

Keystone SMILES AmeriCorps



Host Site Administrator Manual

Keystone SMILES Community Learning Center / Keystone SMILES AmeriCorps

The Mission of Keystone SMILES AmeriCorps is “to empower and strengthen people of all ages, with a focus on children and youth, to enhance the quality of lives through learning and service.”

Keystone SMILES AmeriCorps serves 17 school districts and 15 community organizations throughout 9 counties and provides technical assistance, training, welfare to work and educational support programs throughout Western Pennsylvania.

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

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

SERVE, SERVICE: The terms serve and service should be used to describe members’ activities. Members are not employees and their activities should not be referred to as “work.” For example, it is accurate for members to state that they are an AmeriCorps members serving at a particular organization but inaccurate to state that they are working at that organization. This is an important distinction.

TABLE OF CONTENTS

**SECTION 1: Corporation for National and Community Service
AmeriCorps Grant Approved Activities and Targets Pg. 2**

**SECTION 2: HOST SITE REQUIREMENTS - CONTACT JOYCE
FOSDICK – Pg. 3**

Section 3: HOST SITE RESPONSIBILITIES Pg. 4

- I. General Responsibilities
- II. Host Site Trainings
 - a. Host Site Training Attendance
 - b. Host Site Training Schedule
- III. Recruitment
- IV. Releasing Member from Host Site
- V. Communication with AmeriCorps Program Staff
- VI. Host Site Disciplinary Procedure

SECTION 4: AMERICORPS HOST SITE FORMS Pg. 7

- I. Host Site Application
- II. Keystone SMILES AmeriCorps Partner Agreement
- III. In Kind Documentation Form (If Applicable)
- IV. Partner / Agency Report Cards (sample)
- V. Mid Term and Final Service Site Evaluations

**SECTION 5: SERVICE SITE SUPERVISOR REQUIREMENTS &
RESPONSIBILITIES Pg. 8**

**SECTION 6: Service Site Supervision of AmeriCorps Members
Pg. 8**

- I. Member Supervision
 - a. Timesheets / Attendance
 - b. Service Description
 - c. Scheduled Service
 - d. America Learns
 - e. Member Evaluation
 - f. Service Learning
 - g. Member Contract (sample copy in section 3)
 - h. Site Visits
 - i. Other
 - 1. Suspension
 - 2. Jury Duty
- II. Members Active in Service throughout the Program

SECTION 7: AMERICORPS TRAINING / NATIONAL SERVICE DAYS Pg. 12

- I. Member Training
 - a. AmeriCorps Member Training Requirements
 - b. AmeriCorps Member Training Schedule
 - c. AmeriCorps Training Travel Time Policy
 - II. National Service Days
- Keystone SMILES Community Learning Center Inc.

SECTION 8: AMERICORPS MEMBER RESOURCES Pg. 13

- I. AmeriCorps Member Benefits
 - a. Living Allowance
 - b. Education Award
 - c. Health Care
 - d. Child Care (If Income Eligible)
 - e. Service Learning Coursework
 - f. CERT (Citizen Emergency Response Training)
 - g. Act 48 Credits
- III. Member Responsibilities

SECTION 9: AMERICORPS POLICIES & PROCEDURES Pg. 15

- I. Drug Free Workplace
- II. Harassment Policy
- III. Disciplinary Policy
- IV. Grievance Procedure
- V. Prohibited Activities
- VI. Fundraising Policy

SECTION 10: GENERAL INFORMATION Pg. 22

- I. Organizational Structure
- II. Organizational Chart

**SECTION 11: AMERICORPS MEMBER DOCUMENTS Pg.
25**

- a. Member Service Description (sample enclosed)
- b. Member Contract (Sample full-time member contract)
- c. Member Reporting Survey (America Learns)
- d. Sample questionnaire enclosed in this section
- e. Member Service Data Reports (Due Quarterly) – (Found on Keystone SMILES Website)
- f. Mid / End of Year Member Evaluations (Enclosed in this section)
- g. Communication Tools / Technology Resources Handout (Enclosed in this section)

Section 12: Keystone SMILES Staff List

SECTION 1: AmeriCorps Grant Approved Activities and Targets

KEYSTONE SMILES AMERICORPS ACTIVITIES & TARGETS

Keystone SMILES AmeriCorps establishes program activities and targets each year. Below are the activities and targets for providing services to meet the needs of schools, students and communities for the program year.

Academic Support

Activity: *AmeriCorps members will provide tutoring to students, primarily in grades K-8, who have been identified by teachers, parents, or school administrators as academically deficient in a target subject area. Services will be provided in one-on-one or small group settings, at least 3 times a week for 20 minutes, in before, during and after school sessions hosted by school districts and community agencies.*

Target 1: *# 4000 students will receive academic support services provided by AmeriCorps members*

Instrument: *Members will utilize attendance logs (service data collection tools) to track students served. Members also provide this data to the program by completing and submitting bi-monthly surveys and by copying their logs and submitting them quarterly.*

Target 2: *Students will improve functional grade level in target subject area by at least one level: 80% of students served and evaluated with Teacher Progress Reports will be promoted to the next grade or graduate by the conclusion of the academic year.*

Instrument: *Student's academic performance will be evaluated using a student progress report, completed by each student's teacher, twice during the year. The progress report, provided to us through Project Star, asks the teacher to evaluate the student's functional grade level in the target subject area.*

Target 3: *Students will be promoted or graduate: 85% of students served and evaluated with Teacher Progress Reports will be promoted to the next grade or graduate by the conclusion of the academic year.*

Instrument: *Student's academic performance will be evaluated using student promotion records, gathered from teachers, via the Final Teacher Progress Report. Members also provide this data to the program by completing and submitting bi-monthly surveys.*

Volunteers and Service Learning

Activity: *AmeriCorps members will recruit and engage volunteers and service-learning participants by spending approximately 2 hours per week making phone calls and personal contact. Volunteers will be utilized in both episodic and ongoing capacities, to assist in member's projects and assignments.*

Target: *5,000 volunteers and/or service learning participants will be recruited to provide 25,000 hours of service in ongoing and episodic programs.*

Instrument: *Members will utilize attendance logs (service data collection tools) to track volunteers. Members also provide this data to the program by completing and submitting bi-monthly surveys and by copying their logs and submitting them quarterly.*

Social / Behavioral Support

Activity: *Members will provide social and behavioral enrichment activities such as teambuilding, mentoring, and study skills instruction to students, primarily from grades 4 through 10, who have been identified by teachers, parents, school administrators, IEPs and / or the juvenile justice system as being in danger of failing, or being suspended, expelled, or adjudicated. Services will be provided 2-5 times a week for at least 30 minutes in before, during and after school sessions hosted by school districts and community agencies.*

Target: *70% of students served and evaluated will demonstrate an increase in social and behavioral performance of one level in 3 of the 5 identified areas over the course of the program year.*

Instrument: *Student's social and behavioral performance will be evaluated via social and behavior skills rubrics which target teamwork/cooperation, listening and communication skills, responsibility, motivation/attitude, and study habits and is completed twice a year by members. Members also provide this data to the program by completing and submitting bi-monthly surveys.*

SECTION 2 HOST SITE Requirements and Responsibilities

HOST SITE: A Host Site is the partner agencies/organizations that enters into an agreement with the Keystone SMILES AmeriCorps to place members in their agency where they have identified an approved need.

1. Host sites must be non-profit 501(c) 3
2. Must have been in operation for a minimum of one-year and have at least one professional, paid staff member
3. Host site organizations must provide services in at least one of the following areas: public safety, human needs community and economic development, education, and/or health/nutrition
4. Host site organizations must provide a non-federal cash match of a pre-determined amount to support the Keystone SMILES AmeriCorps Program.
 - Pre-approval is required by PennSERVE and the Corporation for National and Community Service to use Federal Funding. Host Sites wishing to use federal dollars for their host site contribution must submit a letter from the Federal Agency providing the funds documenting this is an allowable expense before June 30th.
5. Host site organizations must designate one, paid administrative staff member to serve as the host site administrator. The host site administrator must be a member of the administrative/executive staff. Support staff or volunteers cannot serve as Host Site administrator. The Host Site must agree to contact Keystone SMILES AmeriCorps immediately if this designated person changes.
6. Host sites must provide the member with a quality placement, ensuring that the member engages in full or part-time, and direct service for a period of up to 12 months. Members cannot duplicate the functions of other employees or displace paid or volunteer staff positions.
7. Host sites must provide members with on-site orientation, on-going training as needed, and appropriate work space with access to phone, internet(including access to SMILES AmeriCorps required reporting websites and email accounts), computer, and supplies.
8. Host Sites must agree to send one designated administrator to all quarterly AmeriCorps trainings.
9. Host Sites must allow Keystone SMILES AmeriCorps Staff to conduct ongoing member site visits. In addition, PennSERVE: The Governor's Office of Citizen Service will conduct periodic site visits and reviews.
10. It is a federal requirement that all site placements where AmeriCorps members are serving be clearly marked as an AmeriCorps site. Keystone SMILES AmeriCorps Staff will note compliance with this requirement during periodic site visits to the partner agencies. For this reason, all partner agencies are asked to post AmeriCorps signage, distributed by the Keystone SMILES AmeriCorps program, in a prominent location.

Host Sites are assessed on the following criteria:

According to the expectations of PennSERVE, host sites are to be monitored to ensure compliance of guidelines set by the Corporation for National and Community Service.

- The quality and stability of the organization's management;
- The quality, innovation, and feasibility of the proposed project;
- The compatibility between the organization's mission and proposed project and the mission of Keystone SMILES AmeriCorps Program;
- The level of training, supervision and professional development available to the AmeriCorps member;
- Ensure members meet reporting requirements involving timesheets, assessments and web based reporting;
- Agree and ensure members have permission to access technology in order to complete their bi-monthly survey, check email;
- And complete AmeriCorps timesheets as required by the Corporation for National and Community Service.

The host site agrees to be in compliance with all applicable AmeriCorps rules, provisions and guidelines established at the federal, state, and grantee levels as monitored by the AmeriCorps program staff at Keystone SMILES AmeriCorps. The Director of the Keystone SMILES AmeriCorps Program reserves the right to terminate this agreement or remove the AmeriCorps member for not meeting the requirements and responsibilities of the AmeriCorps program.

CONTACT: JOYCE FOSDICK ; Executive Director

814-797-1184 (office)

814-538-9729 (cell)

jfosdick@smilesamericorps.org

Keystone SMILES Community Learning Center Inc.

SECTION 3 HOST SITE Administrator Responsibilities

HOST SITE ADMINISTRATOR: A person designated by the organization or agency. This person must be a paid member of the administrative/executive staff. Support staff or volunteers cannot serve as Host Site administrator.

I. General Responsibilities

1. Make sure cash match from Host Site is paid
2. Complete in kind reports to Keystone SMILES AmeriCorps (if applicable)
3. Attend quarterly Host Site Supervisor meetings. If the designated Host Site administrator is not available, an appropriate substitute must attend
4. Complete any necessary Partner / Agency Reports
5. Act as a liaison between Keystone SMILES AmeriCorps members, program and the appropriate Host site staff
6. Act as a liaison between Keystone SMILES AmeriCorps members, program and the appropriate technology staff to ensure access for members to all Keystone SMILES AmeriCorps required reporting websites and email accounts
7. Obtain relevant signatures for the partnership agreement between Keystone SMILES AmeriCorps and the Host Site and submit the agreement to Keystone SMILES office

II. Required Host Site Administrator Training

Host Site administrators are required to attend quarterly training. These four trainings provide an opportunity for everyone to receive and share information about the program and to complete documents necessary for Keystone SMILES AmeriCorps's quarterly reports to PennSERVE and the Corporation for National and Community Service. When Host Site Administrators do not attend these meetings it generates an unnecessary amount of extra work for the program and impedes the ability of the program to meet reporting deadlines. Host Sites whose Host Site Administrators do not attend orientation and/or have poor attendance at quarterly trainings, jeopardize the opportunity to continue as Host Sites and may not be awarded member slots in the future.

- **Host Site Administrator Training Schedule**

Site supervisors' trainings will be scheduled as follows: July/August, October/November, February and May

III. Host Site AmeriCorps Member Recruitment

After the host site submits the Application, Agreement for AmeriCorps Host Site and AmeriCorps Position Description forms, the AmeriCorps program staff will begin to recruit for a potential candidate(s). Host sites may also refer applicants to the program.

Only after the candidate has submitted an application, attended an information session, been interviewed, been screened through background checks, and had his/her references checked by AmeriCorps program staff, will the candidate be eligible for placement at a host site.

It is the responsibility of the host site to contact the candidate and set-up an on-site interview. The host site supervisor must then contact the AmeriCorps program staff with their decision regarding the placement of the candidate at their agency/organization.

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

- Citizenship – The applicant must be able to provide a U.S. birth certificate, U.S. Passport, Certification of Naturalization, Permanent Resident Card, or an I-94 that clearly states "temporary evidence of permanent residence."
- High School Diploma or GED – The applicant must be able to provide either a copy of the GED or High School Diploma OR a certified official copy of a college transcript. Applicant who does not have a GED must provide a valid letter stating that he/she is enrolled in a GED program.
- Social Security Card
- Picture ID
- Application
- References – 2 references must be provided utilizing the Keystone SMILES Reference Form included in the application packet

○ **Clearances Effective October 2009**

Child Abuse, Criminal Record Check and FBI Fingerprint clearance applications **must** be submitted to the Keystone SMILES office with each AmeriCorps application. Child Abuse and Criminal Record checks will be paid for and submitted on behalf of the members by the AmeriCorps office. The Child Abuse Clearance will be mailed to the member's home and should be remitted to the AmeriCorps office immediately upon receipt. The Criminal Record Check is processed electronically.

Members' FBI Fingerprint Background Checks application will be registered on the Cogent website by the AmeriCorps office. Proof of the registration and payment will be forwarded to the member, who will be responsible for presenting it, and a Photo ID to a fingerprint location of their choice. The Background check results are returned directly to the AmeriCorps office by Cogent. In addition, all applicants must agree to allow Keystone SMILES to conduct an online National Sex Offender Registry Check.

IV. RELEASING MEMBERS FROM THE HOST SITE

Host Site Administrators must communicate any concerns or problems with the member's performance or attendance to the Program Director **immediately**.

The Program Director will address issues and concerns with the member and initiate disciplinary procedures (as defined by Keystone SMILES AmeriCorps policy) as necessary. The AmeriCorps member is not an employee of the Host site. Hence, the partner agency cannot "hire" or "fire" the AmeriCorps member.

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

- Suspension
- Termination

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

- For Cause
- For Compelling Personal Circumstances

A. Member Release for Cause

The Keystone SMILES AmeriCorps Program will release a member for cause for the following reasons:

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

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

B. Member Release for Compelling Personal Circumstances

Members are eligible for release from the term of service for compelling personal circumstances if they are unable to complete or continue the service term due to circumstances that are beyond their control.

The Keystone SMILES AmeriCorps Program has the authority to define the personal circumstances by which a member may be released for compelling personal circumstances.

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

Keystone SMILES AmeriCorps may release a member from the term of service for compelling personal circumstances if the member demonstrates, and provides documentation to verify, that:

- The member has a disability or serious illness that makes completing the term impossible;
- There is a serious injury, illness, or death of a family member which makes completing term unreasonably difficult or impossible for the member;
- The member has a military service obligation;
- The member has accepted an opportunity to make the transition from welfare to work;
- Some other unforeseeable circumstance beyond the member's control makes it impossible or unreasonably difficult for the member to complete the term of service.

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

- Meet with Keystone SMILES AmeriCorps Director to discuss the terms of the release;
- Provide, in writing, an account of the reasons the member wishes to be released from the program;
- Provide any supporting documents requested by Keystone SMILES AmeriCorps and/or the Commission in order to validate the compelling personal circumstance;
- Complete and submit all necessary program documents, including timesheets, Online Surveys, quarterly reports, portfolio, member evaluations, etc.
- Complete and submit an exit form.

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

C. Member Suspension

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

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

Suspended members cease to receive benefits such as stipend, child care subsidy and health insurance, and will not earn service hours during the duration of the suspension. Members are responsible for creating a plan to make up service hours in order to ensure the feasibility of meeting all requirements for completion of their term of service.

V. Communication with AmeriCorps Program Staff

Host Site Supervisors are expected to communicate regularly with AmeriCorps program staff. Program staff will periodically conduct site visits to host sites.

Host Site Administrators are asked to communicate to AmeriCorps program staff any "Great Stories" at the host site that members are involved in. As a part of grant reporting responsibilities, AmeriCorps Program staff must submit regular updates and stories describing the successes and achievements of your organization in conjunction with AmeriCorps members. We appreciate your help!

VI. Host Site Disciplinary Procedure

In general, if a host site is found to be in violation of AmeriCorps guidelines, such as allowing members to participate in prohibited activities, behaving in an unprofessional manner, engaging in any activity that may physically or emotionally damage the members of the Program, or fails to comply with guidelines and requirements set forth by the AmeriCorps program, AmeriCorps program staff will do the following: (Except in cases where during the service the site has been charged with illegal activities. This includes any other serious breach that in the judgment of Program Director would undermine the effectiveness of the program. Conduct considered severe by program staff can warrant immediate release from the program without previous verbal or written warnings):

1. For the host site's first offense, an appropriate program official will issue a verbal warning to the site supervisor(s).
2. For the host site's second offense, an appropriate program official will issue a written warning to the Host Site Administrator.
3. For the host site's third offense, AmeriCorps program staff will begin the process of removing active members from the host site. Members may be reassigned to another suitable host site.

SECTION 4: HOST SITE ADMINISTRATOR FORMS & DOCUMENTS

All forms and documents required by Keystone SMILES AmeriCorps are provided in this section. Please contact the AmeriCorps staff with any questions regarding the completion of forms and documents. Forms are also available online at: www.smilesamericorps.org

I. Host Site Application / MEMBER SERVICE DESCRIPTION (Can be found on the Keystone SMILES web site)

Host Site Administrators are required to provide Keystone SMILES AmeriCorps with a Host Site Application which includes a Service Description for each member placed at the Host Site. The Host Site Application includes the service site contacts, need assessment, number and type of members requested.

The Service Description details the activities identified by the host site to be provided by the member and depicts a record of the member's service schedule. Members are required to review and sign their Service Description on or before orientation. Members should not be expected to perform activities at the member's host site outside of the Service Description agreed upon at the beginning of the program year. Any activity changes made to the member Service Description should be pre-approved by the Keystone SMILES AmeriCorps Director before the member is asked to carry out the new service activities. Member activities should not only reflect the need described in the host site application, but must also meet the grant approved performance measures detailed in Section 1 of this manual. Some examples may include: academic support, mentoring, service learning, social/behavioral support; volunteer recruitment and community service projects.

II. KEYSTONE SMILES AMERICORPS PARTNER AGREEMENT (Can be found on the Keystone SMILES web site)

A representative from each Host Site must read and sign the Partner Agreement. This is the legal, binding contract between your organization and the Keystone SMILES AmeriCorps Program.

III. IN KIND DOCUMENTATION: (If deemed required) (Will be provided by the Keystone SMILES Executive Director)

An In Kind Report must be completed and submitted by Host Site supervisors on a monthly or quarterly basis. The proper form will be provided by Keystone SMILES Inc. These reports are mandatory by PennSERVE or CNCS. Keystone SMILES AmeriCorps receives an annual audit program for matching funds needed to support the AmeriCorps grant federal dollars. For this purpose, it is vital that partner agencies comply in providing supporting documents, completing and submitting the reports to the SMILES office in accordance to the established deadline. Sample copies of these forms are enclosed with this manual for supervisors to review.

IV. HOST SITE REPORT CARDS (Provided to Host Sites at Host Site Meetings)

Host Site administrators or designated contact personnel are required to review the provided site report cards regarding their member's progress at the required host site meeting and share it with the other host site personnel responsible for the member progress toward the identified services and outcomes of success within their agency.

Information provided on these reports is provided by members via their America LEARNS survey. This information is used by Keystone SMILES AmeriCorps to provide quarterly reports to PennSERVE: The Governor's Office of Citizen Service. For this reason, it is critical that site supervisors review these reports for accuracy and to be aware of what members are reporting at their site.

In addition, host sites will be given host site report cards which reflect their member's current hours and a report about the completion of necessary paperwork, which will include member evaluations, quarterly reports and timesheets submissions.

V. SERVICE SITE EVALUATION (Completed by members via the an online survey)

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

SECTION 5: Service Site Supervisor Responsibilities/Requirements

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

Service Site Supervisor

Service Site supervisors provide direct supervision of its members at the placement agency and serve as a liaison between the site and Keystone SMILES AmeriCorps staff. Site supervisors play a critical role in assuring accountability and providing part of the evaluation of members' performance at the sites.

It is the site supervisors' responsibility to:

- Provide day-to-day supervision of members
- Monitor member hours and attendance
- Sign and/or submit member timesheet when due
- Complete mid and end of year Member Performance Evaluations
- Communicate with Keystone SMILES AmeriCorps staff concerning new or on-going AmeriCorps issues

SECTION 6: Service Site Supervision of AmeriCorps Members

I. Member Supervision

a. TIMESHEETS

Members **MUST SUBMIT** an original timesheet twice a month to the Keystone SMILES AmeriCorps Program. A "Timesheet Schedule" and a sample time sheet are provided in the member manual and in the forms section of this manual. Timesheets must be received in the SMILES office by 1pm on the deadline date to ensure distribution of living allowance checks. ***(A calendar representing deadlines is provided in member manual as well as this manual under member forms).*** Members are expected to complete and submit timesheets even if no hours were served during a designated pay period. Timesheets will not be accepted if not signed in **blue ink**.

Members must show at least 30 minutes for lunch for every eight (8) hours served. The member must sign the timesheet, as well as the site supervisor, in order to verify the hours served. The documentation of hours is securitized by the Corporation for National and Community Service as a legal documentation to ensure members are not performing ineligible hours to complete the program and earns the education award.

CONTACT KEYSTONE SMILES:

- If regular attendance is interrupted by excessive absences and/or an extended illness.
- If an AmeriCorps member has **more than one unexcused absence or tardiness**, or if you become concerned about your member's professional behavior.

There is an official disciplinary procedure in this manual that program staff, site supervisors, and members must abide by.

TIME SHEETS MUST BE SUBMITTED TWICE A MONTH AND ARE MANDATORY IN ORDER TO CONTINUE SERVICE AND TO RECEIVE A LIVING ALLOWANCE. ***(A calendar representing deadlines is provided in member manual as well as this manual under member forms).***

Failure to submit timesheets bi-weekly may result in member suspension from the program. Members do not receive a living allowance for the time they are suspended. A LOST LIVING ALLOWANCE MAY NOT BE "MADE UP" LATER. In other words, a suspended member will likely lose at least one or more living allowance checks.

Failure to submit required reports (including timesheets) for two consecutive living allowances by established due dates will result in a meeting between the Host Site supervisor and Keystone SMILES Staff.

Failure to submit required reports for three consecutive pays by established due dates may result in member removal from the Host Site. Keystone SMILES AmeriCorps reserves the right to remove and place the member or members at another

agency. In this event, the undersigned Host Site will be responsible for the full amount of the cash match. Continued late submission of timesheets by established deadlines may result in termination of the partner relationship.

Someone looking at the timesheet must be able to identify the member's schedule and that must match the approved schedule listed the member's service description.

FULL TIME MEMBERS SERVICE HOURS

In order to successfully complete the term of service and be eligible for the education award, the member will need to complete:

- A minimum of 1700 service and training hours during the term of service;
- A full time position requires a member to serve full time hours which averages **40 hours per week**. (The total number of hours should exceed the 1700 hour minimum within the length of the service term.)
- Member orientation and all required trainings or their equivalent (e.g., CPR training or verification of up-to-date CPR certification) that relates to the member's ability to complete his or her term of service; Training may require two to three trips to Knox;
- Member citizenship training and related community service projects;
- All required Keystone SMILES AmeriCorps activities and reports;
- And All required exiting paperwork at a scheduled exiting training in Knox PA;

As a stipulation of their contract, each Full Time Education Award AmeriCorps member must serve a minimum of Thirty-five (35) hours each week, unless approval is given by the host site supervisor. Members that serve less than 35 hours weekly can be suspended from the program. While in suspension, a member is not able to accrue any hours and receives no living allowance. Any missed living allowances are not allowed to be "made up." The member loses the monthly stipend(s) while in suspension mode.

The member, his or her supervisor and AmeriCorps Coordinator agree on a reasonable work schedule to ensure the required full time hours are met during the term of service.

- A member serving to receive a full-time education award must always serve full time hours while receiving a full-time living allowance and the full-time benefits listed in the member's contract. If a member is not serving full-time hours from their start to end date listed in the member's contract, they will be in jeopardy of losing their full-time benefits.
- Members who are tutoring or providing classroom support may not act as a ***substitute teacher*** within the same school district.

Of the total hours served:

- A minimum of 80% must be devoted to direct service activities, which would include periodic AmeriCorps events, service projects, disaster relief and national service day projects, if applicable.
- A maximum of 20% of the members overall hours may be devoted to indirect activities. Indirect activities include training time, training related to travel time, direct service preparation, completion of required reports and attendance at member meetings.
- Days taken off for vacation/sick/holiday/personal time do not count toward the member's total hours.

Community Service Hours (After Hours Form):

- AmeriCorps is noted for their contributions to helping non-profit agencies with community projects and events. Members may be assigned as part of their service schedule, to support these activities. Most of these activities take place during evening and weekend hours. Members are encouraged to participate in at least 36 hours of public service outside their regular schedules, at the discretion of their Host Site Supervisor. Hours are to be recorded on regular, weekly timesheets and on **After Hours Forms**.
- Special attention should be paid to promptness and positive role modeling while participating in Community Projects and Events as the member serving as an ambassador of the AmeriCorps program both nationally and locally. AmeriCorps uniforms are to be worn during all Community Projects and Events.

- Community Projects and Events participation must still meet Keystone SMILES' AmeriCorps Performance Measures and may not include activities AmeriCorps or Keystone SMILES prohibit. For example, teaching Sunday school or Vacation Bible School is not appropriate AmeriCorps service because religious instruction is prohibited by AmeriCorps.

b. SCHEDULED SERVICE

Service Site supervisors must arrange an expected service schedule in advance with the member and record it on the member's service description. Once agreed by both parties, the member is expected to serve on the designated days and times. The member is expected to contact the site supervisor in advance of any expected absence should illness or emergency arrive. Members are expected to be punctual and must call the site supervisor in the event of arriving late to the service site.

c. AMERICA LEARNS SURVEY

Members are required to Log-in and complete a BIWEEKLY statistical survey for their entire term. Using the Internet, members navigate to [Http://americalearns.net/smiles](http://americalearns.net/smiles)

Members login with their username, which is their Keystone SMILES AmeriCorps email address we have provided them with. Their password is their first name. The members are trained to use this system as part of their orientation.

Receive Survey Reminders

Members receive an e-mail survey reminder twice during each survey period. That e-mail will contain the member's username and password. As soon as the member completes a survey, the Network will immediately analyze the member's data and recommend tips and strategies they can use with their students! These strategies will be from fellow Keystone SMILES AmeriCorps tutors, from tutors and mentors nationwide, and from experts at America Learns.

d. MID & END OF YEAR MEMBER PERFORMANCE EVALUATIONS

Service Site Supervisors must conduct two service performance evaluations for each AmeriCorps member placed with their organization. Supervisors must meet with the member and review the evaluation. The member's signature must be obtained on the evaluation form and turned into the SMILES office.

The Member End of Year Performance Evaluation is to be completed by the end the member's term of service and submitted by the member to the Keystone SMILES AmeriCorps office at time of exiting training.

e. SERVICE LEARNING

Service-learning can be defined as a teaching methodology in which students are involved in real-life settings where they apply academic knowledge and previous experience to meet real community needs.

f. MEMBER CONTRACT

The Member Contract outlines the member's responsibilities as a participant in the Keystone SMILES AmeriCorps program. By signing this contract, the member agrees to abide by the regulations set forth by the Corporation for National and Community Service, PennSERVE: The Governor's Office of Citizen Service and the Keystone SMILES AmeriCorps Program. Signature of this document signifies the member's commitment to complete their required number of service hours and their entire term of service.

The Member Contract also details **the start and end date** for the AmeriCorps member. It is crucial that an accurate end date is determined so that the member will be eligible to receive the full living allowance. Members that end their service prior to the original end date recorded in the Member Contract are considered as no longer "participating" in the AmeriCorps Program and forfeit any remaining living allowance. Members are not permitted to receive any lump sum payments for completing their service ahead of schedule.

The contract is signed by the AmeriCorps member, Host Site Supervisor, AmeriCorps Program Personnel and a parent or guardian (if necessary).

g. SITE VISITS

Keystone SMILES AmeriCorps staff will conduct site visits on a regular basis Host sites may request a host site visit by their host site supervisor and/or Executive Director as needed.

PennSERVE: The Governor’s Office of Citizen Service may also conduct periodic site visits during the course of the program year. AmeriCorps representatives use site visits as an opportunity to observe members engaged in service, ensure Host Sites are in compliance with AmeriCorps Regulations, conduct interviews with members and site supervisors regarding highlights and recommendations for improvements.

h. AMERICORPS GEAR

All Keystone SMILES AmeriCorps members are provided service gear. Uniforms may include t-shirts, sweatshirts, dress shirts, pins, buttons, name badges, and stickers with the official AmeriCorps logo. If the Site Supervisor states that the AmeriCorps shirts or other gear are not suitable for the service site, members may wear appropriate clothing in accordance with agency guidelines but must wear the AmeriCorps name badge.

It is acceptable to wear AmeriCorps gear when the member is not serving; however, the member must remember that he/she is representing AmeriCorps. Therefore, AmeriCorps gear must not be worn while participating in any prohibited activities as outlined in the member code of conduct.

i. OTHER

i. Jury Duty

Serving on a jury is an important responsibility of citizenship. Members should be encouraged to serve jury duty and must not be penalized for doing so. During the time AmeriCorps members serve as jurors, they will continue to receive credit for their normal service hours. Also, they may keep any reimbursements for incidental expenses received from the court.

ii. Suspension

Members who are suspended are not allowed to accrue hours nor receive compensation while in suspension status.

III. MEMBERS ACTIVE IN SERVICE THROUGHOUT THE PROGRAM YEAR

In order to receive the full stipend for each month, members are required to be actively serving throughout the month. For example, if a full -term member completes the required 1700 hours of service and all training requirements by the end of July, that member can choose to complete the AmeriCorps service term and not receive the August stipend. However, if the member wants to receive the August stipend in full, the member must continue to actively serve FULL TIME hours in the program throughout August, as regularly scheduled, at the site placement.

IV. REPORTING SCHEDULE

Site supervisors are responsible for keeping all service documentation up-to-date. Members must complete and submit member timesheets, quarterly reports, and other documents listed below by established deadlines. This is crucial to Keystone SMILES AmeriCorps’s ability to provide required reporting to PennSERVE.

Service Site supervisors complete and/or submit the following documentation

Forms	Completed By	Due Date
Member Timesheet	Member, signed by Member and Site Supervisor	Submitted to SMILES office no later than the 1 st and 3 rd Monday of every month
Quarterly Reports	Member and signed by member and Site Supervisor	Submitted Quarterly on 12/8/09, 3/8/10, by end of school year, and / or at the end of a members term of service. Summer members due August 13, 2010
Mid Term and Final Member Evaluations	Site Supervisor and signed by member and site supervisor	Submitted to SMILES office January 18 th 2010 and at the end of the members term of service <i>Summer members submit one at the end of their term of service</i>
America Learns Online Survey	Member	On the 1 st and 3 rd Monday of every month
Member Site Evaluation	Member	At the end of their term of service

SECTION 7: AmeriCorps MEMBER TRAINING / NATIONAL SERVICE DAYS

I. MEMBER TRAINING

Member training is a central part of Keystone SMILES AmeriCorps. Generally, Keystone SMILES AmeriCorps will conduct trainings for members in October and again in May. Program trainings are a requirement of the AmeriCorps grant which includes the Member Development guidelines set forth by the Corporation for National and Community Service. These trainings are required and are a wonderful opportunity for members to gain knowledge and skills, share experiences, and support one another as a team.

On-Line Service Learning Training / Coursework

All members serving academic-year terms will be required to complete a web-based service-learning course through Clarion University of PA. Service-Learning is a core component of active citizenry and AmeriCorps program. Its goal is to integrate academic or acquired skills into service as a teaching methodology for people of all ages.

Service Learning is designed to promote experiential learning for AmeriCorps members of the Keystone SMILES program. Students enrolled in the service-learning coursework will be oriented to the concept of service-learning through online assignments, readings, and activities. Students will conduct a community needs assessment; plan and implement a service project to meet a community need, and will critically reflect on these experiences through discussion groups and journaling. A final portfolio will showcase their learning over the course of the semester. Believing the concepts of service-learning and citizenship to be intrinsically linked, Keystone SMILES incorporated appropriate sections of citizenship curriculum into the online classes.

The curriculum is designed to “help AmeriCorps members better understand the full meaning of citizenship, including lifelong involvement in community service; give AmeriCorps members information about civic skills and practice using these skills to enhance their current and future work in civic activities; and build within AmeriCorps members a framework and motivation for life-long community service.” In addition to the online learning, members will be required to put citizenship skills to work by **designing and implementing a service-learning project** as the final component of the online coursework.

CERT Training: CPR/First Aid Certification and Disaster Preparedness Training

CERT Training requires 16 hours of training including CPR/First Aid certification and Disaster training for adults, infants and children. It is required and provided through Keystone SMILES AmeriCorps Program for all members. If a member is currently certified in one of the areas, they may opt out of the training only after they have provided SMILES with a copy of their certification cards.

Second year members may be asked to take on a leadership role to assist Keystone SMILES AmeriCorps with certain training topics and/or help to coordinate, facilitate, and implement the National Service Day projects. Members in their second term who completed Service Learning Training in Year 1 will be required to complete 2 service learning projects during their term of service.

b. Training Schedule

Members receive a tentative training schedule at the beginning of their term of service. Members are provided ample time in advance for preparation for training dates. Members must be released from their service site in order to attend all trainings required by Keystone SMILES AmeriCorps and/or PennSERVE.

c. Training Travel Policy

Members receive training hours for their time in transit to and from AmeriCorps sponsored trainings and AmeriCorps sponsored events, such as AmeriCorps Launch, National Service Day service projects, etc. Members will be reimbursed one team member per four members from each site for travel to trainings.

III. NATIONAL SERVICE DAYS

Keystone SMILES members are expected to participate in five AmeriCorps National Service Days. Members in AmeriCorps programs across the United States engage in service projects on these days to show the spirit of volunteerism and community service and dedication to making a positive impact in the lives of others.

National Service Identity Days are:

- I. Serve to Remember Day - Friday, September 11, 2009
- II. Make A Difference Day - Saturday, October 24, 2009
- III. Dr. Martin Luther King, Jr. Day - Monday, January 18, 2010
- IV. National Volunteer Service Week - Sunday, April 18 – Saturday, April 24, 2010
- V. AmeriCorps Week - May 8-15, 2010

Section 8 AmeriCorps Member Resources

I. AmeriCorps Member Benefits

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

Living Allowance/ Stipend

The living allowance is not a wage. It is taxed FICA, Federal and State income. It must **not be** paid on an hourly basis or be tied to hours served in any way.

The living allowance is distributed in regular increments and may not fluctuate based on the number of hours served. This monthly stipend must cease when a member concludes their term of service.

If a member starts late, he/she may not receive a “catch-up” amount so that the member will receive the same living allowance as other members who started earlier but will end at the same time. Also the stipend may not be issued to the member at a higher payment each time.

Example: Members placed in an after-school program from September – May (9 months)
Living allowance is distributed twice a month on the 15th and last day of every month in 18 equal payments over the term of service. A new member starts in October and will finish in May with the rest of the members doing similar service at the same site will receive 17/18 living allowance payments. Members serving at the same location should not be receiving different living allowance amounts from others of the same type serving at that site.

If a member finishes his/her service early, he/she cannot receive a “lump sum” payment nor can the living allowance be re-calculated so that it is distributed in higher increments over the shorter time frame.

b. Education Award

Upon successful completion of the member’s term of service, the member will receive an educational award of \$4,725 (full-time amount) from the National Service Trust. The educational award can be used toward:

- The cost of attending a Title IV institution of higher education.
- The balance of an existing federally insured student loan.
- The cost of attending a qualified vocational school.
- The cost of participating in an approved school-to-work program.

c. Loan Forbearance

All AmeriCorps members earn an education award and are uniquely eligible for one type of postponement called forbearance. During this forbearance based on national service, interest continues to accrue. If you successfully complete your term of service and earn an education award, the Trust will pay all or a portion of the interest that has accrued on your qualified student loans during this period. This accrued interest paid by the Trust, like the education award itself, is subject to income taxes. The member is eligible to have the repayment of certain student loans postponed during his/her term of service. Members must request forbearance from their loan holders with the National Service Forbearance Request Form. The National Service Trust does not grant forbearances; the loan holders do. Members may complete a loan forbearance form after creating an account with My AmeriCorps at <https://my.americorps.gov/>. Members whose loans are in current default status are not eligible for this benefit

If an AmeriCorps member has qualified school loans, it is recommended that they put them into forbearance. This means that you will not have to make any payments to the loan holder while serving in AmeriCorps.

d. Health Care

Members serving in a full time capacity are eligible for health care provided through Keystone SMILES AmeriCorps.

Members enrolled to earn a full-time education award and currently covered through Medicare/Medicaid must accept the AmeriCorps provided health insurance. This insurance is considered primary coverage by these government-funded programs. AmeriCorps requires all members to enroll in their health plan UNLESS proof of coverage is submitted.

e. Child Care (If Income Eligible)

Full time AmeriCorps Members are eligible to apply for Childcare benefits. Benefits are based on enrollment status AND income eligibility.

f. Service Learning Coursework: See member training for more information

g. CERT (Citizen Emergency Response Training): See member training for more information

h. Act 48 Credits

Members may be approved to receive Act 48 credit for training requirements based on previous academic or professional experience.

II. Members Responsibilities

It is the members' responsibility to:

- Communicate with Service site supervisor and Keystone SMILES staff members on an on-going basis using the Ticket System and / or email
- Check email account at least twice a week
- Complete bi-monthly reporting surveys (1st and 3rd Monday of every month)
- Report to site placement and supervisor according to schedules
- Complete Member Timesheet on-line, print, sign and submit to supervisor for signature
- Attend required trainings
- Complete Member Quarterly Reports
- Complete end of year service survey
- Carry out Keystone SMILES AmeriCorps activities that meet the SMILES AmeriCorps Objectives
- Participate in National Service Days and AmeriCorps organized events and trainings
- The member must submit all of the required enrollment and exit paperwork (listed below) to complete AmeriCorps file before they can begin to serve the first and last living allowance check.

Items necessary to complete file at Enrollment include:

1. Application and References
2. CNCS Enrollment Form
3. Member Contract/Agreement
4. Tax paperwork
 - a. W-4 form
 - b. Local tax form
 - c. Direct deposit form
 - d. Workman's Comp form
 - e. Benefit Election Form
 - f. Verification of US Citizen
 - g. Education Verification
 - h. Proof of Identity
 - i. Clearances

Items necessary to complete file at Exit include:

1. CNCS Exit Form
2. Portfolio
3. Final Service Data Reports
4. Health Benefit termination form (if applicable)
5. Final Timesheets

SECTION 9: AmeriCorps Member POLICIES & PROCEDURES

I. DRUG FREE WORK PLACE

All members must adhere to the drug-free policies of their host schools and agencies.

Under the Drug-Free Workplace Act, if charged with a drug offense, a member must notify the SMILES' Executive Director in writing, within five days.

SMILES must take appropriate action from there. This may include suspension, referral to a drug rehabilitation program, and/or dismissal. SMILES must then notify AmeriCorps officials of the drug conviction. Participation in the program is contingent on compliance with this requirement. Anyone in violation of these rules will be terminated from the Keystone SMILES AmeriCorps Program.

II. HARASSMENT

A. Sexual Harassment

It is the intention of the Keystone SMILES AmeriCorps is to maintain an environment free from sexual harassment that may create intimidating, offensive or hostile conditions. The following are examples of behavior consistent with sexual harassment:

- Abusing a person's dignity through insulting or degrading remarks, propositions, jokes, tricks, sexual advances, or similar conduct;
- Touching any part of a person's body after that person has indicated, or it is known, that such physical contact is unwelcome;
- Continuing to ask a person to socialize on or off-duty when that person has indicated that she or he is not interested;
- Displaying or transmitting sexually suggestive pictures, objects, cartoons or posters if it is known, or should be known, that the behavior is unwelcome;
- Regularly using sexually vulgar or explicit language in the presence of a person if it is known, or should be known, that the person does not welcome such behavior;
- Derogatory or provoking remarks relating to a member's gender, sexual activity or sexual orientation;
- Coerced sexual acts.

Any member, who has been found to engage in sexual harassment or retaliation against another individual for having expressed views or concerns regarding alleged harassment, will be subject to appropriate sanctions, up to and including termination from the program. If there is an allegation of sexual harassment at the member's site placement, Keystone SMILES will take appropriate action to resolve the matter.

B. Other Forms of Harassment

Harassment on account of race, color, sex, national origin, age, religion or religious creed, marital status, sexual orientation, gender identity, physical or mental disability, ancestry, medical condition, personal appearance, socioeconomic status, family responsibilities, matriculation, political affiliation, unfavorable military discharge, genetic information, arrest record, conviction record, veteran status, any military service or application for military services, or membership in any other category protected under law will not be tolerated.

The Keystone SMILES AmeriCorps program views harassment as a sensitive and serious offense. The project director is responsible for investigating complaints of harassment. Any member who believes that he or she has been the subject of harassment should report the alleged act to the Project Director immediately. An investigation of any such complaint will be undertaken immediately by the Executive Director or by another party if appropriate. The Keystone SMILES AmeriCorps Program will make reasonable efforts to protect the confidentiality of all parties, including the complainant and any witnesses, and make reasonable efforts to protect the complainant and any witnesses against retaliation for expressing their views or concerns.

Any member(s) who has (have) been found to engage in harassment, or to have engaged in retaliation against another individual for having expressed views or concerns regarding alleged harassment, will be subject to appropriate sanctions, up to and including termination from the program. If there is an allegation of harassment at the member's site placement, SMILES will take appropriate action to resolve the matter.

AmeriCorps Member Harassment Policy

Keystone SMILES AmeriCorps is committed to providing an environment that is free of discrimination and harassment with respect to race, color, ethnicity, religion, gender, age, socioeconomic status, gender, sexual orientation, political beliefs, affiliations, disability, or marital or veteran status. Harassment consists of actions and behavior which create a hostile or intimidating work environment or which adversely affect an employee's working conditions or opportunity for advancement. Harassment can include verbal, physical, visual or sexual harassment

In addition, the *Corporation for National and Community Service* (CNCS) expects grantee supervisory and management personnel to immediately take appropriate action to prevent or stop any harassment of employees, service participants or clients of which they become aware. This is regardless of whether the harassing conduct is by employees, service participants or outside individuals such as service site or contractor personnel. Also, CNCS will not retaliate or tolerate any attempt at retaliation against a person who raises harassment concerns in good faith. Any grantee that permits harassment in violation of this policy will be subject to a finding of noncompliance and administrative procedures that may result in termination of federal financial assistance from the CNCS and all other federal agencies.

Every individual has the right to work in an environment that is free of harassment. Therefore, anyone who is harassed, or who witnesses harassment of discrimination of others, has the responsibility to report it immediately. Keystone SMILES AmeriCorps will investigate any reports of discriminations of harassment brought by members and take appropriate actions if discrimination of harassment is found to have occurred. Confidentiality must be respected as much as possible and in the course of the investigation and afterwards, management and co-workers may not interfere with, coerce, or retaliate against the member for voicing or filing a complaint.

It is desirable that inappropriate workplace behavior be dealt with at the most informal level. However, any AmeriCorps member who is feeling harassed or discriminated against, or has witnessed another employee, AmeriCorps member, or volunteer being harassed or discriminated against has the right and the responsibility to exercise several options.

Step 1. The member should make it known to the person that the member finds this person's behavior offensive and that he or she wants it to stop. This does not have to be confrontational. The member can simply tell the person(s) that the behavior (for example: lewd jokes, conversation with sexual overtones, flirting, shoulder massages, etc.) makes the member feel uncomfortable, and then request the individual stop this behavior immediately.

Step 2. If the member chooses not to ask the person to stop the behavior, or if the member does ask him/her to stop and he/she continues with the behavior, the member should alert his or her supervisor.

If the member does not feel comfortable talking with the supervisor or if the person harassing or discriminating against the member is, in fact, the supervisor, the member can go directly to Keystone SMILES Executive Director and report the behavior. No AmeriCorps member will be discriminated or retaliated against in any way for bringing a question or complaint or for bypassing the chain of command. The Executive Director is obligated to notify the member that he or she has the right to file a formal complaint using the "Harassment Complaint and Investigation Form."

Step 3. If the member chooses to file a formal complaint, the supervisor is obligated to contact Keystone SMILES Human Resource office immediately and send the signed original "Harassment Complaint and Investigation Form" to Keystone SMILES AmeriCorps main office for its files. If the member chooses to file the formal complaint with Keystone SMILES, Keystone SMILES will work with the member to balance confidentiality and the need to investigate the claim.

Step 4. The member's supervisor is obligated to investigate the complaint and then take appropriate action. Within 30 days of Keystone SMILES AmeriCorps receipt of the "Harassment Complaint and Investigation Form," the supervisor must send Keystone SMILES AmeriCorps [a report detailing the investigation and the action taken.

Option Persons who believe they have been subjected to harassment in violation of non-harassment provisions of applicable laws, regulations or this policy may raise their concerns with CNCS Equal Opportunity Office. However, claims of unlawful harassment not brought to the attention of our Equal Opportunity Office within 45 days of their occurrence may not be accepted in a formal complaint of discrimination.

The Equal Opportunity Office may be reached at (202) 606-5000, ext. 312 (voice), (202) 565-2799 (TDD), ec@cns.gov, or through www.nationalservice.org.

III. DISCIPLINARY POLICY

Code of Conduct

1. While acting in an official capacity as an AmeriCorps member, the member is expected to:
 - Abide by all provisions of the Keystone SMILES AmeriCorps Program, which are included in the member manual in the contract packet.
 - Demonstrate mutual respect towards others.
 - Follow directions of the Host Site staff.
 - Conduct himself or herself in a manner exemplary as a role model to youth and others and in compliance with AmeriCorps standards.
 - Direct concerns, problems, and suggestions to his supervisor.
 - Keep host site supervisor informed of his/her schedule and activities during service hours and report changes in a timely manner so appropriate action can be taken to cover or reschedule activities.
 - Keep confidential and proprietary information strictly confidential, consistent with state and federal laws.

2. The following acts on the part of a member constitute a violation of Keystone SMILES AmeriCorps rules of conduct for AmeriCorps:
 - A pattern of unauthorized tardiness.
 - A pattern of unauthorized absences.
 - Repeated use of inappropriate language (e.g., profanity) while on service assignment.
 - Wearing inappropriate clothing while on service assignment.
 - Stealing, lying, or destruction of property.
 - Failure to perform duties outlined in the Member Position Description or turn in required paperwork on time.
 - Failure to maintain target level of hours needed.
 - Possessing or using any illegal drug during the term of service.
 - Other acts that violate the spirit of the AmeriCorps program and interfere with the member's ability to effectively perform service.

3. While charging time to the Keystone SMILES AmeriCorps Program, accumulating service or training hours, or otherwise performing activities associated with the AmeriCorps program or the Corporation, members may not engage in the following activities:
 - Attempting to influence legislation.
 - Organizing or engaging in protests, petitions, boycotts, or strikes.
 - Assisting, promoting, or deterring union organizing
 - Impairing existing contracts for services of 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 legislation, or elected officials.

- Engaging in religious instruction; conducting worship services; providing instruction as or operating facilities devoted to religious instruction or worship; maintaining facilities primarily or inherently devoted to religious instruction or worship; or engaging in any form of religious proselytizing.
 - Providing a direct benefit to:
 - i. A for-profit entity;
 - ii. A labor union;
 - iii. A partisan political organization; or
 - iv. An organization engaged in the religious activities described in the preceding sub-clause, unless Grant funds are not used to support the religious activities.
 - v. A nonprofit entity that fails to comply with the restrictions contained in section 501(c) (3) of U.S. Code Title 26.
 - Voter registration drives by AmeriCorps members is an unacceptable service activity. In addition, Corporation funds may not be used to conduct a voter registration drive.
 - Performing services or duties that have been performed by or were assigned to any:
 - i. Presently employed worker;
 - ii. Employee who recently resigned or was discharged;
 - iii. Employee who is subject to a reduction in force or who has recall rights pursuant to a collective bargaining agreement or applicable personnel procedures;
 - iv. Employee who is on leave (terminal, temporary, vacation, emergency or sick); or
 - v. Employee who is on strike or is being locked out.
 - A member's service activities may not include the following:
 - i. Raising funds for his or her living allowance.
 - ii. Raising funds for an organization's operating expenses or endowment.
 - iii. Writing grant applications for AmeriCorps funding or for any other funding provided by the *Corporation for National and Community Service*.
 - iv. Writing grant applications for funding provided by other federal agencies.
 - Other activities as the Corporation determines will be prohibited, upon notice to the Grantee.
Individuals may exercise their rights as private citizens and may participate in the above activities on their initiative, on non-AmeriCorps time, and using non-Corporation funds. The AmeriCorps logo should not be worn while doing so.
4. At no time may a member:
- Engage in any activity that is illegal under local, state, or federal law.
 - Engage in activities that pose a significant risk to others.
5. The following is list of acts that are **strictly forbidden**. In these cases, Keystone SMILES AmeriCorps reserves the right to immediately suspend the member, bypassing steps one and two of the Progressive Discipline Procedure. Keystone SMILES AmeriCorps may decide to release the member for cause for:
- Ingesting or being under the influence of alcoholic beverages or any 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.
 - Assault on another person while on service assignment or off duty.
 - Possession of a weapon while on a service assignment.
 - Leaving the program without obtaining a release for compelling personal reasons.
 - Falsifying critical information (especially information related to eligibility) during the application process or during the term of service.
 - Other illegal activities that seriously harm another person, place, or Keystone SMILES AmeriCorps or host site agencies.

6. Members will be expected to adhere to all provisions of service in a drug-free workplace in accordance with the Drug-Free Workplace Act, 41 U.S.C. 701 et seq., implementing regulations, 45 C.F.R. 2542;
- i. The unlawful manufacture, distribution, possession, or use of a controlled substance is prohibited on Keystone SMILES or the members host site placement property;
 - ii. Conviction of any criminal drug statute must be reported immediately to Keystone SMILES.
 - iii. The member's participation is conditioned upon compliance with the notice requirements; and
 - iv. Certain actions will be taken against members for violations of such prohibitions.
- **Criminal Drug Convictions.** As a member you must notify your supervisor in writing of any criminal drug convictions for a violation occurring in the workplace or during the performance of project activities no later than five (5) days after such a conviction. The supervisor must take appropriate action up to and including termination or member release for cause consistent with the Corporations' rules of termination and suspension of service, or require the employee or member to satisfactorily participate in an approved drug abuse assistance or rehabilitation program.
4. Absentee due to illness: Members who are absent due to illness for more than three days in a row will need to provide Keystone SMILES AmeriCorps Staff with a doctor's excuse.

Suspension

Keystone SMILES AmeriCorps may temporarily suspend or impose fines on a member for minor disciplinary reasons, such as chronic tardiness. If the member is charged with a violent felony or sale or distribution of a controlled substance, or convicted of possession of a controlled substance, the supervisor must suspend the member without any AmeriCorps benefits, including living allowance, and without receiving credit for hours missed.

1. **Temporary Suspension of Service.** This period of suspension does not count toward a member's service hours. Further, members who are suspended for minor disciplinary reasons may not receive a living allowance for the suspension period.
2. **Fines.** If determined to be necessary for improvement in member performance or attendance, the Placement Site may impose a reasonable fine on members for minor disciplinary problems. All such fines will be imposed in full accordance with Section 10 of the AmeriCorps Provisions.

When a member fails to comply with the Member Code of Conduct, Keystone SMILES AmeriCorps staff may initiate the Progressive Discipline Procedure. At all stages, members can discuss the discipline process with Keystone SMILES AmeriCorps staff.

- Step 1.** Member will receive an "AmeriCorps Official Disciplinary Notice" from Keystone SMILES AmeriCorps staff. This will state the problem and list possible solutions. Your supervisor and/or other Keystone SMILES AmeriCorps staff will schedule a follow-up within 30 days of the warning.

The member will acknowledge, in writing, having received the warning and the warning will be submitted to Keystone SMILES AmeriCorps where it will be kept in the member file. If the member wishes, he or she may submit an explanation of the behavior, which will also be placed in the member's file.

- Step 2.** If the behavior/situation recurs or if the member breaks other rules, the member will be issued a second "AmeriCorps Official Disciplinary Notice" from Keystone SMILES staff. In addition, the member will be placed on a Disciplinary Contract. Keystone SMILES staff will schedule a follow-up meeting within 30 days.

A Disciplinary Contract includes a statement of the problem, a reference to the previous warning, a statement of responsibility of the member to correct the problem, a statement of consequences if the issue is not resolved. The original warning will be submitted to Keystone SMILES AmeriCorps, where it will be kept in the member file.

- Step 3.** If terms outlined in member's disciplinary contract are not fulfilled or, in the case of serious misconduct, Keystone SMILES AmeriCorps staff will determine whether to release the member for cause.

There is no requirement that the program follow this prescribed sequence in imposing a particular sanction. The seriousness of the occurrence will be considered relevant and offenses of differing rules may be considered as cumulative.

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

IV. GRIEVANCE PROCEDURE

Member Grievance Procedure

In the event that informal efforts to resolve disputes are unsuccessful, AmeriCorps members may seek resolution through the following grievance procedures. The procedures are intended to apply to service-related issues, such as assignments, evaluations, suspensions, or release for cause.

Alternative Dispute Resolution (ADR)

1. **Informal Resolution.** The aggrieved party may seek resolution of a grievance through alternative means of dispute resolution (ADR) such as mediation or facilitation. ADR proceedings must be initiated within 45 calendar days of the alleged occurrence. At the initial session of the ADR proceedings, the party must be advised in writing of the right to file a grievance and right to arbitration. If the matter is resolved, and a written agreement is reached, the party will agree to forego filing a grievance in the matter under consideration.
2. **Neutral Facilitation.** If ADR is instituted, the process must be aided by a neutral party who, with respect to an issue in the controversy, functions specifically to aid the parties in resolving the matter through mutually achieved and accepted written agreement. The neutral party may not compel a resolution. Proceedings before the neutral party must be informal, and the rules of evidence will not apply. With the exception of a written and agreed-upon ADR, the proceedings must be confidential. Any decision by the neutral party is advisory and is not binding unless both parties agree. If the grievance is not resolved within 30 calendar days of initiation, the neutral party again must inform the aggrieved party of his/her right to file a formal grievance.
3. **Grievance Hearing.** An aggrieved member must make a written request for a grievance hearing to the Executive Director of Keystone SMILES alleged occurrence. At the time a request for a hearing is made, Keystone SMILES AmeriCorps will make information that it relied upon in its disciplinary decision available to the aggrieved party. No proceeding of the ADR may be referred to or introduced into evidence during the grievance procedure.
 - a. The Executive Director will arrange for one or more pre-hearing conferences (mediation sessions that may be conducted by an outside party) at a time mutually convenient to the parties. Pre-hearing conferences are not a substitute for a hearing, but they are conducted with the hope that a mutually agreeable resolution to the matter may come to the surface. This agreeable solution may render a hearing unnecessary or it may narrow the issues to be decided at the hearing. The format of the pre-hearing conference is flexible to a degree and the mediator may meet with one party at a time or with both parties together.
 - b. If the pre-hearing conferences do not result in a mutually agreeable solution, a grievance hearing will be conducted within 30 days of the filing of the grievance. The Executive Director Keystone SMILES AmeriCorps will conduct the grievance hearing. A written decision shall be made within 60 days of the filing.
4. **Binding Arbitration.** An aggrieved party may request binding arbitration if the grievance hearing decision is adverse or if no decision is made within 60 days of the filing of the grievance. The arbitrator must be independent and selected by agreement of the interested parties. If the parties cannot agree upon an arbitrator, the *Corporation for National and Community Service* will appoint one within 15 days after receiving a request from one of the parties.

An arbitration proceeding will be held no later than 45 days after the request for arbitration. An arbitration decision must be made within 30 days of the commencement of the grievance process.

ACTIVITIES AMERICORPS PROHIBITS WHILE COLLECTING AMERICORPS SERVICE HOURS

Members are prohibited from engaging in the following activities during service hours:

- Participating in efforts to influence legislation, including state or local ballot initiatives, or
- lobbying for your program;

- Organizing a letter-writing campaign to Congress;
- 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;
- Voter registration drives;
- Organizing or participating in protests, petitions, boycotts, or strikes;
- Assisting, promoting, or deterring union organizing;
- Impairing existing contracts for services or collective bargaining agreements;
- Engaging in religious instruction;
- Conducting worship services;
- Providing instruction as part of a program that includes mandatory religious instruction or worship;
- Constructing or operating facilities devoted to religious instruction or worship;
- Maintaining facilities primarily or inherently devoted to religious instruction or worship;
- Engaging in any form of religious proselytizing;
- Providing a direct benefit to a for-profit entity, a labor union, a partisan political organization, or an organization engaged in religious activities;
- Participating in activities that pose a significant safety risk to participants;
- The role of the AmeriCorps members is to provide direct service to clients. The Corporation for National and Community Service states that AmeriCorps members should be spending less than 1% of their time doing administrative service (i.e. filing, copying) unless directly related to the members' service to their clients.
- Fundraising (see Fundraising Policy below)

V. FUNDRAISING POLICY

A maximum of 10% of members' service hours may come from fundraising activities. Members may raise funds directly in support of service activities that meet local, environmental, educational, public safety, homeland security or other human needs.

Fundraising is prohibited except when it meets the following criteria:

- a. Provide immediate and direct support to the member's specific and direct service activity;
- b. Fall within the Keystone SMILES AmeriCorps program's approved direct service objectives;
- c. Are not the primary activity of the program;
- d. And do not involve significant amount of time for any member.
 - i. Full Time Members – Not to exceed 170 hours
 - ii. Half Time Members-Not to exceed 90 hours
 - iii. Quarter-Time Members – not to exceed 45 hours
 - iv. Minimum Time Members – not to exceed 30 hours

A. Approved Member Fundraising Activities

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

- Seeking donations of books for a program in which volunteers tutor children to read;
- Securing supplies and equipment from the community to enable volunteers to build houses for low-income individuals;
- Seeking donations from AmeriCorps alumni for specific service projects being performed by current members.

B. Prohibited Member Fundraising Activities

The following fundraising activities are prohibited for members':

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

Site supervisors who have questions about approved and unapproved fundraising activities should contact Keystone SMILES AmeriCorps Director.

SECTION 10: GENERAL INFORMATION

The Mission of Keystone SMILES AmeriCorps is “to empower and strengthen people of all ages, with a focus on children and youth, to enhance the quality of lives through learning and service.”

I. ORGANIZATIONAL STRUCTURE

Keystone SMILES Community Learning Center / Keystone SMILES AmeriCorps

Keystone SMILES AmeriCorps serves 17 school districts and 15 community organizations throughout 9 counties and provides technical assistance, training, welfare to work and educational support programs throughout Western Pennsylvania. Keystone SMILES is dedicated to strengthening communities and sharing resources to provide people of all ages opportunity to put "learning into action" through service experiences. It represents making a difference while promoting the values of community, responsibility, and opportunity

Academic Support - Members will provide tutoring to students, primarily in grade K-8, who have been identified by teachers, parents, or school administrators as academically deficient in a target subject area. Services will be provided in one-on-one or small group setting, at least 3 times a week for 20 minutes in before, during and after school session hosted by school districts and community agencies.

Social / Behavioral Support - Members will provided social and behavioral enrichment activities such as teambuilding, mentoring, and study skills instruction to students, primarily for grades 4 through 10, who have been identified by teachers, parents, school administrators and / or the juvenile justice system as being in danger of failing, or being suspended, expelled or adjudicated. Services will be provided 2-5 times a week for at least 30 minutes in before, during and after school sessions hosted by school districts and community agencies.

Volunteer Recruitment - Over the course of the program year, AmeriCorps member will recruit, train, utilize volunteers and service-learning participant to support and sustain Keystone SMILES programming.

PennSERVE the Governor's Office of Citizen Service with a wide mandate to encourage and support civic engagement in the Commonwealth. Their mission is to encourage, develop and facilitate volunteer and citizen community service which builds upon the talents, strengths, opportunities and challenges of people and communities in ways which enhance the quality of life for all citizens of the Commonwealth of Pennsylvania.

As part of a multi-pronged effort to foster a spirit of growth and prosperity in communities, PennSERVE seeks to build strong communities through grassroots citizen involvement and commitment. With a sense of civic pride, personal duty and community-based involvement, citizens are encouraged to find solutions to the challenges they face.

Through AmeriCorps State and Learn & Serve Community-based programs funded through PennSERVE, a number of local services are provided including:

- training hundreds of new volunteers
- tutoring and mentoring high risk youth
- organizing neighborhood watch organizations
- helping to build affordable housing
- helping seniors live independently
- cleaning up rivers and streams
- providing assistance to victims of natural disasters

The Corporation for National and Community Service, (CNCS) based in Washington D.C., administers AmeriCorps and many other federally funded service initiatives. AmeriCorps funding flows from the Corporation to state Commissions. State commissions then distribute grants to local agencies and monitor grantees to ensure compliance with federal and state requirements.

Keystone SMILES AmeriCorps Staff

Joyce Fosdick, Executive Director/Keystone SMILES

AmeriCorps Director

Office: 814-797-1184

Cell : 814 538-9729

jfosdick@smilesamericorps.org

Amy Anderson, Assistant AmeriCorps Director

Office: 814-797-2127 ext. 226

Cell: 814 538-9305

aanderson@smilesamericorps.org

Jen Welton, AmeriCorps Program Coordinator

Office: 814-797-2127 ext 225

Cell: 814 538-9108

jwelton@smilesamericorps.org

**Nancy Ambrose, AmeriCorps School-Based Coordinator/
Finance Administrator**

Office: 814-797-2127 ext 222

Cell: 814 538-9764

jwelton@smilesamericorps.org

**Tami Burns-Stevenson, AmeriCorps Member Coordinator
/HR/Financial**

Office: 814-797-2127 ext 221

Cell: 814-538-9260

tstevenson@smilesamericorps.org

**Gloria Bushyeager, Recovery AmeriCorps
School-Based Programs Staff**

Office: 814-797-2127 ext 223

gbushyeager@smilesamericorps.org

Jenn Arbuckle, AmeriCorps Administrative Assistant

Office: 814-797-2127 ext. 223

jarbuckle@smilesamericorps.org

Barbara Buzard, AmeriCorps Hub Coordinator/Trainer

Office: 814-797-2127 ext. 227

Cell: 814-538-9275

bbuzard@smilesamericorps.org

Libby Hansford, AmeriCorps Service Projects Coordinator

Office: 814-797-2127 ext. 232

Cell: 814-538-9751

lhansford@smilesamericorps.org

**Thelma Rhoades, Keystone SMILES AmeriCorps Staff/
Early Childhood Coordinator**

Office: 814-797-2127 ext. 228

Cell: 814-227-8210

trhoades@smilesamericorps.org

Sherry Kulinski, AmeriCorps Venango SOS Coordinator

Cell: 814-221-1552

skulinski@smilesamericorps.org

**Sherry Minto, Keystone SMILES AmeriCorps
School Readiness Coordinator**

Office: 724-962-4060

sminto@smilesamericorps.org

II. ORGANIZATIONAL CHART

