



Marshfield Clinic
Health System



MCHS AmeriCorps Team Member Handbook 2019-2020

ALL information updated 8/23/19

Contact Information

Brian Blahnik, AmeriCorps Manager (All Programs)

Marshfield Clinic Health System
Center for Community Health Advancement
Email: blahnik.brian@marshfieldclinic.org
Phone: (715) 221-8403

Shelly Kaiser, Program Manager (Volunteer)

Marshfield Clinic Health System
Center for Community Health Advancement
Email: kaiser.shelly@marshfieldclinic.org
Phone: (715) 221-8406

Becky Boquist, Program Manager (Recovery)

Marshfield Clinic Health System
Center for Community Health Advancement
Email: boquist.rebecca@marshfieldclinic.org
Phone: (715) 660-6882

Jennifer Smith, Program Manager (Afterschool)

Marshfield Clinic Health System
Center for Community Health Advancement
Email: smith.jennifer@marshfieldclinic.org
Phone: (715)221-8409

Marshfield Clinic Center for Community Health Advancement
c/o AmeriCorps
1000 N. Oak Ave (F1C)
Marshfield, WI 54449
Fax: (715)389-8779
Phone: (715)221-8400

Table of Contents

AmeriCorps	1
AmeriCorps Programs	1
AmeriCorps State and National	1
AmeriCorps VISTA	1
AmeriCorps NCCC	2
Marshfield Clinic Health System (MCHS) AmeriCorps Team	2
Marshfield Clinic Health System AmeriCorps Afterschool	2
Marshfield Clinic Health System AmeriCorps Volunteer Wisconsin	2
Marshfield Clinic Health System AmeriCorps Recovery Corps	2
Pledge	3
Key Partners	3
MCHS Center for Community Health Advancement (CCHA)	3
Family Health Center	3
Quality Youth Development Consulting	3
WAN (Wisconsin Afterschool Network)	3
Corporation for National and Community Service (CNCS)	3
Wisconsin National and Community Service Board (Serve Wisconsin)	4
Local Non-Profit Agencies, Coalitions, Afterschool Programs and Schools	4
Member Benefits	4
Living Allowance	4
Education Award	4
My AmeriCorps Portal	5
Loan Deferment and Interest Accrual Payment	6
Healthcare Plan	6
Child Care	7
Time off Requests	8
Training/Events	8
Training Hours	8
Training Events with Required Attendance	8
Orientation	8
Serve Wisconsin Swearing in Celebration & Member Development	9
Midterm Training	9
Monthly Member Webinars	9
Program Administration	9
Management Structure	9
Member Employment with Host Site	10
Volunteer Service – External to Your Host Site	10
Member Service Plan	10
Host Site Orientation	10
Mandatory Reporting	11
Confidentiality	11

Member Identification / AmeriCorps Brand	12
Example Phone Message	12
Example Signature Block	12
Travel Guideline.....	12
Member Evaluation	13
Host Site Visit.....	13
Administering Student Surveys.....	13
Suspension of Service	13
Reporting Requirements	13
Timekeeping (OnCorps Website)	13
Member Responsibilities in OnCorps	14
Host Site Supervisor Responsibilities in OnCorps	15
Volunteer Report.....	15
Great Stories / Member Reflection Piece	15
Member Surveys.....	15
Exiting Paperwork.....	15
Approved AmeriCorps Activities	16
Fundraising Activities	16
Prohibited AmeriCorps Activities	16
Additional Prohibited Activities	17
Non-Duplication & Non-Displacement	17
Policies and Regulations.....	18
Drug Free Workplace Policy	18
Marshfield Clinic Policy	18
Resources.....	19
Reporting Violations	19
Grant Program Civil Rights and Non-Harassment Policy.....	19
Public Notice of Non-discrimination of participants in the Marshfield Clinic Health System AmeriCorps program	20
Incidental Service Guidelines.....	20
Service Gear Guidelines.....	20
Reasonable Accommodation Guidelines	21
Nursing Mothers Guidelines.....	21
Telework Guidelines.....	21
Grievance Procedures	22
Process to Address Non-Compliance (host site and member)	23
AmeriCorps Alums	24
Employee Assistance Program (Life Matters).....	24

AmeriCorps

AmeriCorps engages more than 75,000 Americans in intensive service each year at nonprofits, schools, public agencies, and community and faith-based groups across the country.

In 1993, President Bill Clinton signed the National and Community Service Trust Act, which established the Corporation for National and Community Service (CNCS), the federal agency that leads the nation's service sector, and officially launched AmeriCorps, a network of national service programs that engage Americans in intensive service to meet the nation's critical needs in education, public safety, health and the environment. Also, in 1993, governor-appointed state service commissions were created to administer AmeriCorps funding at the state level. Presently, the Wisconsin National and Community Service Board (also known as Serve Wisconsin), grants AmeriCorps funds from CNCS to organizations that involve Wisconsin's citizens in service activities.

CNCS officially began operation in 1994 and in September of that year, the first class of AmeriCorps members—20,000 strong—began serving in more than 1,000 communities.

Since the program's founding in 1994, more than 1 million AmeriCorps members have contributed more than 1.2 billion hours in service across America while tackling pressing problems and mobilizing millions of volunteers for the organizations they serve.

AmeriCorps Programs

AmeriCorps programs do more than move communities forward; they serve their members by creating jobs and providing pathways to opportunity for young people entering the workforce. AmeriCorps places thousands of young adults into intensive service positions where they learn valuable work skills, earn money for education, and develop a greater appreciation for citizenship.

AmeriCorps State and National (Marshfield Clinic Health System AmeriCorps is in this category)

AmeriCorps State and National supports a wide range of local service programs that engage thousands of Americans in intensive community service each year. Grants are provided to a network of local and national organizations and agencies committed to using national service to address critical community needs in education, public safety, health, and the environment.

Each of these organizations and agencies, in turn, uses their AmeriCorps funding to recruit, place, and supervise AmeriCorps members. AmeriCorps State and National programs are open to U.S. citizens, nationals, or lawful permanent resident aliens age 17 and older. Members may serve full- or part-time over a period not to exceed 12 months. Individuals can serve as AmeriCorps members in every state, U.S. territory, and on tribal reservations.

Full-time AmeriCorps State and National members are given a living allowance; health care; childcare, if they qualify; and become eligible for the Segal AmeriCorps Education Award upon successful completion of the program. (Delete unless we provide link or as an attachment)

AmeriCorps VISTA

VISTA provides full-time members to nonprofit, faith-based and other community organizations, and public agencies to create and expand programs that bring low-income individuals and communities out of poverty.

AmeriCorps NCCC

AmeriCorps NCCC is a full-time, team-based, residential program for men and women ages 18-24. Its mission is to strengthen communities and develop leaders through direct, team-based national and community service.

To learn more about the National AmeriCorps program visit:

<http://www.nationalservice.gov/programs/ameri-corps>. CNCS is responsible for setting rules and regulations that guide AmeriCorps program operations. This handbook contains information regarding three specific AmeriCorps programs in Wisconsin:

1. Marshfield Clinic AmeriCorps - Afterschool
2. Marshfield Clinic AmeriCorps – Volunteer Wisconsin
3. Marshfield Clinic Health System Recovery Corps

Marshfield Clinic Health System (MCHS) AmeriCorps Team

Since 2000, in an effort to improve the health of our communities Marshfield Clinic Health System has successfully operated several multi-site AmeriCorps initiatives in Wisconsin. Marshfield Clinic Health System programs have a strong record of achievement with member recruitment, retention and performance measures. MCHS AmeriCorps is housed in the Center for Community Health Advancement

Over the past eighteen years, Marshfield Clinic Health System AmeriCorps team members have provided more than 1.3 million hours of service to their communities, valued at more than \$30,000,000. In addition, members have helped recruit and mobilize tens of thousands of volunteers who have provided thousands of hours of service throughout communities in Wisconsin. The Wisconsin National and Community Service Board (also known as Serve Wisconsin), has consistently ranked the Marshfield Clinic Health System AmeriCorps Team in the top tier of performing programs due to the outstanding efforts of its members.

Marshfield Clinic Health System AmeriCorps consists of three unique collaborations:

Marshfield Clinic Health System AmeriCorps Afterschool

Twenty-five (25) AmeriCorps members will be placed with afterschool programs committed to a case management process for school age youth through the Academic Plus Program. Members will support and enhance healthy active living programs, personal and social development, provide academic assistance both in schools and through an afterschool program, and recruit and mobilize volunteers. Members will also engage youth and volunteers in community service projects.

Marshfield Clinic Health System AmeriCorps Volunteer Wisconsin

Thirty-five (35) AmeriCorps members will be placed with non-profits throughout Wisconsin to increase nonprofit capacity through effective engagement of volunteers.

Marshfield Clinic Health System AmeriCorps Recovery Corps

Twenty (20) AmeriCorps members will be placed with healthcare partners throughout the HOPE Consortium (Northern & Central Wisconsin) and trained as recovery coaches supporting individual and community-based recovery endeavors.

Pledge

AmeriCorps members are expected to adhere to the AmeriCorps pledge. The pledge represents the commitment that has been made to serve not just this year, but in the years ahead.

I will get things done for America – to make our people safer, smarter, and healthier.

I will bring Americans together to strengthen our communities.

Faced with apathy, I will take action. Faced with

conflict, I will seek common ground. Faced with

adversity, I will persevere.

I will carry this commitment with me this year and beyond.

I am an AmeriCorps member, and I will get things done.

Key Partners

Marshfield Clinic Center for Community Health Advancement (CCHA)

The Center for Community Health Advancement is a reflection of Marshfield Clinic’s broad concept of healthcare, which includes looking beyond clinic walls at medical and non-medical issues that have a significant effect on quality of life for all residents in a community. The CCHA staff provide consultation, education, training, technical assistance and other resources to non-profit agencies, community coalitions and afterschool programs across Wisconsin.

Family Health Center of Marshfield (FHC)

The FHC is a federally funded community health center. FHC strives to enhance community health by bringing high-quality health care services to people who can't afford them including general dentistry, oral surgery, AODA and insurance programs.

Quality Youth Development Consulting

The QYDC, headed by Quinn Wilder, is a resource for child and youth workers. This resource provides relevant, high-quality services for people who work with youth – empowering them to implement the most effective programs possible.

Wisconsin Afterschool Network (WAN)

Led by Marshfield Clinic Health System staff, this network consists of representatives from the Wisconsin Department of Children and Family and Wisconsin Department of Public Instruction, plus professionals from local, regional and statewide agencies who support the development of high quality afterschool programs, practices and policies.

Corporation for National and Community Service (CNCS)

The Marshfield Clinic AmeriCorps programs are funded through CNCS. In addition to AmeriCorps, CNCS administers VISTA, Senior Corps and Learn and Serve America. Together these programs engage more than two million Americans of all ages and backgrounds in service each year. For more information on CNCS, visit www.nationalservice.gov.

Wisconsin National and Community Service Board (Serve Wisconsin)

WNCSB (also known as Serve Wisconsin), is a 22-member citizen body appointed by the governor. Serve Wisconsin, housed at the Wisconsin Department of Health Services, is attached to the Wisconsin Department of Administration and currently has a five-person staff.

The mission of Serve Wisconsin is to promote, train and allocate resources to programs that enrich lives and communities through service and volunteering. Presently, Serve Wisconsin provides funding for the kickoff and end-of-year celebrations as well as hosting quarterly program director meetings and a statewide service conference.

Serve Wisconsin supports service in Wisconsin primarily by granting AmeriCorps funds from the Corporation for National and Community Service to organizations that involve citizens in service activities while also meeting human, educational, environmental, public safety and homeland security needs. Through their participation in AmeriCorps programs, members are given the opportunity for professional and personal development. For an overview of Serve Wisconsin, visit www.servewisconsin.wi.gov.

Local Non-Profit Agencies, Healthcare agencies, Coalitions, Afterschool Programs and Schools

Organizations hosting an AmeriCorps member are required to make a cash match contribution for each member placement. The cash match contribution covers a portion of the overall costs associated with a member placement.

Member Benefits

Living Allowance

Member living allowances are distributed by the MCHS payroll department. The living allowance is divided evenly over the full term of service and is \$538. gross (before taxes) for full-time members and \$269. for half-time members, paid bi-weekly for the 2019-2020 term of service. Members that terminate early or end their term of service are not eligible for any lump sum payout. Living allowances are taxable.

Members can view and print out their paystubs in Workday at:

<https://wd5.myworkday.com/marshfieldclinichealthsystems/login.html>. Questions regarding living allowance payments should be directed to Marshfield Clinic AmeriCorps staff. For urgent assistance when AmeriCorps staff is not available, contact HR Help Desk, phone: 715-387-5254 or email: hrshared@marshfieldclinic.org.

Members should become familiar with additional public benefits that may be available to them during their term of service. These benefits may include: Food Share, heat assistance, rent assistance, low income healthcare, and other low income benefits. In all communities, members can call 2-1-1 for free and confidential information and referral services.

Education Award

Congress established the National Service Trust to provide an AmeriCorps Education Award for members who successfully complete service in AmeriCorps. Members can use their AmeriCorps Education Award to pay educational costs at qualified Title IV institutions of higher education, for educational training or to repay qualified student loans (NOT private loans). The award was renamed the Segal AmeriCorps Education Awards after Eli Segal, one of the pioneers of the national service movement and the first CEO of the Corporation for National and Community Service (CNCS). Key points for this award include:

- The amount of a full-time education award is equivalent to the maximum value of the Pell Grant for the award year in which the term of service was funded. Full-time members of the MCHS AmeriCorps team for the 2019-2020 service year will be eligible for an education award of \$6,095 upon successful completion. Half-time members will receive \$3,047.50
- Eligible education costs that the Education Award can be used toward include an associate, undergraduate or graduate degree at Title IV schools both domestic and international, existing student loans (federally backed), study abroad programs, specialized skills programs, and some trade schools. Find list of Title IV schools from the 2019-2020 school year at [https://my.americorps.gov/trust/help/member_portal/how_do_i_know_if_my_school_is_a_qualified_institution .htm](https://my.americorps.gov/trust/help/member_portal/how_do_i_know_if_my_school_is_a_qualified_institution.htm)
- Members have up to seven years after their term of service has ended to use the award.
- To request payments, use the My AmeriCorps on-line system at <https://my.americorps.gov/mp/login.do>. Once logged in, you can check your award balance, access important financial forms, request forbearance, and, most importantly, make payments to your educational or financial institution. All requests for payments are processed quarterly. Note: Paper request forms are available, but are not as reliable as the My AmeriCorps system and paper requests can take up to 6 months to be processed.
- Payments made using the education award are considered taxable income in the year that the Corporation makes the payment to the school or loan holder. You may pay less in taxes if you request smaller award amounts over several years. Members can divide up an award and use portions of it at different times before it expires, as long as it is for authorized expenditures.
- By law, payments are made directly to the educational or lending institution, not to the individual. Additionally, payments for educational expenses must be made in two installments, one at the beginning of the enrollment period upon which the payment is based and the second at the midpoint of the enrollment period.
- Members who are at least 55 years old when they begin their term of service may transfer the education award to their child or step-child, grandchild or step-grandchild, or foster child.
- Members can receive up to the equivalent of two years in educational awards from AmeriCorps.
- Some universities will do a full or partial match of the Education Award, helping to cover more or your education costs. For the list of schools, visit <http://www.nationalservice.gov/programs/ameriCorps/segal-ameriCorps-education-award/matching-institutions>.
- Members who exit early for compelling personal circumstances may be eligible for a pro-rated Education Award if they complete at least 15% of their term of service.
- Individuals must have earned their high school diploma, HSED or GED by the members exit date in order to be eligible to receive the educational award.

For additional detailed information about using the AmeriCorps Education Award, visit:

http://www.americorps.gov/for_individuals/benefits/benefits_ed_award.asp or

<http://www.americorpsalums.org/?usingSegalACEdAward>

My AmeriCorps Portal

<https://my.americorps.gov/mp/login.do>

The portal is the system ALL members are required to use to enroll, exit, and utilize the education award. It is important for members to keep their personal information current in the portal for (7) years following their official exit date in order to avoid issues accessing their AmeriCorps benefits.

Loan Deferment and Interest Accrual Payment

Members may be eligible to postpone the repayment of their qualified federally-guaranteed student loans through an action called loan forbearance. Members can request to put their loans into forbearance via the My AmeriCorps Portal online at any time during their term of service. Once the request has been made, only the loan holder can determine the loan's eligibility for forbearance.

While a loan is in forbearance during a term of service, interest continues to accrue. However, if the term of service is successfully completed, the National Service Trust will pay all or a portion of the interest that accrued on the qualified student loans during the term of service. If the member exits early and does not complete the term of service, that member will be liable for all interest accrued while their loans were in forbearance. Interest payments are considered taxable income in the year in which a payment is made. After the term of service has been successfully completed and members receive their education award, they can request to have the interest accrued paid by logging onto the My AmeriCorps Portal online: <https://my.americorps.gov/mp/login.do>.

For step-by-step instructions on how to apply for loan deferment and interest accrual payments, visit: <http://www.nationalservice.gov/programs/ameriCorps/segal-ameriCorps-education-award/using-your-segal-education-award/postponing>

Healthcare Plan (health, dental & vision)

Like all Americans, AmeriCorps members can now access comprehensive, affordable health insurance coverage through a variety of means. You can shop for plans in the Health Insurance Marketplaces at HealthCare.gov where you may be eligible for financial assistance; if you are under 26 you may be able to stay on your parent's health insurance plan; or you may be able to obtain coverage through Medicaid, military health benefits, or Medicare. These health insurance options meet the new consumer protection standards under the Affordable Care Act.

It is important that you have information to help you learn what health care coverage is available to you so you can choose what works best for you. Whether you are already serving or just beginning your service, you should review this essential information.

- Family health care coverage: Under the Affordable Care Act, you can stay on your parent's health insurance policy until your 26th birthday. You can even remain on your parent's plan if you are married, not living with your parent(s), attending school, or not financially dependent on your parent(s). For more information about this option, please see: <https://www.healthcare.gov/can-i-keep-my-child-on-my-insurance-until-age-26/>. In addition, if you are married you may be able to get coverage on your spouse's plan.
- Health care coverage purchased through the Health Insurance Marketplace: You may be eligible to obtain health care coverage through the Health Insurance Marketplaces where you are serving, and you may qualify for financial assistance to lower the costs of insurance. In some cases, insurance may be available with no monthly premium. Learn more at HealthCare.gov.
- Medicaid coverage: Under the Affordable Care Act, many states are expanding their Medicaid program. Depending on the amount of your stipend and where you serving, you may be eligible for Medicaid. For more information, please see: HealthCare.gov.
- Health plan offered by your AmeriCorps Program: Corps member Health Care Insurance Plan managed by CIGNA. Full-time members who do not currently have any of the coverage above or lose their personal coverage during their term of service are eligible for Corps member Health Care Insurance.
 - Prescription coverage is included; vision and dental is also included.

- Each member is provided a packet of information regarding plan benefits, a card, prescription plan forms and provider phone numbers. If an issue arises, members should call the number noted in their plan. Benefits Summary and “How to Use Your Coverage” instruction sheet found at <http://marshfieldclinicamericorps.org/>
- Use the Cigna Mobile App to manage all aspects of your healthcare insurance. Download the MyCigna Mobile App available from Google Play, BlackBerry World, Kindle Fire or the AppStore from Apple.

Child Care <https://www.americorpschildcare.com/>

Child care benefits are available to qualified, active, full-time members who need the benefit to serve; benefits may pay for all or part of the costs for child care. Eligibility requirements are listed below.

GAP Solutions, Inc. (GAPSI) was selected by the Corporation for National and Community Service (CNCS) to administer the Child Care Benefits Program (CCBP) on behalf of AmeriCorps state and national members. Members must apply directly to GAPSI for the child care benefit. Child care benefit payments cannot be paid directly to the AmeriCorps member and may not exceed applicable payment rates as established in Wisconsin under the Child Care and Development Block Grant Act of 1990 (42 U.S.C.9858c(4)(A)). The maximum childcare subsidy provided for an AmeriCorps member is up to \$400 per child and considers such factors as number of hours a day a child is in care, age of child, provider licensing, etc. Once eligibility is determined, the benefit is retroactive to the member’s start date. Interested and eligible members should visit the GAP Solutions, Inc. website at: www.americorpschildcare.com or call toll-free at 855-886-0687 for more information.

Member Eligibility Requirements

- Member’s household income must not **exceed 75% of the state’s median income for a family of the same size**; this limit may change annually. The total household income is used to determine your income eligibility excluding your AmeriCorps living allowance.
- Member must not currently receive a child care subsidy from another source at the time of acceptance into the program (including a parent or guardian) which would continue to be provided while the member serves in the program.
- Member must be the parent or legal guardian of a child under the age 13.
- The child must reside with the member.
- Member must certify that he or she needs child care in order to participate in AmeriCorps and **MUST** notify GAPSI when their AmeriCorps service is complete.

GAPSI has put together a list of Frequently Asked Questions (FAQs) to help answer questions that AmeriCorps state and national members may have about the childcare benefit. Please visit <https://www.americorpschildcare.com/> to review these FAQs.

Applications for childcare reimbursement can be found at:

<https://www.americorpschildcare.com/>

**Eligibility is subject to change at any time. Refer to website for current information.

If you accept this benefit and it is provided, you **MUST** notify GAPSI of any change in your term of service including reduction in status (full-time to part-time), early exiting or termination.

Time off Requests

Members request approval for time off through their host site supervisor. Full-time members are allowed up to 15 days of vacation leave and sick days. **Members do not count hours during vacation, sick time or time off and will enter zero hours in their timesheets and include a description.** Members should not end their term of service while on vacation (terminal leave). Members **should** suspend their term of service if the time off exceeds 1 service week in a row. For example, a member is off for 15 days straight, they must suspend after the first 7 days. The only exception to this will be if the member has service days in the pay period which would allow them to receive the full living allowance anyhow.

Members that are sick for more than one full service week (seven consecutive days) should request a suspension of service. The only exception to this will be if the member has service days in the pay period which would allow them to receive the full living allowance anyhow. If a member requires additional time off (in excess of 15 days), it must be coordinated with the host site supervisor and approved by the AmeriCorps manager. Consideration must be given to the member's successful completion of their term of service. Half-time members will not have a designated number of days of vacation time as they will negotiate their service time with their sites.

Trainings/Events

Training Hours

During the term of service, members may use up to 20% of their service time for training purposes (FT 240hrs / HT 180hrs). The required events will utilize approximately 30% of the members training hours. Members can attend other relevant trainings approved by site supervisors, to utilize the balance of training hours. *Note: staff and/or team meetings should be counted as program planning NOT as training.*

Training Events with Required Attendance

In order to prepare and train AmeriCorps members for their year of service, members are required to attend orientation and midterm training which are provided by MCHS staff. Sites must plan accordingly to allow members to attend these two events. AmeriCorps program events take priority over site responsibilities. Any member who foresees a conflict with attending either of these required events should contact the AmeriCorps manager.

- Host Site Supervisors are not expected to attend (in person) any event other than Host Site Supervisor Training.
- There will be no cost to the member for attending any required MCHS AmeriCorps trainings. Members are reimbursed by MCHS for travel expenses when carpooling is not possible; meals and lodging will be provided.

Orientation: Attendance at orientation is a requirement for all AmeriCorps members. This training covers numerous topics that are required for members, plus provides time for team building and recreation.

Volunteer & Afterschool – 9/9 – 9/13, 2019
Wisconsin Lions Camp, Rosholt, WI

2nd Orientation – 10/8 – 10/11, 2019
Milwaukee, WI

Recovery Corps – 9/9 – 9/13, 2019
CCHA Office - Minocqua, WI (no 2nd orientation)

Serve Wisconsin Opening Ceremonies. The State Service Commission, Serve Wisconsin, will host a program kickoff in early October. Members will gather for a two-day ceremony to mark the kickoff of the program year, meet members from around the state and build esprit de corps through programming and activities. Sorry, members only at this event.

October 10-11, 2019
Milwaukee, WI

Training: Attendance at midterm training is a requirement for all AmeriCorps members. This training covers numerous topics that are required for members, plus provides time for team building and recreation. Midterm training also serves as a refresher and motivator for members. *(Midterm training is for members only; family members cannot attend.)*

Wednesday, January 8, 2020 – Friday, January 10, 2020
Kalahari Resort, Wisconsin Dells, WI

Monthly Member Webinars

All members are expected to participate in monthly webinars. The webinars will cover regular updates on member service, administrative functions, program updates, professional development and additional training. Afterschool and Recovery Corps members will be released following the general updates. Volunteer members will remain on the webinar for up to 30 min of volunteer engagement training. Attendance is tracked and members are expected to participate for the duration of the webinar. Host Site Supervisors are always welcome to participate in all webinars. If you cannot participate in the live webinar you will have one week to review the recording (link sent following webinar). All webinars are conducted from 9:00am – 10:00am on the following dates:

- October 3, 2019
- November 7, 2019
- December 5, 2019
- January – No webinar
- February 6, 2020
- March 5, 2020
- April 2, 2020
- May 7, 2020
- June 4, 2020
- July 16, 2020

A link for registration will be sent out at the beginning of the program year. (Webex)

Program Administration

Management Structure

Members are directly responsible to their host site supervisors. Host Site Supervisors will decide and direct members' day-to-day duties and service. Members should work with their host site supervisors to resolve any issues pertaining to the service they are conducting for their organization. Members should also discuss office related issues with their host site supervisors such as requests for time off, sick leave, etc. Members and host site supervisors may contact MCHS staff for assistance with issues that cannot be resolved locally.

Member Employment with Host Site

AmeriCorps discourages host sites from hiring AmeriCorps members for additional paid work during their term of service. Host sites that do this must ensure the work being done is distinctly different from the service the member provides. The host site must be willing to open their books for review if required by the Corporation for National and Community Service (CNCS), the Wisconsin National and Community Service Board (Serve Wisconsin) or the MCHS AmeriCorps program. If a member intends to be employed by their host site, they must notify the AmeriCorps manager via email and request approval for host site employment BEFORE it occurs. Please submit a certification letter signed by the AmeriCorps Program Manager, the Host Site Supervisor and the AmeriCorps member that includes the following:

- A copy of the AmeriCorps position description (member service plan) and a copy of the employee job description
- A statement ensuring that hours served for the AmeriCorps position and hours worked as an employee are kept as separate records and are easily distinguishable (not hours the member typically serves)
- A statement ensuring that the living allowance payment is tracked separately from the employment payment and are distinguishable in accounting and/or payroll records
- A statement indicating that the individual will not wear AmeriCorps gear or display the AmeriCorps logo while they are working as an employee
- A statement that the organization, program, and host site are complying with AmeriCorps Provision 31, nonduplication/nondisplacement of an employee or volunteer.

Volunteer Service – External to Your Host Site

External volunteer service (not at your assigned site) should only occur on special occasions and must have the pre-approval of the host site supervisor. External service should be considered a special circumstance and not part of the regular day-to-day service plan. Volunteer service could include supporting a partner agency's efforts that reflect similar values to that of the host organization and its programs; better understanding community dynamics; or supporting another AmeriCorps member with service or volunteer needs. It must also fit within the scope of work of the AmeriCorps service plan.

Member Service Plan

Each host site requesting an AmeriCorps member must complete a Member Service Plan. The plan relates to the specific program in which the member will serve and includes components such as afterschool or out-of-school-time programming or targeted volunteer management activities. Additional duties that support the host site but are not the focus of the AmeriCorps program (discretionary activities) should not occur. Also note that **working from home is not permitted** on a regular basis for MCHS AmeriCorps members. Only in rare instances should this be considered and will require permission from the MCHS AmeriCorps Manager in writing prior. See Telework guidelines.

Host Site Orientation

The host site is required to conduct a formal host site orientation for its member(s) immediately following the MCHS AmeriCorps orientation. Failure of host sites to provide orientation for new members can lead to service disruptions later in the program year and is the number one reason members have issues in the first half of the program year.

Key components of the Host Site Orientation include:

- ***Development of the Member Service Plan:*** The supervisor & member should complete the writing of the Member Service Plan. This document serves as the outline for the term of service. Additions and edits to this plan can be made throughout the year and should be submitted to MCHS staff. However, major changes must be approved by MCHS staff prior to implementation.

- **Introduction to key partners:** The host site supervisor should introduce members to key partners (coalition representatives, afterschool and/or school administrators, and other appropriate organizational staff, etc.) and provide members with information they will need to communicate with these partners in order to successfully complete their Member Service Plan. Providing members with an organization chart that identifies where the member fits within the structure is extremely helpful. Also helpful is a photo directory of staff identifying names, title and roles.
- **Expectations:** The host site supervisor should discuss the following issues with the member: what the host site supervisor expects from the member, what the member expects from their year of service, what role the member will play in the organization, additional training/staff development opportunities that are available and other related issues.
- **Site tour:** The member should be provided with a tour of the facility/site where they will be serving, (noting locations of bathrooms, break room, office supplies, copy machine, vending, parking, etc.) and any related information (noting how to use copier, check out supplies, gain entrance to building, etc.). The member should be introduced to site staff including those who can help with obtaining equipment, assisting with reimbursement questions, etc.
- **Office policies and procedures:** The host site supervisor should make sure the member understands that although they are not technically an employee, they need to follow employee office policies and procedures relating to requesting time off, calling in sick, being on time, appropriate language, proper phone and computer use, travel guideline, smoking areas, etc. The AmeriCorps program will provide members with service gear. Discussion of what is appropriate attire should be discussed. AmeriCorps service gear should always be considered appropriate attire while members are serving.

Mandatory Reporting

Members are considered mandatory reporters because of the relationship between the member and MCHS. Host site supervisors should brief members on their organizations plans for reporting and whom the member should report to in the event of suspected issues. Members should document this information in case of such an event.

Confidentiality

In order to respect the privacy of both the AmeriCorps members and the individuals they serve, the following requirements must be shared:

Host sites agree to:

1. Maintain confidentiality of information pertaining to individual members as required by applicable laws including 45CFR2540.202 and 45CFR2540.204.
2. Obtain prior written consent of all members before using their names, photographs and other identifying information for publicity, promotional or other purposes.

AmeriCorps members agree to:

1. Maintain the confidentiality of personal information regarding individual program participants/clients.
2. Abide by the local host site, healthcare agency, tribal and coalition guidelines around the use of information and/or data on clients/participants.

As per regulation §2522.540, aggregate participant information may be disclosed for evaluation and other purposes. Individual participant information will be disclosed only with the prior written consent of the participant or parent/guardian.

Member Identification / AmeriCorps Brand

MCHS AmeriCorps branding is essential for public awareness of national service taking place locally. All members are provided with AmeriCorps signage and service items including host site signs, the AmeriCorps Pledge, shirts, pins or buttons, bags and other items. The AmeriCorps Host Site Sign (11"x14") should be prominently displayed in the host site's main entrance or front lobby to identify the member's placement at the organization. The AmeriCorps pledge should be placed in or by the member's office space. Members should utilize any AmeriCorps branded items provided to them in their daily service.

In addition, an MCHS AmeriCorps name tag is provided to each member that they **MUST** wear while serving. **The AmeriCorps name tag is required to be worn as the primary identification at ALL times.** Members are also **REQUIRED** to use the following identification when setting telephone messages and out-of-office replies, or e-mail signature blocks.

Example (voicemail messages on phone):

You have reached Mary Smith, Marshfield Clinic Health System AmeriCorps member serving Youth Action Hudson. I am unavailable to take your call . . .

You have reached Mary Smith, Marshfield Clinic Health System AmeriCorps Recovery Corps member serving Price County Health Department. I am unavailable to take your call . . .

Example (signature block):

Mary Smith
Marshfield Clinic Health System AmeriCorps member serving Youth Action Hudson
[insert your organizational title here, if one is applicable]
(715) 221-8765
www.YAH.org (or perhaps your email or mailing address)



[Host Site Logo here, below the AmeriCorps bi-logo, if desired]

Travel Guideline

- **Host site reimbursement of travel related expenses:** The member is responsible for expenses associated with commuting between the member's home and host site. If the site requires members to travel beyond their normal host site, the host site must reimburse for mileage and related costs in accordance with the host site travel reimbursement policy. If the site is not able to reimburse mileage and related costs, then the travel cannot be required. If applicable, host sites must provide members with reimbursement plans, costs and rates in writing. Host sites must also provide policies on the use of agency/site vehicles, credit cards, etc. Before traveling, the member should be aware of whether or not related expenses will be covered and how they will be covered. Members should obtain prior approval/permission from host site supervisors for reimbursement of other trainings/events.
- **Program reimbursement of travel related expenses:** MCHS AmeriCorps will reimburse members for required training travel. Members are required to ride share to certain events in order to receive reimbursement (geographic restrictions considered).

- **Insurance:** Individuals must carry primary accident insurance on their vehicle. MCHS AmeriCorps members driving to AmeriCorps events are provided with secondary liability and accident coverage. This means that the Clinic will cover the member's deductible. Host sites may provide additional coverage to members if deemed necessary. It is the responsibility of the member to keep their insurance policy current to be eligible for coverage.
- **Driving privileges:** Driving privileges are granted based on a Department of Motor Vehicle check of each member. If driving privileges are not granted (due to poor driving record or lack of insurance) that member must sign an *Agreement Not to Drive* and abide by the stipulations of that agreement to not drive (alone or carrying ANY passengers) for any AmeriCorps related business, activities, events or service. Any member that has a change in their driving record during the term of service must notify MCHS staff immediately. If an *Agreement Not to Drive* is signed, the only driving allowed is outside of service hours, such as between the member's home and host site.

Member Evaluation

Host site supervisors complete a midterm and end of term evaluation of the member's service. These evaluations should be reviewed together by the host site supervisor and member, signed by both, and sent to the AmeriCorps program by the dates specified. A copy of this evaluation will be provided to members and host site supervisors during orientation.

Host Site Visits

During the program year, MCHS staff may visit your host site. These visits serve several purposes including updating and discussing member service plan(s), providing opportunities to share service successes and challenges and monitoring compliance with AmeriCorps rules and regulations.

Administering Surveys

If the host site is involved in proctoring any surveys, the member will be required to participate in training on how to conduct, collect and return completed surveys. This training should be provided by the Host Site.

Suspension of Service / Early Release from Service

Members that are sick for more than one full service week (7 consecutive days) should request a temporary suspension of service. Suspended members are not eligible to receive living allowance payments while in suspension (dependent on pay periods). Members and host site supervisors should monitor member service time on a regular basis to ensure the member remains on track to complete the 1,700 / 900 hour requirement. Members who begin to fall behind on hours will be expected to provide a written plan of action to address the shortfall and get back on track. The program staff will work with the member and host site to move towards completion. Members that do not provide a reasonable plan can be exited from the program early, at the staffs' discretion, and will not be eligible to receive any portion of the education award.

Reporting Requirements

Timekeeping (OnCorps Website) <http://wi.oncorpsreports.com/>

Members will keep track of their hours using an online tool called OnCorps. This helps to ensure they are following their service plan and to ensure they are on track to complete their 1700 hours and earn their education award.

The web address for OnCorps is <http://wi.oncorpsreports.com/>. Site supervisors and members will initially be set up with a username and generic password.

Username = last name + first initial of first name

example: Maria Johnson username = "johnsonm"

Password = "password"

NOTE: After logging into OnCorps the first time, the user will be prompted to change his/her password.

To log in:

1. Go to <http://wi.oncorpsreports.com/> (A link is sent to you when your member submits their timesheets as well.)
2. Select the program year 2019-2020
3. Scroll down to MCHS AmeriCorps Afterschool or MCHS AmeriCorps Volunteer Wisconsin or MCHS AmeriCorps Recovery Corps (programs are listed alphabetically)
4. Choose the appropriate title icon; either "Site Supervisors" or "AmeriCorps Member"

Member Responsibilities in OnCorps

Record hours (daily)

- To access a timesheet, go to the "Timesheets" tab and select the appropriate time period.
- Timesheets have several categories into which members can enter their service hours. Members should record a short narrative in the "Description" portion of their timesheet. Host Site Supervisors should ensure duties are in accordance with the Member Service Plan. Do not include the amount of time spent doing any particular activities in the description section.
 - Narratives should include an overall description of your activities as they relate to your member service plan.
 - If the member did not provide any service hours due to vacation or holiday, member should note hours as "0" and in the description note "Vacation" or "Holiday."
 - After recording hours, a member should select "Save" (not "Authorize and Submit").
 - Members should NEVER record hours for future days of service or events. Hours should always be logged the day of or after the service has been completed.
 - NOTE: by recording and saving hours daily, the hour's calculator in OnCorps will be more accurate.

Authorize and submit hours (weekly)

- Once all hours for the week have been entered, select "Authorize and Submit."
- Members are required to "Authorize and Submit" their weekly hours for approval by their host site supervisor every Wednesday by 9:00 a.m. for the previous week's hours.
- The reporting week starts on Monday and ends on Sunday.
- If the member's timesheet is rejected, the member is notified via email and can take the necessary action to correct the errors and resubmit to the host site supervisor.

Please note: The AmeriCorps timesheet is an auditable document, any misrepresentation of a member's time could be considered fraud. Host Site Supervisors MUST be able to verify the service was conducted.

Host Site Supervisor Responsibilities in OnCorps

Approve hours (weekly)

- The host site supervisor must approve or reject the previous time sheet every Friday by 5:00 pm.
- Host site supervisors will receive an email to let them know their member(s) have completed their timesheets and are awaiting approval. The email will provide a link to the OnCorps website.
- Host site supervisors may also access their member's timesheet by, choosing "Time Tracking," then "Member Time Sheets."

- Choose the period for approval, and approve or reject the time sheet.
- A timesheet can be rejected for a number of reasons including inaccurate hours, hours in wrong category, un-approved service activities, or missing information.
- Supervisors should REJECT any timesheets that have hours logged prior to their completion.

Members who conduct overnight activities may count hours of service when they are actually serving. Sleeping time should not be counted, meal time should only be counted if you are conducting a specific function for the meal such as facilitating a discussion, reading announcements, not just eating. Personal time or time off during overnight events or camps should not be counted for service time. You should not record 24 hours of service in a single day. Typical overnight events equal 12-16 hours. In any case, be sure you have clearly justified (explained in narrative) anything beyond 10hrs in a single service day.

Time off for vacation or sick time should never be counted as service time.

REDCap Volunteer Report

Volunteer reporting is required for all members. The volunteer report is recorded in the REDCap System that allows members to track data on volunteers and the number of hours contributed by volunteers that have been recruited or mobilized by the member. These volunteers support or enhance the organization where the member serves. Each member is provided with access to this report.

The volunteer report is to be updated at least quarterly. Marshfield Clinic staff pull report data quarterly. Members should keep volunteer sign-in sheets for each volunteer event as support data. Service sites should keep these sign in sheets on site for 5 years. A full description on how to input data into the REDCap Volunteer Report is available in a User's Guide and will additionally be covered during member orientation.

Great Stories / Member Reflections

Members will be asked throughout the year to document their service through stories or reflections. Specific pieces may be requested by the staff throughout the program year.

Member Surveys

Throughout the year, members will receive surveys regarding various events, activities, and other AmeriCorps program issues. Members should be diligent in responding to these surveys as their feedback is crucial to improving the program.

Exiting Paperwork

Near the end of their term of service, members and host site supervisors will be provided with exiting paperwork that will need to be completed and returned. Once the paperwork is received and reviewed by MCHS staff, the member will be officially exited from the program and is eligible to receive the education award.

Requests to exit earlier than the final date of the program year should be submitted in writing, via email, to the AmeriCorps Manager at least 30 days in advance. ***No requests should be submitted after August 15, 2020.***

Approved AmeriCorps Activities

Fundraising Activities

Members may raise funds directly in support of service activities that meet the scope of work/focus of the grant and is included in the members approved service plan.

Fundraising must not exceed 10% of the Member's total hours of commitment (FT 170hrs / HT 90hrs). Examples of fundraising activities members may perform include, but are not limited to the following:

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

Prohibited AmeriCorps Activities

The Corporation for National and Community Service (CNCS) acknowledges that religious and political activities play a positive role in healthy communities, that religion and politics are defining characteristics of many community organizations (faith-based and secular), and that religious and political beliefs and actions are central to many AmeriCorps members' lives.

However, it is important that AmeriCorps programs and their members do not appear to be taking sides religiously or politically. Consequently, CNCS has imposed a number of limitations on activities that AmeriCorps programs can support and in which members can engage while earning service hours or when otherwise representing AmeriCorps. All locations where members serve should also post a prohibited activities sign or list.

While charging time to the AmeriCorps program, accumulating service or training hours, or otherwise performing activities supported by the AmeriCorps program or CNCS, staff and members may not engage in the following activities, and the grantee may not use grant funds to support the following:

1. Attempting to influence legislation.
2. Organizing or engaging in protests, petitions, boycotts or strikes.
3. Assisting, promoting or deterring union organizing.
4. Impairing existing contracts for services or collective bargaining agreements.
5. Engaging in partisan political activities or other activities designed to influence the outcome of an election to any public office.

6. 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.
7. Engaging in religious instruction, conducting worship services, providing instruction as part of a program that includes mandatory religious instruction or worship, constructing or operating facilities devoted to religious instruction or worship, maintaining facilities primarily or inherently devoted to religious instruction or worship, or engaging in any form of religious proselytization.
8. Providing abortion services or referrals for receipt of such services.
9. Providing a direct benefit to:
 - (a) A business organized for profit
 - (b) A labor union
 - (c) A partisan political organization
 - (d) A nonprofit organization that fails to comply with the restrictions contained in section 501(c)(3) of the Internal Revenue Code of 1986 except that nothing in this section shall be construed to prevent participants from engaging in advocacy activities undertaken at their own initiative.
 - (e) An organization engaged in the religious activities described in item 7 of this section (above), unless Corporation assistance is not used to support those religious activities.
10. Conducting a voter registration drive.
11. Such other activities as the Corporation may prohibit.

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. **However, the AmeriCorps logo should not be worn while doing so.** Members who are asked to engage in an activity they think might be prohibited should contact their site supervisor. If the site supervisor cannot determine whether or not it is prohibited, the site supervisor should contact the AmeriCorps manager who will seek appropriate guidance from funders.

Additional Prohibited Activities

Other prohibited activities include:

- Raising funds for his or her living allowance.
- Raising funds for an organization's general (as opposed to project) operating expenses or endowment. This would include general fundraising activities like bell ringing during the holidays (not a specific purpose fundraiser).
- Writing a grant application for AmeriCorps or any other funding provided by CNCS.
- Writing a grant application for funding provided by any other federal agencies.
- Recruiting volunteers to perform prohibited activities or distributing materials related to prohibited activities (i.e. activities in support of the Prohibited Activities are not allowed. For example, it is not allowable for an AmeriCorps member to recruit community volunteers to perform a prohibited activity, such as voter registration drives, nor is it allowable for an AmeriCorps member to distribute materials related to a prohibited activity, such as registration information for religious instruction.)

Non-Duplication & Non-Displacement

Non-Duplication - Grant funds may not be used to duplicate services that are available in the locality of a Program or project. The Grantee may not conduct activities that are the same or substantially equivalent to activities provided by a state or local government agency in which the Grantee entity resides.

An organization operating without AmeriCorps funds cannot seek to replace existing funding with AmeriCorps funds to continue the same program with no expansions or improvements in service. If they wanted to replicate the program and be in compliance, the organization would have to expand the program to a new area, reach new beneficiaries, or improve the service delivery as a result of an AmeriCorps program.

Translation: Member projects cannot duplicate services that are already provided by other state or government agencies locally. The vast majority of nonprofit organizations exist due to the fact that state and local government agencies do not provide the services that your program supports.

Non-Displacement - The Grantee may not displace an employee or position, including partial displacement such as reduction in hours, wages or employment benefits, as a result of the use by such employer of an AmeriCorps member. Further, members should not perform any services or duties that are part of the assigned duties of an employee.

Translation: AmeriCorps members are, obviously, less costly than paid staff in most cases – Your placement site cannot chose to take on an AmeriCorps member in the place of a paid staff position or offer a member service that would impede an employee from a promotional activity.

Displacement/Supplantation - These terms are often used interchangeably, but the main point is that an AmeriCorps member cannot take the place of an employee or established volunteer position.

Policies and Regulations

Drug Free Workplace Policy

The Corporation for National and Community Service (CNCS) requires that programs/host sites will make a good faith effort, on a continuing basis, to maintain a drug free workplace as noted in sections 5150-5160 of the Drug Free Workplace Act of 1988 (P.L. 100-690), 45 CFR Part 2545, Subpart B.

Marshfield Clinic Policy

Marshfield Clinic/Security Health Plan of Wisconsin, Inc. (“MC/SHP”) are committed to maintaining a drug-free workplace that is safe for employees and patients. Treating patients or

performing other work on behalf of MC/SHP while intoxicated by alcohol or other drugs of abuse is grounds for disciplinary action, up to and including required participation in a substance abuse treatment program or termination. Such activities may also have legal consequences. It is the duty of all professional and employee staff to immediately report anyone known to be engaged in patient care or other work duties while intoxicated.

To help ensure a safe and healthy workplace, job applicants and employees may be required to provide body substance samples to determine the presence of drugs or alcohol. Anyone with

questions or concerns about substance dependency or abuse is encouraged to use the resources of the AmeriCorps members Assistance Program (LifeMatters! – See E.A.P. below).

Reporting Violations

It is the duty of all professionals and employee staff to immediately report anyone know to be engaged in patient care or other work duties while intoxicated. Reports may be made to your manager, supervisor, department chair, Human Resources or to the Corporate Compliance Officer.

Grant Program Civil Rights and Non-Harassment Policy

The Corporation for National and Community Service (CNCS) has zero tolerance for the harassment of any individual or group of individuals for any reason. CNCS is committed to treating all persons with dignity and respect. CNCS prohibits all forms of discrimination based upon race, color, national origin, gender, age, religion, sexual orientation, disability, gender identity or expression, political affiliation, marital or parental status, or military service. All programs administered by, or receiving Federal financial assistance from CNCS, must be free from all forms of harassment. Whether in CNCS offices or campuses, in other service-related settings such as training sessions or service sites, or at service-related social events, such harassment is unacceptable. Any such harassment, if found, will result in immediate corrective action, up to and including removal or termination of any CNCS employee or volunteer. Recipients of Federal financial assistance, be they individuals, organizations, programs and/or projects are also subject to this zero tolerance policy. Where a violation is found, and subject to regulatory procedures, appropriate corrective action will be taken, up to and including termination of Federal financial assistance from all Federal sources.

Slurs and other verbal or physical conduct relating to an individual's gender, race, ethnicity, religion, sexual orientation or any other basis constitute harassment when it has the purpose or effect of interfering with service performance or creating an intimidating, hostile, or offensive service environment. Harassment includes, but is not limited to: explicit or implicit demands for sexual favors; pressure for dates; deliberate touching, leaning over, or cornering; offensive teasing, jokes, remarks, or questions; letters, phone calls, or distribution or display of offensive materials; offensive looks or gestures; gender, racial, ethnic, or religious baiting; physical assaults or other threatening behavior; or demeaning, debasing or abusive comments or actions that intimidate.

CNCS does not tolerate harassment by anyone including persons of the same or different races, sexes, religions, or ethnic origins; or from a CNCS employee or supervisor; a project, or site employee or supervisor; a non-employee (e.g., client); a co-worker or service member.

It is expected that supervisors and managers of CNCS programs and projects, when made aware of alleged harassment by employees, service participants, or other individuals, to immediately take swift and appropriate action. CNCS will not tolerate retaliation against a person who raises harassment concerns in good faith. Any CNCS employee who violates this policy will be subject to discipline, up to

and including termination, and any grantee that permits harassment in violation of this policy will be subject to a finding of non-compliance and administrative procedures that may result in termination of Federal financial assistance from CNCS and all other Federal agencies.

Any person who believes that he or she has been discriminated against in violation of civil rights laws, regulations, or this policy, or in retaliation for opposition to discrimination or participation in discrimination complaint proceedings (e.g., as a complainant or witness) in any CNCS program or project, may raise his or her concerns with our Office of Civil Rights and Inclusiveness (OCRI). Discrimination claims not brought to the attention of OCRI within 45 days of their occurrence may not

be accepted in a formal complaint of discrimination. No one can be required to use a program, project or sponsor dispute resolution procedure before contacting OCRI. If another procedure is used, it does not affect the 45-day time limit. OCRI may be reached at (202) 606-7503 (voice), (202) 606-3472 (TTY), eo@cns.gov, or through www.nationalservice.gov.

Public Notice of Non-discrimination or participants in the MCHS AmeriCorps program:

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

If you believe that you or others have been discriminated against, or if you want more information, contact: Brian Blahnik, (715)221-8403 or 8400 or blahnik.brian@marshfieldclinic.org) or Office of Civil Right and Inclusiveness Corporation for National and Community Service 250 E Street, SW Washington, DC 20525 (800) 833-3722 (TTY and reasonable accommodation line) (202) 565-3465 (FAX); eo@cns.gov (email)

<https://www.nationalservice.gov/build-your-capacity/grants/civil-rights-eo-regs>

Incidental Service Guidelines

MCHS AmeriCorps believes that member's service should fall within the scope of the grant. Therefore, all service should align with the specific program objectives and performance measures. We do understand that there may be times when a member is asked to perform incidental service, that is, service that isn't necessarily outside the scope of the grant but instead not included in the member's service plan.

Incidental service could include but is not limited to; watching the front desk for a few minutes while staff are pre-occupied, assisting with folder assemble for a conference in which all hands are needed, etc. Incidental service should not be the bulk of any member's service on any day. As always members must follow all rules and regulations regarding their service. Members should never supplant or duplicate services already being provided by paid staff or volunteers.

Service Gear Guidelines

Members will be required to wear service gear during all hours of service with few exceptions. Service gear can include any of the following:

- MCHS AmeriCorps name badge
- MCHS AmeriCorps service gear jacket, sweatshirt, polo, t-shirt or other logo wear items.
- Serve Wisconsin provided gear
- All locations where members serve should also post a prohibited activities sign or list.

Members understand that the MCHS AmeriCorps name badge must be worn as the prominent identification badge at all times regardless of any other service gear being worn at the time.

Reasonable Accommodation Guidelines

MCHS AmeriCorps will follow MCHS policy on reasonable accommodations. AmeriCorps members will be provided consideration of reasonable accommodations for any and all requests.

The Clinic's practices fully comply with federal, state and local laws concerning reasonable accommodation of people with disabilities in the workplace. The Clinic considers a "qualified person" any individual who, with or without reasonable accommodation, can perform the essential functions of the job. This policy applies to all employees, members and applicants. It covers recruitment and hiring practices, job placement, compensation, promotions, demotions, leaves of absence, sick leave or any other leave, fringe benefits, selection and financial support for training and development, layoff/reduction in force determinations, termination procedures, activities sponsored by the employer/ program and any other terms, conditions or privileges of employment.

Guidelines on Accommodations for Members Who Are Nursing Mothers

The United States Department of Labor Fair Labor Standards Act Section 7(r) requires employers to provide a nursing mother reasonable break time to express breast milk as well as a place to do so. Marshfield Clinic Health System AmeriCorps will honor this requirement for nursing mothers who are enrolled as Members. In addition, Marshfield Clinic Health System MAY approve the infant to accompany the nursing mother during required out of town overnight trainings if certain conditions are met on a case by case basis. Conditions are as follows:

1. The nursing mother and infant must be accompanied by another adult who can care for the infant while the mother is in training.
2. The infant will not be allowed in training sessions.
3. The mother must be present and participating during all training sessions and must gain approval for any breaks to ensure that critical training information is received.
4. The nursing mother must sign a waiver of liability for the infant.
5. The caregiver must sign a waiver of liability as well.
6. Because the program is requiring the caregiver, housing will be provided by the program. This accommodation will not be extended for any non-breastfeeding children.
7. Food for the caregiver and the infant will NOT be provided by the program. They will have access to a private kitchen facility where they can store and prepare their own food. They can also choose to pay the camp directly per meal to join the group in the dining hall. Prices will vary with each event.
8. Marshfield Clinic Health System reserves the right to extend this accommodation, or not extend this accommodation as the program sees fit.

Guidance on Telework *(Recovery Corps see separate program guidelines)*

Member supervision is a critical component to a successful term of service. Host Site Supervisors will verify member service has been completed and will sign off and approve member timesheets in accordance with the AmeriCorps rules and regulations identified in this handbook. From time to time it is beneficial to the program's goals to allow a member to telework (work from home or consistent alternate location). In order for this to occur, the member must receive prior approval from their Host Site Supervisor & have clearly defined expectations for the service to be completed. Host Site Supervisors should be able to verify those hours occurred and the service expectations have been met when approving telework. Telework is not a right, it is a privilege granted by the Host Site Supervisor if it

is a fit with the Host Site's plan and the Member's Service Plan. This program will set a limit of 15% of total hours per member service year unless an exception is requested by the Host Site Supervisor in writing to the Program Manager.

Grievance Procedures

The Corporation for National and Community Service (CNCS) has a grievance procedure to resolve disputes concerning a member's suspension, dismissal, service evaluation or proposed service assignments. The member understands that the program has a grievance procedure to resolve disputes concerning the member's suspension, dismissal, service evaluation or proposed service assignments.

The member understands that, as a participant of the AmeriCorps program, he/she may file a grievance in accordance with the program's grievance procedure, as stated below.

(a) *Alternative dispute resolution.* (1) The aggrieved party may seek resolution through alternative means of dispute resolution such as mediation or facilitation. Dispute resolution proceedings must be initiated within 45 calendar days from the date of the alleged occurrence. At the initial session of the dispute resolution proceedings, the party must be advised in writing of his or her 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) If mediation, facilitation, or other dispute resolution processes are selected, the process must be aided by a neutral party who, with respect to an issue in controversy, functions specifically to aid the parties in resolving the matter through a mutually achieved and acceptable 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 dispute resolution agreement, the proceeding must be confidential.

(b) *Grievance procedure for unresolved complaints.* If the matter is not resolved within 30 calendar days from the date the informal dispute resolution process began, the neutral party must again inform the aggrieving party of his or her right to file a formal grievance. In the event an aggrieving party files a grievance, the neutral may not participate in the formal complaint process. In addition, no communication or proceedings of the informal dispute resolution process may be referred to or introduced into evidence at the grievance and arbitration hearing. Any decision by the neutral party is advisory and is not binding unless both parties agree.

(c) *Time limitations.* Except for a grievance that alleges fraud or criminal activity, a grievance must be made no later than one year after the date of the alleged occurrence. If a hearing is held on a grievance, it must be conducted no later than 30 calendar days after the filing of such grievance. A decision on any such grievance must be made no later than 60 calendar days after the filing of the grievance.

(d) *Arbitration.* (1) Arbitrator—(i) Joint selection by parties. If there is an adverse decision against the party who filed the grievance, or 60 calendar days after the filing of a grievance no decision has been reached, the filing party may submit the grievance to binding arbitration before a qualified arbitrator who is jointly selected and independent of the interested parties.

(i) Appointment by Corporation. If the parties cannot agree on an arbitrator within 15 calendar days after receiving a request from one of the grievance parties, the Corporations Chief Executive

Officer will appoint an arbitrator from a list of qualified arbitrators.

(2) Time Limits—(i) Proceedings. An arbitration proceeding must be held no later than 45 calendar days after the request for arbitration, or, if the arbitrator is appointed by the Chief Executive Officer, the proceeding must occur no later than 30 calendar days after the arbitrator’s appointment.

(ii) Decision. A decision must be made by the arbitrator no later than 30 calendar days after the date the arbitration proceeding begins.

(3) The cost. The cost of the arbitration proceeding must be divided evenly between the parties to the arbitration. If, however, a participant, labor organization, or other interested individual prevails under a binding arbitration proceeding, the State or local applicant that is a party to the grievance must pay the total cost of the proceeding and the attorney’s fees of the prevailing party.

(e) *Suspension of placement.* If a grievance is filed regarding a proposed placement of a participant in a program that receives assistance under this chapter, such placement must not be made unless the placement is consistent with the resolution of the grievance.

(f) *Remedies.* Remedies for a grievance filed under a procedure established by a recipient of Corporation assistance may include—(1) Prohibition of a placement of a participant; and (2) In grievance cases where there is a violation of nonduplication or nondisplacement requirements and the employer of the displaced employee is the recipient of Corporation assistance—(i) Reinstatement of the employee to the position he or she held prior to the displacement; (ii) Payment of lost wages and benefits; (iii) Re-establishment of other relevant terms, conditions and privileges of employment; and (iv) Any other equitable relief that is necessary to correct any violation of the nonduplication or nondisplacement requirements or to make the displaced employee whole.

(g) *Suspension or termination of assistance.* The Corporation may suspend or terminate payments for assistance under this chapter.

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

If a grievance is filed regarding a proposed placement of a participant in a program that receives assistance from the Corporation for National and Community Service, such placement must not be made unless the placement is consistent with resolution of the grievance.

Ref: 45 CFR §2540.230

Process to Address Non-Compliance

Host site non-compliance: means that the host site is found to be violating assurances, basic standards, rules or procedures of the AmeriCorps program. In a situation where a host site is found to be non-compliant the following steps will be taken:

1. Documented verbal notification of issue with steps for resolution.
2. Performance improvement plan for the site is written and agreed to.
3. Removal of site from program.

Member non-compliance: means that the member is found to be violating the Member Participation Agreement of the AmeriCorps program or is not performing in a satisfactory manner. In a situation where a member is found to be non-compliant or not performing in a satisfactory manner, the

following steps will be taken by the Host Site Supervisor PRIOR to requesting the member be exited (terminated):

1. Documented verbal notification of issue with steps for resolution.
2. Performance improvement plan for the member is written, agreed to and signed showing agreement.
3. Exiting from program if performance improvement plan is not followed or expectations are not met.

AmeriCorps Alumni

AmeriCorps Alums (Service Year Alliance) is a community of engaged citizens and civic leaders that gets things done for America. It is the only national network that connects the nearly one million alumni of all AmeriCorps programs who have served since 1994 (including an estimated 75,000 new alumni each year) to the people, ideas, and resources that support their commitment to a lifetime of service.

AmeriCorps Alums has developed a resource rich website, <https://www.americorpsalums.org/> that will help members both during their service term and after their term ends. It includes resources, links and webinars tailor-made for AmeriCorps members and Alums offering:

- Career Exploration and Professional Development
 - Search for jobs or post an opening
 - View career webinars
 - Find tips for translating AmeriCorps onto your resume
- Graduate School planning - Participate in a virtual grad school fair
- Check out the Alums blog or monthly newsletter
- Take advantage of discounts for AmeriCorps Alums only
- Learn the ins and out of the Segal Education Award to use it wisely
- Find or start an Alums chapter
- Keep informed about issues that affect National Service

For the latest news and networking opportunities, like AmeriCorps Alums on [Facebook](#), follow AmeriCorps Alums on [Twitter](#), and join their [LinkedIn](#) group. Click below to learn more about the AmeriCorps Alums leadership team, newsletters and publications.

- [Leadership](#)
- [Newsletters](#)
- [Flyers / Publications Why Hire Alums](#)

Employee Assistance Programs (EAP)

Marshfield Clinic recognizes that personal and employment-related problems can negatively have an impact on job performance. Consequently, it is in the interest of the employees, as well as the Clinic, to provide an effective program to assist in resolving problems. The new Employee Assistance and Work/Life Program is called LifeMatters! Serve Wisconsin has contracted with Empathia, Inc. to provide this **free, confidential** service. LifeMatters is an employer, as well as an employee/member, benefit.

Members can call **1-800-634-6433**, 24 hours a day, every day of the year to receive LifeMatters services. Professional counselors are available at all times to provide assistance to you a wide range of issues, including:

- **Management consultation** – Personalized assistance to address employee personal and/or performance issues. Depending on your policy, interventions to manage performance may include personal, performance, mandatory and/or fitness for duty.
- **Trauma response** – Individualized assistance for responding to a wide range of traumatic workplace events. Interventions range from the distribution of materials to on-site triage and the provision of individual and/or group debriefing.
- **Return to work conferences** – A discussion to address the needs of the individual and the organization after an employee’s/member’s prolonged absence from the workplace.
- **Training and education programs** – Interactive sessions on a wide range of topics that affect employees/members, management personnel and the workplace.

Additional access to LifeMatters is available through their website - www.mylifematters.com . Enter the company password **SW2** and click on the “Workplace” tab.

Additional services will be included in the insurance program if a member elects this benefit. Details are available from the provider.