Homes for All VISTA Member Manual
2020-2021
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Homeless and Housing Coalition of Kentucky (HHCK)

HHCK is the only state-wide advocacy organization for issues of homelessness and affordable housing, HHCK is a coalition of organizations and individuals working together to eliminate the threat of homelessness and fulfill the promise of safe, decent, and affordable housing for all Kentuckians.

Advocacy
As an active lobbying organization, advocacy has been the main priority of HHCK since 1987. We plead the case for affordable housing initiatives to meet the needs of low-income Kentuckians, and focus on educating the public and legislature about housing and homeless issues. HHCK’s advocacy victories include the creation of a permanent funding source for the Kentucky Affordable Housing Trust Fund and expansion of the Homelessness Prevention Project. HHCK is also a member of many advocacy coalitions, including the Healthy Homes Coalition, Kentucky Coalition for Responsible Lending, and the Kentucky Sustainable Energy Alliance.

Permanent Supportive Housing
HHCK offers multiple supportive housing programs for homeless individuals and families with disabilities. Referrals for the supportive housing programs are made through the Kentucky Balance of State Coordinated Entry and Referral System. Our programs can serve people across the state and are available in all Kentucky counties with a referring agency, except Fayette and Jefferson Counties, which have their own programs. Two programs focus on Balance of State Region 6. Participants receive supportive case management along with their housing voucher.

Homes for All AmeriCorps and VISTA

Homes for All VISTA and AmeriCorps are two national service projects administered by the Homeless and Housing Coalition of Kentucky. Our AmeriCorps program has been providing housing services at various housing organizations in the Commonwealth for over twenty years. The Homes for All VISTA project launched in June of 2016.

HHCK’s programs are the only housing and homelessness-focused AmeriCorps and VISTA program in Kentucky. The focus of the Homes for All program is to expand affordable housing opportunities for homeless and economically disadvantaged Kentuckians.
Resources During Your Service Year

Program Staff
Holly Dennis | Member Coordinator | hdennis@hhck.org
Caitlin Szabo | Program Director | cszabo@hhck.org

Websites
VISTA Campus | www.vistacampus.gov
MyAmeriCorps.gov | www.myamericorps.gov
America Learns | www.americalearns.net/homesforall
HHCK | https://www.hhck.org/current-vista-resources

Phone Numbers
HHCK | 502.223.1834 ext. 103
HHCK Fax | 502.373.2855
VISTA Member Support Unit @ National Service Hotline | 800.942.2677
Questions on: VISTA pay, Education Award, required paperwork and forms

Addresses
HHCK | 306 West Main Street, Suite 403-404, Frankfort, KY 40601
Summary of Homes for All VISTA Member Expectations

Throughout Your Year
• Represent AmeriCorps, Homes for All, and your service site well.
• Demonstrate a service ethic indicative of AmeriCorps.
• Be open to new experiences, learning opportunities, and willing to
• Actively participates in program trainings, service projects, days of services, and other events.
• Communicate Homes for All staff in a timely, appropriate, responsive manner.
• Contact Homes for All staff when issues or challenges arise.
• Ask questions as needed, provide feedback when warranted, and give people the opportunity to
  provide clarifications or resolve an issue.

Daily
• Perform activities and responsibilities outlined in VISTA Assignment Description at service site.
• Check and respond to emails, phone messages, or other modes of communications within a 24-48 hour period.
• Wear gear that identifies you as an AmeriCorps member – i.e. with Homes for All AmeriCorps logo, VISTA logo, and the appropriate service language.

Weekly
• Meet with Site Supervisor to review project progress, ask questions, and share challenges.
• Complete timesheet in America Learns – submit on a bi-weekly basis.

Monthly
• Submit Impact Stories in America Learns.

Quarterly
• Work with site supervisor to compile data for reporting period.
• Complete progress report in America Learns with performance measure data and narratives.
• Participate in quarterly conference calls with Homes for All.

Twice Per Year
• Member evaluation with site supervisor.
• Site visits by Homes for All staff.

Once Per Year
• Participate in group service project (with AmeriCorps members) for MLK Day.
• Participate in group service project for Homes for All Spring Service Project.
• Attend End of Year Training with Homes for All staff.
• Work with site supervisor to submit CNCS Progress Report Supplement to HHCK.
Homes for All Member Standard of Conduct

The Member is expected to, at all times while acting in an official capacity as an AmeriCorps or VISTA Member:

- Demonstrate mutual respect towards others.
- Follow programmatic guidelines of the AmeriCorps Program.
- Wear attire appropriate for the service site and activity. When on AmeriCorps time, the Member should wear one or more pieces of service gear. Wearing AmeriCorps apparel is especially important during community service projects or public events. Program will provide Member with an AmeriCorps shirt and pin.
- Conduct themselves in a manner exemplary as a role model to others and in compliance with AmeriCorps standards.
- Direct concerns, problems, and suggestions to the Program.
- Keep proprietary information strictly confidential, consistent with state and federal laws.

The Member understands and agrees that the following acts constitute a violation of the Program’s rules of conduct:

**Level 1 Violations:**
- Unauthorized tardiness or absences
- Under the influence of alcohol, non-prescription drugs, prescription drugs not intended for member
- Repeated use of inappropriate language
- Repeated failure to wear appropriate clothing (including PPE)
- Failure to communicate with program staff or service site staff (within a 48 hour period)
- Performing personal business repeatedly during service hours (excessive phone usage, running errands, or social media)
- Failure to attend a mandatory service assignment or program training
- Failure to submit timesheets in a timely manner (more than a month behind)
- Continuous failure to submit performance measure data or other requested items from program staff
- Inappropriate or unprofessional behavior
- Deviation from policies outlined in Member Service Agreement or Member Position Description

**Remedies:**

1st offense: program staff will issue a written warning and a copy will be sent to all parties.

2nd offense: program staff will issue another written warning and a copy will be sent to all parties.

3rd offense: the Program Director will issue a written warning and will suspend the member for one or more days without a living allowance; if an obvious pattern of misconduct has occurred, the Program Director may release the member for cause.

**Level 2 Violations:**
- Failure to abide by confidentiality expectations in the Member Service Agreement or site policies
- Failure to notify Homes for All program staff of any arrest or conviction that occurs during the term of service

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• Unauthorized contact with clients or beneficiaries (current, former, or potential) outside of normal service requirements
• Engaging in activities that pose a significant safety risk to self or others
• Engaging in activities that are illegal under local, state or federal law
• Assault on another person while serving or at any other time
• Possession of a weapon while serving

Remedies:
1st offense: program staff will issue a written warning; member may be suspended for one or more days without a living allowance; member will be given opportunity to submit a corrective plan of action and written intent to abide by the Standards of Conduct, Member Service Agreement, and any other relevant Homes for All or AmeriCorps policy.

2nd offense: program staff will issue notice of intent to release member for cause to all parties.

Level 3 Violations:
• Stealing, lying, or falsifying AmeriCorps timesheets, reports, or documents at the service site
• Engaging in activities that may physically, emotionally, or mentally harm other members of Homes for All, clients, service site staff, program staff, and/or the community
• Inappropriate relations with a client (current, former, or potential), volunteer, or any other individual that is unable to consent to a relationship due to real or perceived dual, unethical, or authority-role relationship
• Demonstrated a repeated or obvious pattern of misconduct of any Level 1 or 2 violations
• Any other violation or behavior or serious breach would seriously undermine the program in the judgment of Homes for All

Remedies:
Upon receipt of proper documentation or evidence, member will be released from the program for cause. Members will be released from service immediately for gross, egregious violations of the Standards of Conduct, Member Service Agreement, Position Description, or any other CNCS/AmeriCorps policy.
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<tr>
<th>Date</th>
<th>Event</th>
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<tr>
<td>August 20, 2020</td>
<td>Impact Stories due in America Learns</td>
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<tr>
<td>September 7, 2020*</td>
<td>Labor Day</td>
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<tr>
<td>September 9, 2020</td>
<td>Conference Call for Members</td>
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<tr>
<td>September 15, 2020</td>
<td>Quarterly Progress Report due in America Learns</td>
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<tr>
<td>September 20, 2020</td>
<td>Impact Stories due in America Learns</td>
</tr>
<tr>
<td>October-December 2020</td>
<td>Site Visits</td>
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<tr>
<td>October 20, 2020</td>
<td>Impact Stories due in America Learns</td>
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<tr>
<td>November 11, 2020*</td>
<td>Veteran’s Day</td>
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<tr>
<td>November 20, 2020</td>
<td>Impact Stories due in America Learns</td>
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<tr>
<td>November 26, 2019*</td>
<td>Thanksgiving Holiday</td>
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<tr>
<td>December 9, 2020</td>
<td>Conference Call for Members</td>
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<tr>
<td>December 15, 2020</td>
<td>Quarterly Progress Report due in America Learns</td>
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<tr>
<td>December 20, 2020</td>
<td>Impact Stories due in America Learns</td>
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<tr>
<td>December 25, 2020*</td>
<td>Christmas Holiday</td>
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<td>January 1, 2021*</td>
<td>New Year’s Day</td>
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<td>January 18, 2021</td>
<td>MLK Day – Day of Service [A DAY ON]</td>
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<tr>
<td>January 20, 2021</td>
<td>Impact Stories due in America Learns</td>
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<tr>
<td>February 24, 2021</td>
<td>Conference Call for Members</td>
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<tr>
<td>February 20, 2021</td>
<td>Impact Stories due in America Learns</td>
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<tr>
<td>March 2021</td>
<td>AmeriCorps Week!</td>
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<tr>
<td>March-May 2021</td>
<td>Site Visits (as needed)</td>
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<tr>
<td>March/April 2021</td>
<td>Homes for All Spring Training/Service Project</td>
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<tr>
<td>March 15, 2021</td>
<td>Quarterly Progress Report due in America Learns</td>
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<tr>
<td>Date</td>
<td>Event</td>
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<tr>
<td>March 20, 2021</td>
<td>Impact Stories due in America Learns</td>
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<tr>
<td>April 5, 2021</td>
<td>National Service Recognition Day</td>
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<tr>
<td>April 20, 2021</td>
<td>Impact Stories due in America Learns</td>
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<td>May 12, 2021</td>
<td>Conference Call</td>
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<td>May 20, 2021</td>
<td>Impact Stories due in America Learns</td>
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<td>May 31, 2021*</td>
<td>Memorial Day</td>
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<td>July 2021</td>
<td>End of Service Celebration + Training</td>
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<td>June 15, 2021</td>
<td>Quarterly Progress Report due in America Learns</td>
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<td>June 20, 2021</td>
<td>Impact Stories due in America Learns</td>
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<td>July 4, 2021*</td>
<td>Independence Day</td>
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<td>July or August</td>
<td>End of Service Surveys and Progress Reports</td>
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<tr>
<td>July 20, 2021</td>
<td>Impact Stories due in America Learns</td>
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<tr>
<td>August 20, 2021</td>
<td>Impact Stories due in America Learns</td>
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Key: * AmeriCorps VISTA members enjoy the national holidays that are recognized by their sponsoring organization or service site and are given as time off to the rest of the organization's personnel.

- REQUIRED Training dates/time away from service site.
- Members will have the option participate in local and statewide housing related events
- Deadlines for reporting to Homes for All

*dates may be subject to change*
Homes for All Social Media Policy

HHCK and Homes for All maintain Facebook, Instagram, and Twitter accounts for the purposes of maintaining program visibility within the communities we serve, connecting with our members and alum, and recruiting new members. HHCK respects Homes for All Members’ online social networking and personal Internet use. However, your online presence can affect HHCK and Homes for All, as your words, images, posts, and comments can reflect or be attributed to HHCK/Homes for All and AmeriCorps. As an AmeriCorps Member, you should be mindful to use electronic media, even on your own personal time, responsibly and respectfully.

Because members’ online comments and postings can impact HHCK/Homes for All and/or the way Members are spending their time at the Service Site, we have adopted the following guidelines that members must observe when participating in social networking sites and/or engaging in other forms of Internet use on and off duty.

If you participate in ANY online networking site or social media (Facebook, Twitter, YouTube, Instagram, Snapchat, etc.), as a Homes for All AmeriCorps member, you must abide by the following policy –

- Do not post anything that is even vaguely associated with the Prohibited Activities as proscribed by the Corporation for National and Community Service that are listed in your contract. (Especially important during election season) If you are political in nature and do not want to refrain from posting political content on your personal accounts, please do not affiliate yourself with Homes for All, AmeriCorps, or HHCK.
- It is your responsibility to represent AmeriCorps and HHCK in a professional manner.
- Post meaningful, respectful comments. Avoid spam and remarks that are off-topic or offensive.
- Do not post anything that is false, misleading, obscene, defamatory, profane, discriminatory, libelous, threatening, harassing, abusive, hateful, or embarrassing to another person or entity. Make sure to respect others' privacy.

- **VISTA Specific:** Double check any action against the rules of the Hatch Act.

It shall be considered a breach of acceptable Member conduct to post on any public or private website or other forum, including but not limited to discussion lists, newsgroups, listservs, blogs, information sharing sites, social media sites, social or business networking sites such as LinkedIn, Facebook, or Instagram, chat rooms, telephone based group communications such as Twitter, or any other electronic or print communication format, any of the following:

1. Anything that may harm the goodwill or reputation of HHCK / Homes for All or any disparaging information about HHCK / Homes for All or any other AmeriCorps program.

2. Any disparaging, discriminatory or harassing information concerning any client, employee, vendor or other person associated with HHCK/ Homes for All or the Member's Service Site. HHCK / Homes for All and Service Site policies prohibiting harassment apply online as well as offline.

3. Any confidential information, trade secrets, or intellectual property of HHCK / Homes for All s or the Member's Service Site obtained during your term of service, including information relating to finances, research, development, marketing, clients, operational methods, plans and policies.

4. Any private information relating to a client/Service Site program participant, employee or vendor of the Homeless and Housing Coalition of Kentucky, Homes for All, or the Member's Service Site.
5. Engage with clients on social media OUTSIDE the scope of service site activities (if normal protocol for your service site) OR “friend”/text/message clients. If a client contacts the Member or requests to be the "friend" of the Homes for All Member, the Homes for All Member will respectfully refuse the invitation and explain that it is against the policy of the Service Site and Homes for All.

This Policy applies regardless of where or when Members post or communicate information online. It applies to posting and online activity at the Service Site, home or other location and while on duty and off duty. The Service Site reserves the right to monitor and access any information or data that is created or stored using Service Site technology, equipment or electronic systems, including without limitation, e‐mails, internet usage, hard drives and other stored, transmitted or received information. Members should have no expectation of privacy in any information or data (i) placed on any Service Site computer or computer‐related system or (ii) viewed, created, sent, received or stored on any Service Site computer or computer‐related system, including, without limitation, electronic communications or internet usage.

Members who violate HHCK/ Homes for All or the Service Site’s Social Networking Policy will be subject to disciplinary action, up to and including termination or request for removal as a Homes for All AmeriCorps Member.

It is also helpful to remember as an AmeriCorps member you should:

- Always pause and think before posting.
- Realize that Homes for All/HHCK’s relationships with placement sites, funders, potential members and local communities are valuable assets that can be damaged through a thoughtless comment/post. Web interaction can result in members of the public forming opinions about Homes for All, HHCK, AmeriCorps and its members, employees and partners.
- Remember your online presence reflects Homes for All. Thus you should be aware that your actions captured via images, posts, or comments also reflect on Homes for All.
- Understand that all e‐communications on our social networking sites are subject to monitoring by Homes for All staff.

I agree to abide by the policies as stated during my term of service as an AmeriCorps member with the Homes for All national service programs.

Member Name:_________________________________________________

Member Signature:______________________________________________

Name of Service Site:_____________________________________________

Date of Signature:________________________________________________
Homes for All Mileage and Meal Reimbursement Policy

Mileage and food reimbursements must emailed, mailed, or faxed to Homes for All program staff no later than 2 weeks from the event date. We provide reimbursements for any trainings, service projects, or events that we send you to.

Mileage is not considered compensation – it is meant to cover the costs of operating a vehicle for our program purposes.

Meal Reimbursements –
*Food will not be reimbursed if Homes for All has provided food and the member chooses not to eat it.
*We only reimburse your meals that are eaten during, on the way to, or on the way home from a Homes for All required event. We do not reimburse for events that your site is sending you to.

Below is the breakdown of meal reimbursement -

- **Breakfast** may not exceed $7.00 – you must have to leave before 7:00 AM to use this option.
- **Lunch** reimbursement may not exceed $10.00.
- **Evening meal** reimbursement may not exceed $15.00.

If we feel that a meal could have been eaten before leaving home or that you were not on the road long enough to be reimbursed, we will let you know that your reimbursement was not approved.

Mileage Reimbursements –
*Write down your mileage! We must have beginning and ending odometer readings.
*You must have at least one fellow member or VISTA carpool with you to a training or event. The only exception to this rule is if you are serving in a region with no other member, you receive explicit permission from HHCK beforehand, or for some reason, it is literally impossible.
*The form must be signed by you and HHCK staff – it must be scanned and emailed (or sent) within 2 weeks.

Reimbursements will be deposited or mailed NO LATER than the following direct deposit date.
The Housing and Homeless Coalition of Kentucky

Homes for All VISTA

306 West Main Street, Suite 207, Frankfort, KY 40601

Phone: (502) 223-1834 | Fax: (502) 373-2855

Mileage and Expense Reimbursement Request

| MEMBER NAME + ADDRESS: |

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<tr>
<th>DATE</th>
<th>DESTINATION / PURPOSE</th>
<th>ODOMETER READINGS</th>
<th>(TO BE COMPLETED BY HHCK STAFF)</th>
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<td>BEGINNING MILEAGE</td>
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OTHER EXPENSES (FOOD)

LIST MEMBERS CARPOOLING:

SIGNATURE OF MEMBER: ___________________________________________________________ DATE: __________________

SIGNATURE OF HOMES FOR ALL STAFF: ___________________________________________ DATE: __________________

Reimbursement Request is to be used only for travel and expenses authorized by Homes for All staff. Members will be reimbursed based on the current Kentucky state mileage reimbursement rate, which changes every quarter. **Members not following carpool policy or failing to receive authorization to do so will not be reimbursed for travel.** Please refer to reimbursement policy in the Member Manual for guidelines on mileage and food reimbursement. Members must submit receipts for meals and any other expenses.
Homes for All VISTA Member Agreement

I. Purpose
This agreement is between the Homeless and Housing Coalition of Kentucky, 306 West Main Street, Suite 207, Frankfort, Kentucky (“HHCK”) and the VISTA member (“Member”) ___________________________ regarding the member’s service activities to be performed with an organization (“Service or Project Site”) which has been selected by HHCK for placement of a member and which has a contractual relationship for the same with HHCK.

This agreement is in effect for the period of the member’s term of service as assigned by the Corporation for National and Community Service (“CNCS”) and VISTA. It is based on a CNCS-approved VISTA Assignment Description (“VAD”), which describes the service activities that will be performed by the member.

It is the purpose of this agreement to delineate the terms, conditions, and rules of membership regarding the participation of the member in the Homes for All VISTA program (“Program”). This agreement correlates and is in addition to the VISTA Member Handbook, released and overseen by CNCS. When signing this agreement, the VISTA member agrees that they have also read the VISTA Member Handbook in its entirety.

II. Terms of Service
   a. General Term of Service Outline
      The full-time Member will make a full-time, one-year (365 day) commitment to alleviate poverty in a particular community and work for economic equity and social justice. Your role in alleviating poverty in the nation is to mobilize your community’s resources, increase the capacity of the low-income community to achieve its goals, and ensure that the activities you initiate or expand as an AmeriCorps VISTA member are able to be sustained by the community when you leave.

      Full-time Members are expected to serve around 36-40 hours in a typical week. This assures the service site a full year of service from the VISTA Member towards the overall goals of the VISTA project, while allowing the Member to take some time off throughout the year. It is the responsibility of the Site Supervisor and the Member to monitor the schedule regularly to ensure that the Member is adhering to a full-time policy. Member and Site Supervisor should set up a weekly schedule, suitable to both parties, at the beginning of the service assignment.

      If a Member does not follow the schedule that has been set up, then the Member will be in violation of the Member Agreement and may be requested to be released for cause from the program.

      Member understands and agrees to public display of Member photos and/or service information and understands that this information may be published in a variety of places, including websites, newspaper articles, videos and various other media outlets.
The Homes for All VISTA Program recognizes Martin Luther King, Jr. Day and 9/11 as a day of service. The program requires Members to spend the day in service and may require Members to participate in specifically designated activities or self-directed service projects.

Homes for All VISTA members are expected, and required, to participate in the following –

- Homes for All Annual Training
- MLK Day of Service
- Spring Service Project
- End of Year Training/Celebration
- Other professional development and VISTA trainings

b. Flexible Leave Time and Holidays

Members receive ten (10) sick days and ten (10) personal/vacation days. Personal or vacation days must be scheduled in advance with the Site Supervisor, and not with Homes for All program staff. Likewise, as soon as the Member realizes that they must take a sick day, Member should notify Site Supervisor.

Member will report all time served on the America Learns website on a bi-weekly to be approved by the Member’s Site Supervisor by the specified deadlines once per month.

VISTAs are given leave for holidays followed by their service site or their sponsoring organization (HHCK). Accommodations should be made for diverse religious and cultural backgrounds. For example, a Jewish Member may want to take off for Yom Kippur, rather than Christmas. Site Supervisors should make every effort to accommodate their Member’s needs in this regard. Members should communicate these needs at the beginning of the service year, so that appropriate accommodations can be made.

**NOTE:** VISTA VMO, Homes for All Annual Training, and other Program Training/Events are requirements of this program and of the Member Agreement. **Members will not be authorized to take personal time for these events unless program staff authorizes.** A Member who misses training for an emergency situation may be required to submit supporting documentation to the Homes for All staff. Please see VISTA Member Handbook for more information regarding leave time.

c. The member understands that to successfully complete the term of service, as defined by HHCK and consistent with regulations of the Corporation for National and Community Service, and to be eligible for the education award or end-of-service stipend he or she **must have completed all requirements of the Homes for All VISTA program and all CNCS requirements.**

d. The Member understands that to be eligible to serve an additional term of service, the Member must receive satisfactory performance reviews for any previous term of service. The Member’s eligibility for a second term of service will be based on at least a midterm and an end-of-term evaluation of the Member’s performance focusing on factors such as whether the Member has:

1. Completed the requirements of the CNCS VISTA program;
2. Satisfactorily completed assignments, tasks, or projects from the service site and Homes for All;

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3. And met any other criteria that were clearly communicated orally and/or in writing at the beginning of the service term.

III. Support Services
HHCK will provide the following support services
- Homes for All Orientation and Training
- Professional development opportunities
- Trainings (including webinars, online opportunities, etc.) related to VISTA position
- Guidance for life after VISTA and transitioning out of national service
- Quarterly conference calls
- Open door communication policy
- Support after term of service has ended
- Facilitate communication between VISTA member and state office re: VISTA benefits. VISTA members are encouraged to contact the VISTA Member Support Unit (VMSU).

IV. AmeriCorps VISTA Gear
CNCS/VISTA provides the member with specific VISTA gear (i.e. polo). Homes for All will provide the member with a Homes for All shirt and other national service gear. CNCS requires national service members to wear the AmeriCorps logo daily at their service site and at officially designated AmeriCorps events so that they are visibly identifiable as VISTA members while serving.

V. Confidential Information
a. HHCK agrees to the following:
   Homes for All will maintain the confidentiality of information regarding the Member. As a member of the Homes for All VISTA program, you understand that your picture and writings regarding your VISTA experience may be utilized and shared by CNCS and HHCK.

b. The VISTA Members agrees to the following:
   The Member will hold confidential information concerning the Homes for All program and clients of the service sites in trust and confidence. Such information shall be used only for the purpose of providing services, and shall not be used for any other purpose, or disclosed to any third party. No copies will be made or retained of any written information or prototypes supplied without the permission of the AmeriCorps VISTA sub-site. Confidential information shall not be disclosed to any employee, consultant or third party unless they agree to execute and be bound by the terms of the agreement, and have been approved by the sub-site.

VI. Drug-free Workplace
The Member will comply with all requirements of the Drug-Free Workplace Act and the implementing regulations at 34 CFR, Part 1229.

VII. Prohibited Activities
The member may not engage in the following activities in the course of their project assignment while in an official capacity as a VISTA member, nor may they participate in any of the following as part of their assigned VISTA responsibilities. Participating in efforts to influence legislation, including state or local ballot initiatives, or lobbying for your program;
   a. Organizing a letter-writing campaign to Congress;
b. Engaging in partisan political activities or other activities designed to influence the outcome of an election to any public office;

c. Voter registration drives;

d. Organizing or participating in protests, petitions, boycotts, or strikes;

e. 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 devoted to religious instruction or worship or engaging in any form of religious proselytizing;

f. Providing a direct benefit to a business organized for profit; a labor union; a partisan political organization; a nonprofit organization that fails to comply with the restrictions contained in section 501(c) of the Internal Revenue Code of 1986; or an organization engaged in the religious activities described in the preceding sub clause; unless sub grant funds are not used to support the religious activities.

g. Providing abortion services or referrals for receipt of such services;

h. Participating in an activity that may pose a significant safety risk to participants;

i. Participating in direct service activities, unless direct service is sporadic and part of a program or service training or service project.

VIII. Standard of Conduct

In addition to the Homes for All Standard of Conduct policy, the member is expected, at all times, while acting in an official capacity as an AmeriCorps VISTA member to:

a. Demonstrate respect towards others;

b. Follow guidance, directions, and policies and procedures;

c. Direct concerns, problems, and suggestions to the VISTA Leader or Member Coordinator, who will forward to the Program Director.

At no time may the VISTA member engage in any activity that is illegal under local, state, or federal law or engage in activities that post a significant safety risk to self or others.

A summary of the agreed upon general policies in the VISTA Member Handbook upon entering the term of service:

- Conviction of a criminal offense under federal, state, or local statute or ordinance.
- Violation of any provision of the Domestic Volunteer Service Act of 1973, as amended, or a Corporation regulation, policy, or guideline.
- Failure, refusal, or inability to perform prescribed project duties as outlined in the project application or assignment description and as directed by the sponsoring organization to which you are assigned.
- Involvement in activities that substantially interfere with your performance of project duties.
- Intentional false statement, omission, fraud, or deception in obtaining selection as a member.
- Any conduct on your part that substantially diminishes your effectiveness as an AmeriCorps VISTA member, including, but not limited, acting in an unprofessional manner, failing to comply with sponsoring organization requirements, or skipping mandatory training sessions.
- Unsatisfactory performance of assignment.
For any violation of the above content in this section, the site supervisor has the obligation to document the offense in writing. The member will be given the opportunity to comment and sign any written warning or memo. The site supervisor will provide a copy to Homes for All staff, but will discuss any disciplinary actions with Homes for All staff prior to implementation.

Once a pattern has been established and corrective actions have been taken, the site supervisor may request that the Homes for All program take further action up to and including request for removal from the project or service.

For violations determined by the program, Homes for All will follow the remedies explained in the Standard of Conduct policy. For a third offense or gross misconduct, the Homes for All Program Director will issue a final written warning and request removal from service site or for the member to be put on administrative hold. Homes for All reserves the right to request a release of the member immediately if their conduct seriously undermines the effectiveness of the Program or the service site to which they are assigned or endangers the Program or service site staff, members, clients, or the community at large.

IX. Complaint & Grievance (VISTA Member Handbook)

§2556.345 Who may present a grievance?
(a) Under the VISTA program grievance procedure, a grievance may be presented by any individual who is currently enrolled as a VISTA in the VISTA program or who was enrolled as a VISTA in the VISTA program within the past 30 calendar days
(b) A VISTA’s grievance shall not be construed as reflecting on the VISTA’s standing, performance, or desirability as a VISTA.
(c) A VISTA who presents a grievance shall not be subjected to restraint, interference, coercion, discrimination, or reprisal because of presentation of views.

§2556.350 What matters are considered grievances?
(a) Under the VISTA program grievance procedure, grievances are matters of concern, brought by a VISTA, that arise out of, and directly affect, the VISTA’s service situation or that arise out of a violation of a policy, practice, or regulation governing the terms or conditions of the VISTA’s service, such that the violation results in the denial or infringement of a right or benefit to the VISTA member.
(b) Matters not within the definition of a grievance as defined in paragraph (a) of this section are not grievable, and therefore, are excluded from the VISTA program grievance procedure. Though not exhaustive, examples of matters excluded from the VISTA program grievance procedure are:
   (1) Those matters related to a sponsor’s or project’s continuance or discontinuance; the number of VISTAs assigned to a VISTA project; the increases or decreases in the level of support provided to a VISTA project; the suspension or termination of a VISTA project; or the selection or retention of VISTA project staff.
   (2) Those matters for which a separate administrative procedure or complaint process is provided, such as early termination for cause, claims of discrimination during service, and federal worker’s compensation claims filed for illness or injury sustained in the course of carrying out VISTA activities.
   (3) Those matters related to any law, published rule, regulation, policy, or procedure.
   (4) Those matters related to housing during a VISTA member’s service.
   (5) Those matters which are, by law, subject to final administrative review outside CNCS.
   (6) Those matters related to actions taken, or not taken, by a VISTA sponsor or subrecipient, or CNCS, in compliance with or in order to fulfill the terms of a contract, grant, or other agreement related to the VISTA program.
(7) Those matters related to the internal management of CNCS, unless such matters are shown to specifically and directly affect the VISTA's service situation or terms or conditions of their VISTA service.

§2556.355 May a VISTA have access to records as part of the VISTA grievance procedure?
(a) A VISTA is entitled to review any material in their official VISTA file and any relevant CNCS records to the extent permitted by the Freedom of Information Act and the Privacy Act, 5 U.S.C. 552, 552a. Examples of materials that may be withheld include references obtained under pledge of confidentiality, official VISTA files of other VISTAs, and privileged intra-agency documents.
(b) A VISTA may review relevant materials in the possession of a sponsor to the extent such materials are disclosable by the sponsor under applicable freedom of information act and privacy laws.

§2556.360 How may a VISTA bring a grievance?
(a) Bringing a grievance—Step 1. (1) While currently enrolled in the VISTA program, or enrolled in the VISTA program within the past 30 calendar days, a VISTA may bring a grievance to the sponsor or subrecipient where he or she is assigned to serve within 15 calendar days that the event giving rise to the grievance occurs, or within 15 calendar days after becoming aware of the event. If the grievance arises out of a continuing condition or practice that individually affects a VISTA, while enrolled the VISTA may bring it at any time while he or she is affected by a continuing condition or practice.
(2) A VISTA brings a grievance by presenting it in writing to the executive director, or comparable individual, of the sponsoring organization where the VISTA is assigned, or to the sponsor's representative who is designated to receive grievances from a VISTA.
(3) The sponsor shall review and respond in writing to the VISTA's grievance, within 10 calendar days of receipt of the written grievance. The sponsor may not fail to respond to a complaint raised by a VISTA on the basis that it is not an actual grievance, or that it is excluded from coverage as a grievance, but may, in the written response, dismiss the complaint and refuse to grant the relief requested on either of those grounds.
(4) If the grievance brought by a VISTA involves a matter over which the sponsor has no substantial control or if the sponsor's representative is the supervisor of the VISTA, the VISTA may pass over the procedure set forth in paragraphs (a)(1) through (3) of this section, and present the grievance in writing directly to the State Program Director, as described in paragraph (b) of this section.

(b) Bringing a grievance—Step 2. (1) If, after a VISTA brings a grievance as set forth in paragraphs (a)(1) and (2) of this section, the matter is not resolved, he or she may submit the grievance in writing to the appropriate State Program Director. The VISTA must submit the grievance to the State Program Director either:
   (i) Within seven calendar days of receipt of the response of the sponsor; or,
   (ii) In the event the sponsor has not issued a response to the VISTA within 10 calendar days of receipt of the written grievance, within 17 calendar days.
(2) If the grievance involves a matter over which either the sponsor or subrecipient has no substantial control or if the sponsor's representative is the supervisor of the VISTA, as described in paragraph (a)(4) of this section, the VISTA may pass over the procedure set forth in paragraphs (a)(1) through (3) of this section, and submit the grievance in writing directly to the State Program Director. In such a case, the VISTA must submit the grievance to the State Program Director within 15 calendar days of the event giving rise to the grievance occurs, or within 15 calendar days after becoming aware of the event.
(3) Within ten working days of receipt of the grievance, the State Program Director shall respond in writing, regardless of whether or not the matter constitutes a grievance as defined under this grievance procedure, and/or is timely submitted. In the response, the State Program Director may
determine that the matter submitted as a grievance is not grievable, is not considered a grievance, or fails to meet the time limit for response. If the State Program Director makes any such determination, he or she may dismiss the complaint, setting forth the reason(s) for the dismissal. In such a case, the State Program Director need not address the complaint on the merits, nor make a determination of the complaint on the merits.

§2556.365   May a VISTA appeal a grievance?
(a) The VISTA may appeal in writing to the appropriate Area Manager the response of the State Program Director to the grievance, as set forth in §2556.360(b)(3). To be eligible to appeal a grievance response to the Area Manager, the VISTA must have exhausted all appropriate actions as set forth in §2556.360.
(b) A VISTA's grievance appeal must be in writing and contain sufficient detail to identify the subject matter of the grievance, specify the relief requested, and be signed by the VISTA.
(c) The VISTA must submit a grievance appeal to the appropriate Area Manager no later than 10 calendar days after the State Program Director issues their response to the grievance.
(d) Certain matters contained in a grievance appeal may be rejected, rather than denied on the merits, by the Area Manager. A grievance appeal may be rejected, in whole or in part, for any of the following reasons:
   (1) The grievance appeal was not submitted to the appropriate Area Manager within the time limit specified in paragraph (c) of this section;
   (2) The grievance appeal consists of matters not contained within the definition of a grievance, as specified in section §2556.350(a);
   (3) The grievance appeal consists of matters excluded from the VISTA program grievance procedure, as specified in §2556.350(b); or
   (4) The grievance appeal contains matters that are moot, or for which relief has otherwise been granted.
(e) Within 14 calendar days of receipt of the grievance, the appropriate Area Manager shall decide the grievance appeal on the merits, or reject the grievance appeal in whole or in part, or both, as appropriate. The Area Manager shall notify the VISTA in writing of the decision and specify the grounds for the appeal decision. The appeal decision shall include a statement of the basis for the decision and is a final decision of CNCS.

X.   Reasonable Accommodation
Programs and activities must be accessible to persons with disabilities, and the grantee must provide reasonable accommodation to the known mental or physical disabilities of otherwise qualified Members, service recipients, applicants, and program staff. All selections and project assignments must be made without regard to the need to provide reasonable accommodation.

XI.   Non-Discrimination
NOTICE: IT MUST BE STATED THAT A DISCRIMINATION CHARGE MAY BE FILED IN ADDITION TO THE FOREGOING PROCEDURE WITH THE KENTUCKY HUMAN RIGHTS COMMISSION, LEXINGTON-FAYETTE HUMAN RIGHTS COMMISSION--IF YOU RESIDE IN FAYETTE COUNTY, AND THE EQUAL EMPLOYMENT OPPORTUNITY COMMISSION, AS WELL AS, YOU MAY FILE A COMPLAINT WITH THE CIRCUIT COURT IN THE COUNTY IN WHICH YOU RESIDE AND/OR THE INCIDENT OCCURRED. THERE ARE DIFFERENT TIMES REQUIRED FOR FILING YOUR DISCRIMINATION CHARGE FOR EACH AGENCY AND/OR FORUM, AND YOU SHOULD SEEK THE ADVICE OF LEGAL COUNSEL AT YOUR Earliest convenience TO DETERMINE THE Timely MANNER in WHICH TO FILE said DISCRIMINATION CHARGE. NON-DISCRIMINATION PUBLIC NOTICE AND RECORDS COMPLIANCE
Public Notice of Non-discrimination. It is against the law for organizations that receive federal financial assistance from the Corporation for National and Community Service to discriminate on the basis of race, color, national origin, disability, sex, age, political affiliation, or, in most cases, 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:

Grants Manager or Program Director  
Homes for All VISTA  
Homeless and Housing Coalition of Kentucky  
306 West Main Street, Suite 207  
Frankfort, KY 40601  
Phone – 502-223-1834  
Fax – 502-226-4968  
http://www.hhck.org

or

Office of Civil Right and Inclusiveness  
Corporation for National and Community Service  
1201 New York Avenue, NW Washington,  
D.C. 20525  
1-800-833-3722 (TTY and reasonable accommodation line) (202) 565-3465 (FAX); eo@cns.gov (email)

XII. Invalid Provisions  
The invalidity or unenforceability of any particular provision of the Agreement will not affect the other provisions hereof, and the Agreement will be construed in all respects as if such invalid or unenforceable provisions were omitted.

XIII. Governing Law  
Except to the extent superseded by federal law, this Agreement will be construed in accordance with the laws of the Commonwealth of Kentucky.

XV. Authorization  
ACKNOWLEDGEMENT: I have read the foregoing, including the VISTA Member Handbook at https://www.vistacampus.gov/lessons/vista-member-handbook and acknowledge that I understand the procedure and accept its terms and conditions as part of my association with AmeriCorps VISTA in the Homes for All national service program during my term of service as evidenced by my signature herein below.

_______________________________________    _______________  
Signature of Homes for All VISTA Member     Date

________________________________________    _______________  
Signature of Homes for All VISTA Program Director                             Date
Receipt of VISTA Member Manual

I, _______________________________________ received a Homes for All VISTA member manual.

I understand that I read the contents in order to fully understand this program and the objectives and expectations set by the Homeless and Housing Coalition of Kentucky (HHCK), the Homes for All national service programs, and the Corporation for National and Community Service (CNCS). I agree to abide by all program policies related to my VISTA term of service.

I further understand that all needed training dates, forms and other vital member information is available at HHCK.org, America Learns, VISTA Campus, and MyAmeriCorps.gov. I understand these pages must be reviewed often for changes and updated information. In addition, this program uses email to communicate with members across the Commonwealth. I understand that I am expected to check and respond to email and/or any other correspondence at least weekly.

_______________________________________
Homes for All Member Signature

_____________________
Date