policies may be more stringent than these.

**Timesheets**
Confirm the accuracy of timesheets. As a supervisor, you are responsible for authorizing the hours reported on your member’s timesheets. Timesheets are submitted online via the America Learns system. Your electronic approval of each timesheet through the system verifies that they are accurate. Each member must complete a timesheet every two weeks. Timesheets are essential in documenting service hours and key in determining eligibility for an education award. Verify that hours are reported correctly for service, training and fundraising. Training is limited to 20% of total hours. Fundraising hours cannot exceed 10% of total hours and the purpose must specifically benefit the AmeriCorps project. Fundraising to cover costs of agency operation costs is prohibited.

**Training**
Members require training and skill development to perform well in their assigned service project. Training should be an ongoing part of your project, and you should use service experiences to help your member(s) improve their skills, knowledge and abilities.

The [Member Training Plan](#) includes the required core competencies, recommended competencies, and site specific trainings. Use it with your member to plan the most beneficial way to achieve the competencies early in the term of service. Refer to the [Member Training and Development](#) chapter of this manual for more information.

Training opportunities in other states must be pre-approved by the WSC Director of Programs and Operations. Contact your WSC program coordinator at least two weeks prior to the training to seek approval.
**Guidance**

Provide formal feedback and guidance. Supervisors must conduct two written performance evaluations for each member during their term of service, using the [WSC Member Performance Evaluation form](#). Mail the signed original to WSC on or before January 31st and June 30th. Performance evaluations should promote professional and personal growth, clarify the member’s goals (as specified in the position description) and describe progress on the performance measure(s) agreed to in your agency’s application. Encourage your member(s) to contribute to the process – their input can indicate understanding of expectations, provide useful feedback or be a way to request assistance. Members are given space in the performance evaluation form to add their comments.

- **Member retention** is an important element of the AmeriCorps program, and we expect and support our partners to maintain a 100% retention rate throughout the program year. Not only does it keep the program in compliance with national provisions and regulations, it also provides continuity for your project and allows a deeper expansion of member development. We expect your recruitment, selection, training, supervision, and direct service activities will support you in attaining a 100% retention rate through the program year.

- **Remember to recognize your member(s).** Different kinds of recognition include:
  - **Personal recognition:** words of praise after seeing them in action, written thank you messages, routine acknowledgement of their service, seeking out their input and suggestions, letting them know they are valued and appreciated.
  - **Public recognition:** listing member’s accomplishments in newsletters or on your website, taking steps to have them highlighted in a newspaper, blog, radio, or Facebook page, recognizing your member(s) at staff meetings or other community projects or events.
  - **Personal growth:** providing opportunities for the member(s) to lead, to do public speaking, presenting materials, representing the project or your agency, or facilitating a group.
  - **Career Development:** determine interests and needs of your member(s) and provide training and networking opportunities throughout the program year; coordinate with required core training and site-specific training.

**Policies and Procedures**

**Progressive discipline policy**

Members must maintain good standing with the placement site. Failure to do so may result in disciplinary action up to, and including, termination from the service position. You must follow WSC Progressive Discipline procedures and keep your WSC Program Coordinator informed of improper conduct.

The following guidelines provide AmeriCorps members and Supervisors with standards regarding disciplinary steps for improper conduct. Improper conduct includes, but is not limited to, a violation of [Washington Service Corps rules of conduct](#). Any behavior that affects a member’s ability to perform the assigned service, or that is not in the best interest of the sponsor organization or the AmeriCorps project, will be subject to review by the Supervisor, and disciplinary action may be taken.

Problems are most effectively settled at the site, at levels closest to the conflict. Members and Supervisors are encouraged to bring concerns to each other and to use conflict resolution strategies in the goal of effective communication. In most cases, progressive discipline will be successful. This is the required WSC progressive discipline process:

- **First offense:** The Supervisor issues a verbal warning to the member. [Email your WSC Program Coordinator](#) to document the verbal warning.
**Second offense:** The Supervisor issues a written warning, with a corrective action plan. Both you and your member sign the plan. **Email a copy to your WSC Program Coordinator** within 2 business days.

**Third offense:** The member may be suspended for one day or more **without** compensation. The member will not accumulate service hours during a suspension. **You must get approval from your WSC Program Coordinator prior to suspending a member.**

**Fourth offense:** The member may be released for cause. **You must discuss this step with your WSC Program Coordinator prior to taking action.**

The situation may be so serious that some or all of the above steps may be abbreviated or eliminated in order to provide an appropriate level of discipline. The following chart describes such situations:

<table>
<thead>
<tr>
<th>Disciplinary Guidelines for Improper Conduct</th>
<th>FIRST OFFENSE</th>
<th>SECOND OFFENSE</th>
<th>THIRD OFFENSE</th>
<th>FOURTH OFFENSE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Failure to complete and submit member timesheets as required.</td>
<td>Verbal Warning</td>
<td>Written Warning</td>
<td>Suspension</td>
<td>Termination</td>
</tr>
<tr>
<td>2 Failure to notify supervisor(s) of intent to be late or absent within 30 minutes of scheduled starting time; reporting late for service assignments without good cause; leaving service assignments without supervisor’s permission.</td>
<td>Verbal Warning</td>
<td>Written Warning</td>
<td>Suspension</td>
<td>Termination</td>
</tr>
<tr>
<td>3 Failure to follow the supervisor’s instructions, failure to maintain proper behavior during term of service which includes, but is not limited to, adhering to service gear and appearance standards, following program rules and guidelines, etc.</td>
<td>Verbal Warning</td>
<td>Written Warning</td>
<td>Suspension</td>
<td>Termination</td>
</tr>
<tr>
<td>4 Threatening, intimidating, coercing, or fighting with other members, project supervisor(s), other agency personnel, or service recipients.</td>
<td>Immediate Suspension or Termination</td>
<td></td>
<td>Termination</td>
<td></td>
</tr>
<tr>
<td>5 Unexcused absence from service assignment for three consecutive days.</td>
<td>Immediate Suspension or Termination</td>
<td></td>
<td>Termination</td>
<td></td>
</tr>
<tr>
<td>6 Being under the influence of, or in possession of, alcohol or any controlled substance during the performance of service activities; engaging in any unlawful activity.</td>
<td>Immediate Suspension or Termination</td>
<td></td>
<td>Termination</td>
<td></td>
</tr>
<tr>
<td>7 Falsifying program records or time sheets.</td>
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</table>

**Termination**
**Member hours and allowable service activities** (WSC Policy POL-120)
Supervisors are responsible for ensuring that the member’s service is congruent with requirements regarding hours and the nature of activities/duties.

**Prohibited activities**
You must ensure that members do not participate in any activities expressly prohibited by AmeriCorps or WSC during their service. Familiarize yourself with the list of prohibited activities and provide a copy of the list to your member(s). You may also review the list periodically with your member(s). Contact your WSC Program Coordinator for further clarification during the course of the program year. Member participation in a prohibited activity while charging time to the AmeriCorps program may result in the immediate termination of the member’s service.

**Member leave** (WSC Policy POL-123)
Members are not considered employees. There are no established sick and personal use days, however, Supervisors may pre-approve reasonable time off if it does not interfere with the goals of the project or the accumulation of 1,700 service hours. Members who are not on track to achieve 1,700 hours may be granted time off only for urgent personal reasons. Members earn service hours while serving on a jury or during military leave.

**Member grievance** (WSC Policy POL-132)
WSC expects that problems will be addressed and resolved at the local level, without interruption to the member’s service and project. If problems related to service arise cannot be satisfactorily addressed locally, members are able to seek resolution through a grievance process. Members may grieve suspension, denial of education award and release (termination) for cause.

**Reasonable accommodation**
Members with disabilities may request reasonable accommodation in order to perform the essential functions of their service assignment.

**Member deployment** (WSC Policy POL-160)
The WSC has prioritized disaster preparedness, response and recovery and members commit to making themselves available for deployment to respond to disaster situations within the United States, its territories and possessions.

There are two situations in which members may be deployed:

1) WSC or the Corporation for National and Community Service (CNCS) may call for AmeriCorps members to deploy. Any deployment would be within the state of Washington, unless specifically requested through our cooperative agreement with CNCS. See the [WSC Member Deployment policy](#) for further details regarding this process.

2) Your organization independently seeks to deploy members.

The Director of the Washington Service Corps must approve all out-of-state deployments. If your organization is seeking to deploy members out of state, email your request to your WSC program coordinator, including the following information:

1. Name of member
2. Name of your organization
3. Date deployment begins  
4. Expected deployment length  
5. City and state being sent to  
6. Primary service address  
7. Liability insurance covered by  
8. Travel and per diem costs paid by  
9. Contact in Washington State (name, phone number and email)  
10. Out-of-state supervisor (name, phone number and email)  
11. Member skill level (CERT, first aid, ERV, etc.)  
12. Member duties while deployed (shelter ops, ERV, etc.)  
13. Who is preparing the member for deployment and how is the member being prepared  
14. Who will follow up with the member when they return

When the member returns home, email your WSC program coordinator immediately with their return date.

CNCS and WSC may require additional reporting from you and the member during deployment. You will be expected to submit required reporting documents in a timely manner. Failure to submit required reporting documents may result in denial of future deployment requests.

Exits and Completions
Members can terminate service in several ways (“exits”). You are responsible for the accuracy of the information that supports member exits, and you must take the appropriate steps within a specified timeframe. Contact your WSC program coordinator when starting this process for each of your members. All of the relevant forms are found on our website. The types of terminations (“terms”) and required documents to submit to WSC are as follows:

- **Member terms before their expected end date:**
  - Approved timesheet
  - Completed and signed CNCS exit form (member completes Part 1; leave Part 2 blank)
  - Resignation letter stating the member is aware they will not receive an education award
  - Member Exit Evaluation form completed by supervisor
  - Life After AmeriCorps survey

- **Member terms before expected end date for personal compelling reasons** (e.g. medical issues and family emergency)
  - Approved timesheet
  - Completed and signed CNCS exit form (member completes Part 1; leave Part 2 blank)
  - Letter requesting a pro-rated education award and reason behind request
  - Documentation of the compelling reason (from medical professional, etc.)
  - Letter from supervisor supporting pro-rated education award
  - Member Exit Evaluation form completed by supervisor
  - Life After AmeriCorps survey

Compelling Reason – a cause such as illness or injury of the member which significantly interferes with his/her ability or capacity to complete the term of service; or injury, illness or death of an immediate family member. This does not include employment, enrollment in school or dissatisfaction with the program.
• Member terms on their expected end date with 1,700 hours
  o Approved timesheets
  o Completed and signed CNCS exit form (member completes Part 1; leave Part 2 blank)
  o Member Exit Evaluation form completed by supervisor
  o Life After AmeriCorps survey

• Member terms on their expected end date without 1,700 hours
  o Approved timesheets
  o Completed and signed CNCS exit form (member completes Part 1; leave Part 2 blank)
  o Letter requesting a pro-rated education award if they have personal compelling reasons. No letter is needed if there are no compelling reasons for not reaching hours.
  o Documentation of the compelling reason (medical, etc.)
  o Letter from supervisor supporting pro-rated education award if requested by member
  o Member Exit Evaluation form completed by supervisor
  o Life After AmeriCorps survey
PERFORMANCE AND REPORTING

Synopsis: Why, when, and how to complete performance measure, demographic and program reporting to Washington Service Corps.

Related Documents:
1. Washington Service Corps Reporting
2. Washington Reading Corps Reporting
3. Performance Measurement Instructions

Targeted Timeline:

<table>
<thead>
<tr>
<th></th>
<th>Sept</th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
<th>Jan</th>
<th>Feb</th>
<th>March</th>
<th>April</th>
<th>May</th>
<th>June</th>
<th>July</th>
<th>Aug</th>
</tr>
</thead>
</table>

PROCESS

The Washington Service Corps (WSC) expects to achieve specific outcomes in the focus area(s) selected in your Request for Application/Request for Proposal. By selecting performance measures in your proposal, you have agreed to track and report your progress toward specific goals. At the end of each quarter, the person from your organization selected to oversee the AmeriCorps project (usually the project supervisor) will report this progress to WSC. In turn, we roll up this data and report it to Serve Washington and the Corporation for National and Community Service. WSC is accountable for reaching its statewide performance outcomes and depends on each partner site to collect, evaluate and report progress in an accurate and timely manner.

Project supervisors are expected to follow required reporting criteria provided by WSC. This may include specific instructions on survey questions and other evaluation criteria. WSC program coordinators will work with you after your placement award and prior to the beginning of the member’s service so that you have a clear understanding of what is expected and are prepared to start collecting data the first quarter.

Supporting documents of your performance outcomes must be maintained for a period of six years from the end of the program year (August 31) and be available for review upon request by WSC, Serve Washington and/or the Corporation for National and Community Service.

Reporting paints the landscape and presents a view into a program’s successes and challenges.

Timeline for Reporting:

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Data Collection Period</th>
<th>Reporting Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Quarter</td>
<td>data collected September 1 through November 30</td>
<td>reported December 15</td>
</tr>
<tr>
<td>Second Quarter</td>
<td>data collected December 1 through February 28</td>
<td>reported March 15</td>
</tr>
<tr>
<td>Third Quarter</td>
<td>data collected March 1 through May 31</td>
<td>reported June 15</td>
</tr>
<tr>
<td>Fourth Quarter</td>
<td>data collected June 1 through August 31</td>
<td>reported September 15</td>
</tr>
</tbody>
</table>

**Due dates above are approximate; refer to the WSC Calendar of Important Dates for actual due dates.
Currently, quarterly reports are submitted online via the America Learns reporting system. You will receive instructions and report reminders prior to the due dates noted above. Upon receipt of your quarterly progress report, your WSC program coordinator will review the data submitted. If clarification or updates are necessary, your coordinator will discuss them with you and request that the report be revised and re-submitted.

**Reminders**

Performance measurement is the ongoing, systematic process of tracking your program’s measurable outputs and outcomes.

**Outputs:** Amount of service provided (people served, products created or programs developed)

**Outcomes:**
- Reflects the changes or benefits that occur
- Can reflect changes in individuals, organizations, communities or the environment
- Addresses changes in one or more of the following:
  - attitude or belief
  - knowledge or skill
  - behavior
  - condition

To demonstrate that each project is collecting, collating and analyzing data that is valid and reliable related to outputs and outcomes, WSC asks that all project supervisors assure that performance measurement data is submitted through the reporting process noted above.

**Quantitative Reporting**

This kind of reporting focuses on data that can be measured, focusing on numbers. Quantitative information can be related to both outputs and outcomes. The Merriam-Webster Dictionary defines the term ‘quantitative’ as “of, relating to, or involving the measurement of quantity or amount”. It is sometimes referred to as “hard data”.

The tools and methods for data collection are based on the type of information you are collecting, the participants/clients, the level of data-tallying and analysis that is needed and the resources that are available within your organization. Resources to support your effort are available from your WSC program coordinator; in addition, you can use the CNCS knowledge network as a foundation.

Attendance forms, surveys and questionnaires are a few examples of data collection tools. Regardless of the method, the tool must validate that the data collected is accurate and corresponds to your output or outcome. You will need to be able to explain the use of particular tools used and why that tool was selected. Maintain the confidentiality of participants or clients when managing and storing the documents or materials used for data collection.

**Qualitative Reporting**

Qualitative data is best described as “soft data”. This information relates to customer perceptions or experiences and is most frequently reported in performance measures such as service quality, or other outcome indicators. This kind of reporting focuses on meaning, experience or attitudes, and typically describes or characterizes the data and other quantitative information through words.

**Stories of Service**

Stories of service are submitted by the member through the America Learns timesheet system, and have the same due dates as your quarterly reports. At least one story must be submitted each quarter per member. Additional
stories can be submitted more frequently if there an accomplishment or highlight that they wish to share related to intended goals and outcomes for clients or participants in your program. These stories can also be a member’s reflection on how their service has personally impacted them. Additional stories must be submitted via email to your WSC program coordinator.

**Legislative and Media Reporting**

This information is asked for during the program year through the quarterly report. This report reflects the number of visits by the project or to the project by an elected official or key/potential stakeholder in your program, in which they are educated about the benefits of the service or project to your clients or participants. Media contact and information distributed through media outlets are also to be shared; include the media outlet, date (if available) and focus. For resources and information on contacting your legislators and media outlets, including the reporting form used specifically by individual placement sites, please visit our [website](#).
LIFE AFTER AMERICORPS

Synopsis:
Life After AmeriCorps activities are an important part of a member’s term of service. These activities can help them transition from national service to the world of work or school.

Related Documents:
1. Life After AmeriCorps Survey

Targeted Timeline:
| May | June | July | Aug | Sept | Oct | Nov | Dec | Jan | Feb | Mar | Apr |

Completing a year of service sets a milestone in the life of an AmeriCorps member. It is a time of transition, a time for new beginnings. It is also a time to celebrate. The end of the service year provides a great opportunity to celebrate program accomplishments: involve those who helped the program “get things done” including members, staff, family, supporters, sponsors and service partners; plan a ceremony that recognizes outstanding service by presenting service awards, certificates or diplomas; present a slide show that highlights important moments in the service year.

Transitioning members need to:
• Assess how what they have learned during AmeriCorps translates into job skills
• Discuss with other transitioning members the challenges they are facing and ways to overcome them
• Reflect on how to apply their year of service experiences to life-long volunteering
• Learn about education and career options
• Make decisions and plan for the future

Team-based programs
How do you decide what topics to cover and what sessions to offer? Survey members! Find out what they are planning to do next and what their concerns are. Ask members’ site supervisors. They know the member on a professional level and will be able to make valuable recommendations.

If members have similar needs such as continuing their education (GED, community college, college, master’s or other education and training), plan a session that specifically addresses these needs. Possible session topics could be:
• Continuing education and training
• Benefits of service – review the procedures for applying the educational award and getting academic credit for service experiences

If most members will be entering the workforce, plan sessions like:
• Job fairs – invite career counselors and human resource specialists from the community to hold a fair that focuses on employment trends, job search skills, job discovery and/or resumé writing
• How to continue volunteering – identify avenues for volunteering while pursuing employment, education, or other options

If members have diverse needs, choose a general training session that allows flexibility through individual reflection such as:
• Stages of transition – familiarize members with transition theories and teach them skills for successfully negotiating transitions
• Portfolio development – help members examine and document what they have learned and accomplished, so their skills will be more marketable
• Self-assessment – assist members in identifying their values, skills and interests, and how they pertain to their future decisions
• Personal plans – familiarize members with different decision-making strategies and goal setting techniques

Individual Placement programs/sites
The Washington Service Corps has developed a Prezi presentation for members covering Life After AmeriCorps. It includes several links including AmeriCorps Alums, and job search/preparation materials.

The resources listed here have been gathered to help AmeriCorps members in this transition and AmeriCorps project supervisors design trainings around this time of transition. Included are general resources, resources for job seeking, skills assessment, pursuing educational opportunities, and continuing an active life of volunteerism.

General Resources

“What’s Next: Life After Your Service Year”
This online tutorial is designed to help AmeriCorps members transition from their year of service. Included are journaling activities to help members plan for their future regarding continuing education, establishing a career and continuing in service.
http://www.nationalservice.gov/resources/americorps/whatsnext/welcome

Information for AmeriCorps Alumni from the Corporation for National and Community Service (CNCS)
Includes information on becoming a VISTA or NCCC team leader, recruiting and supporting members, and a link to the MyAmeriCorps Portal.
http://www.nationalservice.gov/programs/americorps/alumni

AmeriCorps Alums
A nonprofit organization dedicated to serving alumni of AmeriCorps programs. The site allows members to search for jobs, stay aware of events and volunteer opportunities, and stay connected with fellow members.
http://www.americorpsalums.org/

Skills Assessment, Employment and Career Research

Local WorkSource offices can help members with writing resumés, finding occupation information, career resources and training programs; they also have a Skill Center where members can learn how skills relate to occupations and how skill levels are measured. Members can search for jobs; find employers and get information about colleges and universities through their “Education” link.

Members interested in finding a job that builds on their service can search current openings within the Corporation for National and Community Service (http://www.nationalservice.gov/about/careers) as well as the U.S. federal government. The federal government’s job site also includes help with resumés, interviewing, hiring trends, writing and cover letter tips.
Other resources include:

**IdealistCareers.org Resource Page** - Resources for job search, career development, and information about the nonprofit sector.

**AmeriCorps Alums Career Webinars** – a great resource for members to use throughout the year. These webinars can also count as Life After AmeriCorps training.

**Dartmouth - Careers with Social Impact** – provides a general list of sites to visit, depending on which type of organization a member is interested in: nonprofits, NGOs, foundations, international development, social enterprise, information, corporate social responsibility, think tanks, policy centers, education, and government (federal, state, local, or tribal).

### Educational Opportunities

**Segal AmeriCorps Education Award**
This page explains the AmeriCorps education award including the amount, how to use the award, tax implications of the award and how to get interest paid.


**FAQ’s About the Segal AmeriCorps Education Award**
Answers to frequently asked questions about the education award from AmeriCorps Alums [http://www.americorpsalums.org/?page=MBEdAwardQuestions](http://www.americorpsalums.org/?page=MBEdAwardQuestions)

[http://www.nationalservice.gov/resources/edaward](http://www.nationalservice.gov/resources/edaward) - Use this site to learn more about the education award: form a strategy on how to use it and discover other post-service opportunities related to school and student loans. Includes information on finding schools that match and/or accept the education award, paying taxes related to the education award, and which student loans are eligible to be paid back with the education award.

**Institutions that Provide Scholarships and Resources to AmeriCorps Alumni**
This site provides a list of colleges and universities that offer education award matches or other scholarships to AmeriCorps alumni. In Washington State alone there are five that offer matching scholarships:

- Antioch University – Seattle
- Bastyr University – Kenmore
- Central Washington University – Ellensburg
- Evergreen State College – Olympia
- Western Governor’s University Washington


In addition to the above list, the Frank Batten School of Leadership and Public Policy at the University of Virginia offers a health care subsidy of $2,400 and a $6,000 fellowship for AmeriCorps alums. [http://www.batten.virginia.edu/americorps-peacecorps](http://www.batten.virginia.edu/americorps-peacecorps)

**Did you know there are over 100 colleges across the United States that match the Education Award?**
Utilizing the *MyAmeriCorps* system

*MyAmeriCorps* is an online system designed to help members manage their AmeriCorps experience. It provides an easy way for individuals to get and give important information – before, during and after their service.

To prevent a delay in the processing of the education award, individuals must request payments electronically using *MyAmeriCorps*. This is a secure, fast and user-friendly method for requesting payments be remitted to qualified schools or loan holders. It also provides electronic record of payments requested. *MyAmeriCorps* can be used to:

- Update contact information
- Access, create and submit forms to
  - Have student loans deferred during the term of service (forbearance request)
  - Request payment of the interest that accrued on student loans during the term of service (Interest Accrual Benefit Request)
  - Request payments for qualified student loans
  - Request payments for current educational expenses
  - Request an extension of the expiration date of the education award
- View status of pending requests
- Check balance of the education award
- View account history
- View and print tax information

Volunteering

**All for Good**

This site is an excellent resource to both find and share opportunities to volunteer.


**United We Serve**

United We Serve is an initiative of the Corporation for National and Community Service. This site links to various volunteer opportunities and contains many toolkits for starting service projects.


**Volunteer Match**

This site allows you to find volunteer opportunities or recruit volunteers for your organization or project.