



**HHCK**  
HOMELESS & HOUSING  
COALITION OF KENTUCKY



# **AmeriCorps Site Supervisor Manual**

## **2021-2022**

**Table of Contents**

**Service Site Agreement.....3**

**Site Contribution Guidelines.....21**

**Living Allowance Increase Guide.....22**

**Member Standards of Conduct and Corrective Action Process.....23**

**Member Corrective Action Form.....25**

**Member Action Plan.....26**

**Member Hours Agreement.....27**

**Member Evaluation.....28**

**Member Enrollment Steps.....30**

**Program Year Calendar for Supervisors.....31**

**Member Orientation and Training Calendar (August 2021) .....33**

**AmeriCorps Member and Site Expectations Agreement.....34**



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## Homes for All AmeriCorps Service Site Agreement – 2021-2022 Program Year

This agreement is between the Homeless and Housing Coalition of Kentucky (“HHCK”) and

\_\_\_\_\_ (“Service Site”) for the assignment of a Homes for All AmeriCorps member for the purpose of performing services under the Homes for All AmeriCorps Program (“Program”) grant between HHCK and Serve Kentucky (“ServeKY”) as funded under the National and Community Service Act of 1990 as amended, and supported by the federal AmeriCorps agency. This agreement is in effect for the period of August 1<sup>st</sup>, 2021 through July 31<sup>st</sup>, 2022.

### I. **Joint Responsibilities**

Hosting a Homes for All member is a collaborative effort between the program and the service site.

#### ***Member Recruitment***

Homes for All seeks to actively include participants and staff from the communities in which projects are conducted and seek program staff and participants of different races, ethnicities, socioeconomic backgrounds, educational levels, and gender identities as well as recruitment of staff and participants who share a specific characteristic or background. Service site is primarily responsible for recruiting a capable member, with the assistance of Homes for All program staff. The service site agrees to complete face to face interviews when possible and telephone interviews when distance or other factors prevent a candidate from traveling to an in-person interview. Service site agrees to check references ahead of conditionally offering a position. Top candidates are expected to participate in an interview conducted by Homes for All program staff. Service sites are most familiar with their own needs, so service sites will be able to nominate a candidate they feel will best meet those needs. However, Homes for All program staff retains the right to veto a nominated candidate if the Program Director has serious concerns about an applicant’s ability to meet programmatic expectation.

#### ***Member Enrollment***

Homes for All begins enrollment on August 1<sup>st</sup> of each year. All enrollment paperwork must be completed and signed before the member’s start date for them to begin service on that start date, provided that the National Service Criminal History Check is cleared. After August 1<sup>st</sup>, Homes for All program staff requires a two-week notice before a proposed member start date. This is to ensure enrollment paperwork can be processed; program staff may conduct criminal history checks; and the living allowance set-up can be distributed properly. A site must receive written confirmation that a member is cleared to start service before a member may begin service hours, including orientation and training.

#### ***Member Retention***

Service sites should work with Homes for All to address any circumstances that might lead to the early release of a member. Poor retention rates may result in funding cuts from ServeKY and the federal AmeriCorps agency for future service years. Service sites may not hire the member for positions at the site if this would require a member to exit their service early. If the member exit their service to pursue employment at the site, the organization may lose their awarded AmeriCorps slot and this agreement will be terminated. The organization may apply for AmeriCorps members in the future, but priority will be given to organizations that have complied with this provision.

Homes for All acknowledges that members may choose to terminate their service on their own. Homes for All will provide efforts to address any member issues or concerns in cooperation with the service site. Service sites will not be penalized if they have made *reasonable efforts* to retain a member through communication and mediation.

### ***National Service Criminal History Checks***

AmeriCorps requires programs to conduct and retain criminal records checks from the state of service (Kentucky), state of residence (if applicable), a fingerprint-based FBI check, and sexual offender registry check.

## **II. Program Responsibilities**

Homes for All and HHCK will provide the member with the following -

### ***Benefits***

- An annual, taxable living allowance and applicable FICA
- A health care plan, if the member is eligible and elects such coverage
- Access to childcare assistance, if the member is eligible and elects such assistance
- Mileage and expense reimbursement for travel, lodging, and meals for program required events. Program will not reimburse for travel related to individual site requirements.
- Worker's compensation coverage

### ***Support Services***

- Assistance in securing a post-service educational award upon the eligibility date.
- Supporting members who have not yet earned a high school diploma or its equivalent by allowing them to count time spent studying for the GED or completing high school, providing they are of age. These hours will count towards the member's hour requirement, however, they may not exceed 20% of the total.
- Program staff provide resources and support throughout the program year to ensure member success.

### ***Training and Professional Development***

- Pre-service orientation to position and program
- Days of service
- Member development plan for community engagement and education
- End of service training with career training and life after service

## **III. Service Site Responsibilities**

### ***Service Site Contribution***

- Service sites that host an AmeriCorps member will provide a nonrefundable site contribution of \$7,000 per full-time housing service member and \$7,500 per full-time construction member. This contribution is not an exchange for services, but rather, it supports the common goals of the program and service site.
- Service site agrees that at least 35% of the contribution comes from non-federal sources of funding. All federal match monies must be documented and accompanied by a letter from the granting authority stating that federal money may be used to partially cover the contribution.
- Service site will be invoiced prior to the member start of service; quarterly payment plans available upon a demonstrated need. The contribution must be paid in full before the program can award and place future members in future program years.

### ***Supervision – Service Site agrees to:***

- Provide one qualified individual to provide an average of 40 hours per month (for full-time) of supervision per member and provide HHCK documentation of that contribution.
- Notify Homes for All program staff immediately of any staff changes that will affect site supervision.
- Allow the designated site supervisor to participate in one or more days of training and orientation with Homes for All program staff.
- Participate in any required NSCHC elements including: NSOPW, Kentucky AoC, and FBI.

***Support Services – Service Site agrees to:***

- Provide the member with administrative support during member’s hours of service. This includes, but is not limited to, office space, equipment, technology, and access to the internet to complete AmeriCorps reporting requirements.
- Assist the member by identifying low-cost housing for the member to reside in if possible.
- Promote the AmeriCorps program and the impact of the member service activities to service site staff, clients, and the community at large.
- Schedule adequate office time for the member to complete program planning and reporting.

***Administrative/General – Service Site agrees to***

- Maintain records, make reports, and respond to grievances concerning member as may be required.
- Retain records for three years after the completion or termination of the member placement and until all matters pertaining the program year are resolved under applicable federal or state laws, regulations or policies.
- Provide Homes for All, Serve KY, and the federal AmeriCorps agency right of access to any books, documents, papers, or other records of the service site which are pertinent to the program to make audits, examinations, excerpts, or transcripts.
- Not allow the member to begin service before Homes for All program staff has received all required member paperwork, which includes necessary background checks. Homes for All will notify sites when a member is cleared for service. Member will not be able to count any hours prior to receiving approval from Homes for All program staff.
- Not hire their AmeriCorps member before the member has completed all service requirements as set forth by the program. Hiring a member out of their service term will affect an organization’s ability to service with the AmeriCorps program in the future.
- Not accept or permit a third party to accept compensation for the member’s service.
- Not employ or otherwise pay members for “work”, while the member serves in the Homes for All program.
- Cooperate with on-site evaluation visits required by Homes for All program staff.
- Maintain appropriate, professional relationship with service member.

**IV. Supervisor Responsibilities**

The designated site supervisor agrees to -

- Communicate regularly with Homes for All program staff.
- Ensure organization staff and others understand the role of AmeriCorps in your organization.
- Allow the member to attend required Homes for All trainings, meetings, and projects that total up to 20% of the program’s total service hours.
- Conduct weekly check-ins with members; provide constructive feedback regularly.
- Submit to Homes for All by the appropriate deadlines all reports and data on member service activities.
- Review member performance measure data on a regular basis; provide data on households served by AmeriCorps member even if the member exits service early.

- Approve time sheets in a timely manner – by the 5<sup>th</sup> of the following month for the previous month. Supervisors will receive two reminders from either the reporting system or program staff to approve time. At that time, program staff will approve member time if not done so by the site.
- Submit two performance evaluations. If a site does not complete evaluation after three requests from program staff, program staff will conduct the performance evaluation with the member.
- Maintain the confidentiality of information regarding the member. The service site must obtain the prior written consent of the member before using their name, photograph, and other identifying information or publicity or other purposes.
- Obtain written approval from Homes for All to supplement the living allowance or provide additional benefits to the member.
- Reimburse the member for mileage if member’s personal vehicle is mandatory for the service position. Reimburse the member for other expenses connected with their service in a manner consistent with the service site’s policies for its employees.
- **Immediately** inform Homes for All program staff of **any** conduct by the member that undermines their effectiveness or interferes with their ability to serve. Examples include – arrest, excessive or unexcused absences/tardiness, hospitalizations, poor service performance, or being under the influence of alcohol/illegal drugs.
- **Immediately** notify Homes for All program staff of a member’s resignation.
- Assign member only duties within the Homes for All approved position description as stated in the service site application. Member’s primary activities must consist of direct service to the community. Members may be asked to complete administrative tasks associated with the direct service they are providing, but they may not be asked to perform administrative tasks for others. Activities must also align with Homes for All performance measures and must be considered allowable activities.
- Ensure the member has sufficient opportunity to complete the required number of hours of service according to the position slot awarded to the service site.
- Account for holidays and other time off and provide the member with sufficient opportunity to make up missed hours (See Leave Policy).
- Allow the member to serve on a jury without being penalized. The member will continue to receive credit for normal service hours, the living allowance, and, if applicable, health care coverage and childcare assistance.
- Consult with Homes for All program staff prior to any disciplinary measures.

## V. **Transportation**

Homes for All or HHCK is not responsible for any liability to clients, staff, or members caused by a vehicle collision at any time during the member’s service year.

The service site agrees that the agency is responsible for any damage or injury if the service agency requests, allows, or expects the member to transport clients, employees, or volunteers as part of the member service’s to the agency. If a service site requests, allows, or expects the member to transport clients, employees, or volunteers as part of their service using their personal vehicle, the agency will first determine that the member has a valid driver’s license and active automobile insurance for said vehicle and will keep a copy of both on file at the service agency.

## VI. **Safety**

Member safety is essential to the program. Sites are expected to make every reasonable effort to ensure that the health and safety of the member is protected during the performance of their assigned duties. The service site will make every reasonable effort not to assign or require the member to perform duties that would jeopardize their safety or cause them to sustain injuries. The service site will not require members to provide services in the absence of the person responsible and authorized by the service site to supervisor and direct the

member and respond to emergencies. Sites agree to train members in safety procedures implemented by the service site. For example: shelters and other agencies where members will be meeting with clients should train members on personal safety and how to work with clients that exhibit emotional and physical challenges. If this protocol is in writing, then the site should also provide a written copy for use by the member. If a site hosts a construction member, the site shall, in order to comply with OSHA 29 CFR 1926.501, provide conventional fall protective systems to protect all members engaged in any construction activity six feet or more above the ground. These are just *examples*. Sites will need to think about what types of safety issues may be present and follow the safety plan submitted with the approved service site application. Sites should work with the member to ensure all safety precautions are taken.

#### ***In Event of Injury or Illness***

Supervisors shall initiate immediate corrective action where unsafe conditions or practices are found. All accidents should be reported immediately to the site supervisor, who in turn, will report the incident to the Homes for All Program Director. The site supervisor will complete the KEMI Form IA-1 and fax to KEMI directly. A copy should also be sent to Homes for All within 24 hours of the incident. Any accidents shall be investigated to determine what corrective action should be taken to prevent future similar accidents. An investigation will be conducted by the site supervisor and other suitable site personnel and a written reporting detailing the correct action plan must be submitted to the Homes for All Program Director within five days of the accident. Corrective action will be taken by site supervisors to prevent future accidents.

#### ***In Event of Serious Injury or Death***

The site will need to notify Homes for All program staff, who will contact Serve Kentucky, who will notify the federal AmeriCorps agency.

### **VII. Branding**

The service site must identify itself as an AmeriCorps service site by displaying signage to be provided by Homes for All. The service site must also use the AmeriCorps name and logo on all printed or published materials associated with the program. This includes the organization's website, business cards, nametags, etc. The site may not alter the AmeriCorps logo and must obtain permission from Homes for All before using the logo as part of any other logo or design or before using the AmeriCorps name or logo on clothing intended to be worn by individuals who are not members or permitting any other parties to use the AmeriCorps name or logo in promotional materials. Site agrees to ensure that AmeriCorps member wears the logo while actively serving. Members are provided with a t-shirt, sweatshirt, and pin with AmeriCorps logo.

The service site is responsible for assuring that the following acknowledgement of federal support will appear in any report or publication of any material regarding this project: "This material is based upon work supported by Serve Kentucky and AmeriCorps". The service site is responsible for assuring that a copy of any such publication is sent promptly to Homes for All.

### **VIII. Site Visits**

Homes for All program staff, ServeKY, and the federal AmeriCorps agency have the right, at all reasonable times, to make site visits to review member support documentation, including client files, and evaluate service site records, accomplishments, and organizational procedures; to conduct interviews; and to provide technical assistance as required. All site visits shall be performed in a manner as to not unduly disrupt the service site's operations. Site supervisors agree to immediately provide any needed support documentation to verify performance measure information submitted by members upon Homes for All program staff request. Supervisors agree that this information will be sent by mail or fax when Homes for All program staff travel to the site is not possible. Site agrees to add Homes for All program staff to client confidentiality forms when needed.

**IX. Delegation**

The service site will not delegate or assign any of its obligations or duties stated in this agreement.

**X. Drug-Free Work Environment**

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

**XI. Allowable and Prohibited Activities**

**Allowable**

The activities allowed for a member to receive hours for include approved position description activities, member training related to their position or the program, and service projects. Any activities that fall outside of the position description must be approved by the Homes for All Program Director *ahead* of performance to ensure they fall within grant measures. Details on the activities listed below will be provided upon request, within the service site application, and on HHCK's website.

**Capacity Building Activities (no more than 50% of hours)**

- volunteer program development
- improving service programs
- developing in-kind resource system
- implementing communications and/or outreach plan

**Construction Member Activities**

- new home construction
- repair or rehab construction
- weatherization
- safety
- project selection and management
- volunteer management
- volunteer recruitment and training
- client or homeowner management
- environmental reviews
- program support and operations

**Housing Services (Homeless Services)**

- housing focused case management
- housing counseling
- client assessment and intake
- client paperwork/documentation
- housing searches
- service referral
- ongoing case management and client support
- rent or utility assistance
- landlord outreach
- street outreach
- program support and operations

**Financial Literacy**

- financial literacy training
- financial literacy counseling



- credit counseling
- budget and debt management counseling

#### **Housing Services (Homeownership or Home Repair Services)**

- homeownership counseling
- home repair loan counseling
- client assessment and intake
- client paperwork/documentation
- homebuyer education
- homeownership education
- program support and operations

#### **Other Housing Related Services**

- public outreach events
- interagency or community meetings
- voluntary client sessions
- community service projects or workdays
- member training

#### **Volunteers**

- volunteer recruitment
- volunteer management
- volunteer training

#### **Prohibited**

The site is primarily responsible for ensuring the member does not engage in the following activities through the term of service or train, recruit, or manage volunteers for the purpose of these activities –

- Attempting to influence legislation;
- Organizing or engaging in protests, petitions, boycotts, or strikes;
- Assisting, promoting, or deterring union organizing;
- Impairing existing contracts for services or collective bargaining agreements;
- Engaging in partisan political activities, or other activities designed to influence the outcome of an election to any public office;
- Participating in, or endorsing, events or activities that are likely to include advocacy for or against political parties, political platforms, political candidates, proposed legislations, or elected officials;
- Engaging in religious instruction, conducting worship services, providing instruction as part of a program that includes mandatory religious instruction or worship, constructing 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 proselytism;
- 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)(3) of the Internal Revenue Code of 1986 related to engaging in political activities or substantial amount of lobbying except that nothing in these provisions shall be construed to prevent participants from engaging in advocacy activities undertaken at their own initiative, and an organization engaged in the religious activities described above, unless the federal AmeriCorps agency assistance is not used to support those religious activities;
- Conducting a voter registration drive or using the federal AmeriCorps agency funds to conduct a voter registration drive;
- Providing abortion services or referrals for receipt of such services; and

- Such other activities as the federal AmeriCorps agency may prohibit.

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

### **Fundraising**

An AmeriCorps member may spend no more than ten percent of their originally agreed-upon term of service, as reflected in the member enrollment in the National Service Trust, performing fundraising activities, as described in CFR 2420.40.

AmeriCorps members may not raise funds for living allowances or for an organization's general (as opposed to project) operating expenses or endowment or write a grant application to the federal AmeriCorps agency or to any other federal agency.

An AmeriCorps member may raise resources directly in support of your program's service activities. Examples of activities AmeriCorps members may perform related to fundraising include, but are not limited to, the following –

- Seeking donations of books from companies and individuals for a program in which volunteers teach 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 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 a community-based organizations;
- Seeking donations from alumni of the program for specific service projects being performed by current members.

Site supervisors will seek explicit permission from the Homes for All program director prior to the member completing any fundraising activities. This is to ensure the activities are allowable and to prevent the site from violating this agreement.

## **XII. Leave Policy**

The member term of service and leave policy is outlined below –

### **Term of Service Outline**

1700-hour Members are expected to serve approximately 37.5 hours in a typical week. This assures the service site a full year of service from the Member while allowing the Member to take some time off throughout the year.

The exact schedule (i.e. Monday through Friday) will be agreed upon by the member and supervisor but the Member needs to serve an average close to 37.5 hours per week or 75 hours per period. Throughout the year, Program staff will review the Member's progress to date. If the Member's required weekly number of hours is higher than 37.5 hours in America Learns, Program staff will work with the Member and Site Supervisor to complete an action plan that explains how the Member will catch up on hours. The Member will then need to serve the minimum weekly number of hours required. For example: if a Member does not serve 37.5 hours per week regularly and their average needed to finish their service increases to 42 hours per week, the Member will then need to create an action plan that has a schedule of at least 42 hours each week and serve that amount.

If a Member does not follow the schedule that has been established, the Member will be in violation of the Member Service Agreement and will face corrective action.

The Member will report all time served in America Learns on a **bi-weekly** basis. The Site Supervisor and Program staff will approve the Member's hours.

Three or more consecutive days off in a period will be considered an extended absence. Program staff may require documentation from the Member to demonstrate the leave is necessary (i.e. multiple sick days). Provided that members serve hours in a bi-weekly period, regardless of the number of hours, the Member will still receive the living allowance.

### ***Required Participation***

Member participation is mandatory for the following trainings and events:

- Homes for All Orientation (PSO)
- AmeriCorps Kick-Off Training Event (Launch)
- K-Count/Stand Down/Community Connect (where applicable)
- National Days of Service
- Spring Service Project
- End of Year Celebration

Attendance at these events are requirements of this Program and this agreement. The Member will **not** be authorized to take personal time during these events. The Member will **not** receive hours for serving at their Service site while missing a required training. A Member who misses training for an emergency situation is required to submit supporting documentation to Program staff.

### ***Holidays***

HHCK requires the Service Site to grant the Member the following days off. A Member may choose to serve on any of the holidays listed below, but a Site may not require them to do so. The holidays offered to the

Member are factored into their yearly schedule provided that the Member is on track by serving approximately 37.5 hours per week. The Member still receives the holiday regardless of the number of hours they are needing to average, but the Member should consider that when planning their weekly schedule. Holidays that fall on a weekend may be observed the day before or after.

Labor Day	Christmas Eve	Memorial Day
Veteran's Day	Christmas Day	Juneteenth
Thanksgiving Day	New Year's Eve	Fourth of July
Thanksgiving Friday	New Year's Day	

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. It is the responsibility of the Member to communicate these needs at the beginning of the service year. If a Member chooses to serve on a holiday, the Service Site will allow the Member an alternate day off of their choosing.

Homes for All recognizes Martin Luther King, J. Day as a day of service. The Program requires Members to participate by coordinating and leading service projects in regional teams. The Member will spend the day in service, away from their Service Site.

### ***Leave Policy***

1700-hour Members may take up to ten (10) sick days and ten (10) personal/vacation days in their twelve-month term of service.

**These days do not count towards their hour requirements.** The leave policy offered to the Member are factored into their yearly schedule provided that the Member is on track by serving approximately 37.5 hours per week. If a Member is off track with their hours, the Member will need to consider that any days off do not count towards their hours and the Member should understand that means they will need to serve even more hours to catch up. Personal or vacation days must be scheduled in advance with the Site Supervisors and not with Program staff. As soon as the Member realizes that they must take a sick day, Member should notify Site Supervisor. Members that elect to take unauthorized absences after exhausting all sick and personal days will be subject to the disciplinary period.

The program grants family leave up to 12 number of weeks to members who have served 12 months and 1250 hours. During this leave, the Program will suspend the member in eGrants (MyAmeriCorps) the member and cease the distribution of the living allowance. The program will continue to provide member health insurance where applicable. Upon return to service, member will have time to make up their hours to successfully complete their term of service.

### **XIII. Teleservice Policy**

#### ***General Guidelines***

The service site is responsible for informing program staff, via e-mail or other written communication, that the member has been approved to engage in remote service activities. The member may only engage in prescribed activities and for program prescribed nonprofit agencies/organizations. See allowable activities in program operational guidance. The organizations and agencies that are considered acceptable recipients of service are service sites and existing services with the service site.

Members may engage in pre-approved remote service activities or on-site activities that directly benefit clients or the agency and community for which they serve. Activities may include community outreach events, food drives, housing inspections, housing construction or repair, home visits, client check-in phone calls, client-based record keeping, and other activities identified in the program operational guidance.

#### ***Terms of Teleservice***

**A member may only engage in remote services under the following circumstances:**

1. The member has written permission from their site supervisor outlining appropriate service activities to be completed;
2. Severe weather (such as flooding or snow) inhibits the member from traveling to the service site safely;
3. Site closure due to illness
4. The service site is closed and there is no other space (such as an outreach office) for the member to serve.
5. The member must always produce and maintain work product completed during the remote service activity Examples may include, activity logs, phone logs, sign-in-sheets, lesson plans, pictures from event or service provided.

**The program reserves the right to deny remote service hours if:**

1. The program or service site was not notified that the remote service received prior approval as instructed.
2. The member failed to include or maintain written site approval with their timesheet.
3. Remote service hours are not indicated on the time sheet.
4. The member cannot produce tangible work product completed during the reported remote service.
5. If the service activity falls outside the program prescribed activities or agencies outlined above.

Whether performed on-site or through remote service, member activities must align with Homes for All performance measures and goals. Ongoing activities with the potential to be interpreted as deviating from Homes for All goals should be documented in writing, including need and anticipated benefits to program beneficiaries. Site supervisors will be advised through the site supervisor manual and service site agreement that members may NOT be requested to participate in prohibited activities or activities not specifically outlined or similar to those outlined in the service site agreement. **Service sites that place inappropriate activity requests on their members may be removed as a service site.**

***Limit on Teleservice***

Members shall only claim up to 5% of their required hours as teleservice. The hours must be clearly indicated as “teleservice” on the America Learns timesheets. Members may not exceed 8 hours of remote service per day.

**XIV. Restrictions on Corporation Assistance**

***Nonduplication***

Corporation assistance may not be used to duplicate an activity that is already available in the locality of a program. And, unless the requirements of nondisplacement are met, corporation assistance will not be provided to a private nonprofit entity to conduct activities that are the same or substantially equivalent to activities provided by a state or local government agency in which such entity resides.

***Nondisplacement***

- An employer may not displace an employee or positions, including partial displacement such as reduction in hours, wages, or employment benefits, as a result of the use by such employer of a participant in a program receiving corporation assistance.
- An organization may not displace a volunteer by using a participant in a program receiving corporation assistance.
- A service opportunity will not be created under this chapter that will infringe in any manner on the promotional opportunity of an employed individual.
- A participant in a program receiving corporation assistance may not perform any services or duties or engage in activities that would otherwise be performed by an employee as part of the assigned duties of such employee.
- A participant in any program receiving assistance under this chapter may not perform any services or duties or engage in activities that will supplant the hiring of employed workers or are services, duties, or activities with respect to which an individual has recall rights pursuant to a collective bargaining agreement or applicable personnel procedures.
- A participant in the program receiving assistance under this chapter may not perform services or duties that have been performed by or were assigned to any presently employed worker, employee who recently resigned or was discharged, employee who is subject to a reduction in force or who has recall rights pursuant to a collective bargaining agreement or applicable personnel procedures, employee who is on leave (terminal, temporary, vacation, emergency, or sick) or employee who is on strike or who is being locked out.

## **XV. Member Disciplinary and Dismissal Policy**

Homes for All retains the sole authority to release a member from participation in the program. Homes for All may suspend or terminate a member for compelling personal circumstances and for cause in accordance with 45 CFR §2522.230. Homes for All will notify ServeKY and the National Service Trust immediately whenever it suspends or terminates a member, whether for compelling personal circumstances or for cause.

Homes for All may also temporarily suspend a member for minor disciplinary reasons based on the Standards of Conduct in the Member Service Agreement or multiple Level 1, 2, or 3 violations. The period of suspension does not count towards the member's required service hours and the member does not receive a living allowance for the suspension period.

The site supervisor must document in writing and immediately notify the Homes for All program director of any issues that affect a member's performance as opposed to a character or personality challenge. If a site feels that a member should be removed from service, the supervisor must provide proof of steps taken to resolve the situation. Clear documentation of the member's failure to improve and to meet expectations must be produced. Site supervisors will use the Homes for All Member Corrective Action form to document offenses and explain in writing how the member's conduct is to be redirected. If a site intends to use this action plan, site will contact program staff beforehand. The use of this form is used in consideration for the disciplinary process.

If a pattern of misbehavior has occurred and appropriate corrective actions have been taken, the site supervisor may ask the Homes for All Program Director to take further action including suspension or termination from the program. Sites understand that, while the decision to release a member early will certainly be made in consultation with the service site, but ultimately it is the Homes for All Program Director's responsibility to perform the release. Sites also understand that the Program Director retains the right to refuse to release a member early without sufficient documentation of grievances and steps taken to address said grievances.

### Level 1 Violations:

- Unauthorized tardiness or absences
- Continued failure to serve written schedule or average 37.5 hours of service per week or meet monthly benchmarks of hours served
- Serve 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 or conference call
- Failure to submit timesheets in a timely manner (more than a month behind)
- Failure to submit performance measure data or other requested items from program staff after written reminders given
- Inappropriate or unprofessional behavior
- Failure to meet basic competencies or knowledge requirements of the position after a reasonable orientation and training period
- Failure to follow policies outlined in Member Service Agreement or Member Position Description

#### Remedies:

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

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

3<sup>rd</sup> 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
- 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:

1<sup>st</sup> 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.

2<sup>nd</sup> 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 the federal AmeriCorps agency/AmeriCorps policy.

#### Refilling a Member Position:

If a member is released from service before having completed 30% of their service hours (510 for full-time, 270 for half-time), the program, in cooperation with the service site, may attempt to refill the position. However, the program will be unable to refill a position if the existing member has served 30% or more of their hours.

In the event of resignation, dismissal, suspension, or reassignment of a member, Homes for All will not refund any portion of the service site contribution.

## **XVI. Grievance Procedure**

### **INTRODUCTION, PURPOSE AND SCOPE**

This grievance procedure is available to all Members, labor unions and interested parties, i.e. public at large, and Service Sites. Each decision made in the grievance procedure is in full force unless appealed or changed by a higher step. Each decision is referred to in this document as a “resolution”. If a dispute cannot be resolved or the decision is adverse to the aggrieved party, binding arbitration must be requested within sixty (60) days of filing the grievance and after all other options have been exhausted. The the federal AmeriCorps agency CEO will appoint an arbitrator if parties cannot agree on arbitrator within 15 calendar days. A decision will be made by the arbitrator no less than 30 calendar days after arbitration commences. With the exception of a written agreement, the proceedings are confidential.

Grievances and disputes arising in the conduct of “Homes for All” AmeriCorps program fall into three categories and will be addressed separately as follows:

- 1) Grievances between the “Homes for All” program and the public at large;
- 2) Grievances between the “Homes for All” program and its AmeriCorps Members;
- 3) Grievances between Service Sites and the AmeriCorps Members placed with them.

#### **Grievances between “Homes for All” and the Public**

- Anyone wishing to file a complaint about the activities of the “Homes for All” AmeriCorps program or its personnel must submit a written notification detailing the complaint and proposing a remedy to the Program Director within seven (7) days of the alleged occurrence except in complaints alleging criminal or fraudulent activities.
- The Program Director will respond to the complainant within seven (7) days in writing with a statement detailing a proposed resolution. If the proposal of the Program Director is not satisfactory to the complainant, the complainant may then submit their complaint to the Executive Director in writing within seven (7) days of the date on the Program Director’s resolution.
- The Executive Director will then respond to the complainant in writing within seven (7) days of receipt of the complaint with a proposed resolution to the appeal.
- A complainant may then appeal the Executive Director’s decision to the Executive Committee of the Board of Directors of the Homeless and Housing Coalition of Kentucky within seven (7) days of the receipt of the Executive Director’s decision.
- The Executive Committee will issue its decision within thirty (30) days of their receipt of the complainant’s appeal.
- Prior to or after the ruling of the Executive Committee, complainant must elect alternative dispute resolution within forty-five (45) days after the alleged occurrence. Alternative dispute resolution shall involve either mediation, assisted negotiation, and/or neutral evaluation. --If alternative dispute resolution is chosen, the HHCK Executive Committee of the Board and complainant will agree on a mediator. A hearing will be held in an effort to mediate the dispute and/or issue. The complainant may be represented by counsel if it is requested to the Executive Committee of the Board at least seven (7) days prior to the mediation session. NOTE: THE COST FOR ALTERNATIVE DISPUTE RESOLUTION AND/OR MEDIATION SHALL BE EQUALLY DIVIDED BETWEEN HHCK AND THE MEMBER/COMPLAINANT

#### **Grievances between “Homes for All” and AmeriCorps Members**

State and local applicants that receive assistance from the Corporation must establish and maintain a procedure for the filing and adjudication of grievances from participants, labor organizations, and other interested individuals concerning programs that receive assistance from the Corporation. A grievance procedure may include dispute resolution programs such as mediation, facilitation, assisted negotiation and



neutral evaluation. If the grievance alleges fraud or criminal activity, it must immediately be brought to the attention of the Corporation's inspector general.

**(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 their 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 their 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.

**(ii) 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 Corporation's 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 they 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.

#### **Grievances Between Service Sites and Members**

- The grievance between Service Sites and AmeriCorps Members is first required to be addressed through the Service Sites established grievance procedure. Site Supervisors should handle disciplinary problems arising with Members in the same manner in which problems would be addressed with any employee, by documenting each issue, conciliation and disciplinary action. Site Supervisors are encouraged to initially handle grievances internally; the Program Director should also regularly and routinely be advised and informed of any issues effecting the Member's performance and steps taken to resolve the issues.
- In the event that adequate resolution is not reached internally, the grievance should then be filed with the Program Director within seven (7) days of the completion of the agency internal grievance procedure. The Program Director will acknowledge receipt of the grievance and immediately set up internal mediation within seven (7) working days of the date of receipt of acknowledgement. The internal mediation session shall be held between the "Homes for All" Member Coordinator as staff designee, the Site Supervisor, and the AmeriCorps Member. A resolution regarding the remedy for this grievance shall be written by "Homes for All" Member Coordinator within seven (7) days of the mediation session and delivered to the Program Director.
- After internal mediation, if adequate resolution cannot be reached or problems are severe enough to merit suspension or termination, the Program Director shall be contacted before a change in the Member's enrollment status with the program can be considered and/or approved. HHCK reserves the exclusive and sole right to approve suspension and termination of Member. Prior to or following the internal mediation, the complainant must elect alternative dispute resolution within forty-five (45) days after the alleged occurrence. Alternative dispute resolution shall involve mediation, assisted negotiation, and/or neutral

evaluation. If alternative dispute resolution is chosen, the HHCK Executive Committee of the Board and complainant will agree on a mediator. A hearing will be held in an effort to mediate the dispute and/or issue. The complainant may be represented by counsel if it is requested to the Executive Committee of the Board at least seven (7) days prior to the mediation session.

**NOTE:** THE COST FOR ALTERNATIVE DISPUTE RESOLUTION AND/OR MEDIATION SHALL BE EQUALLY DIVIDED BETWEEN HHCK AND THE MEMBER/COMPLAINANT.

#### **TIMELINE FOR GRIEVANCE PROCEDURE**

- No later than one (1) year after alleged occurrence, a written grievance and request for hearing shall be filed;
- Within thirty (30) days after filing of grievance there shall be a hearing
- Within sixty (60) days after filing of grievance there shall be a decision
- If decision is adverse to grievant, or sixty (60) days after filing grievance if no decision has been reached, the complainant/grievant may request binding arbitration.
- Within forty five (45) days after HHCK Executive Committee appoints arbitrator, a hearing and binding arbitration decision shall be rendered.

#### **Suspension of Placement**

In the case of a grievance filed because of the displacement of an employee by an AmeriCorps Member, if a grievance is filed regarding a new proposed placement of a Member in a program or project, such placement must not be made unless the placement is consistent with the resolution of the grievance. Otherwise, the placement will be suspended.

#### **Remedies**

Pursuant to completing the grievance process, Member and Service Site remedies—where applicable, for a grievance filed under the foregoing procedure established herein—will include one of the following:

- a. Payment of the lost living allowance.
- b. Reinstatement of service activities for the Member.

This grievance procedure is referenced and acknowledged in both the Member Agreement and the Service Site Agreement and is filed with Serve Kentucky.

#### **XVII. Nondiscrimination**

The Service site will not discriminate against a member, program staff, or service recipient on the basis of race, color, national origin, gender, age, religion, sexual orientation, gender identity or expression, political affiliation, marital or parental status, military service, or disability. (CFR 2540.210) The Service site must provide reasonable accommodations to qualified individuals with disabilities. Accommodations must be based on individualized needs.

The Service site must comply with the self-evaluation requirements in Section 504 of the Rehabilitation Act of 1973

as amended, regarding accessibility for individuals with disabilities. The Service site also must comply with the self-evaluation requirements of Title IX of the Education Amendments of 1972 as amended, concerning discrimination based on sex.

The Service site must comply with all federal statutes relating to nondiscrimination to the extent applicable, including, but not limited to Title VI and VIII of the Civil Rights Act of 1964; the Age Discrimination Act of 1975 as amended; the Drug Abuse Office and Treatment Act of 1972 as amended; the Comprehensive Alcohol Abuse and Alcoholism Prevention, Treatment and Rehabilitation Act of 1970 as amended; the Public Health Service

Act of 1912 as amended; and the requirements of any other nondiscrimination provision in the National and Community Service Act of 1990 or any other applicable nondiscrimination provision.

**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:

Program Director  
Homes for All Program  
Homeless and Housing Coalition of Kentucky  
306 W Main St., Ste 207  
Frankfort, KY 40601  
502/223-1834  
Fax: 502/226-4968

Office of Civil Rights 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)

**XVIII. Reasonable Accommodation**

Homes for All and its activities are accessible to everyone, regardless of status. Programs and activities must be accessible to persons with disabilities, and the service site 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.

**XIX. Violation of Service Site Agreement**

Failure to adhere to any portion of this agreement may result in the termination of the partnership between the service site and the Homes for All program. For minor violations (ex: failure to approve time sheets, failure to submit evaluations, inability to retain a member for a full term of service), Homes for All program staff will send documentation of the issue and requested corrective action. Continued violations of the agreement may prevent the organization from partnering with the program in future program years. For gross violations (ex: hiring a member prior to their service term ending, demonstrating emotional or physical harm to the member), Homes for All program staff may elect to cease the partnership and remove the member from the site.

**ACKNOWLEDGEMENT:** I have read the foregoing and acknowledge that I understand the procedure and accept its terms and conditions as part of my association with AmeriCorps as evidenced by my signature herein below.

Name of Site: \_\_\_\_\_

Service Site Supervisor: \_\_\_\_\_ Date: \_\_\_\_\_

Service Site Exec. Director (if required): \_\_\_\_\_ Date: \_\_\_\_\_

Homes for All Program Director: \_\_\_\_\_ Date: \_\_\_\_\_

## Partner Site Contribution Guidelines 2021-2022

**Housing Services Slot – 1700 hours:** \$7,000 per slot

**Construction Slot – 1700 hours:** \$7,500 per slot

Plus HHCK Membership. Membership is based on annual organizational budget:

<\$100,000 = \$50

\$100,000-\$249,000 = \$100

\$250,000-\$499,000 = \$200

\$500,000-\$749,000 = \$250

\$750,000-\$999,000 = \$300

\$1,000,000+ = \$400

The site contribution for the number of slots plus your organization's membership fee (if not already paid in 2021 or paid with a VISTA Site Contribution) in August.

**Due September 15<sup>th</sup>**

If your agency wishes to increase the basic living allowance of \$16,000, you will be billed for the increased amount and the invoice you receive will reflect the total amount due.

**\*If the increase amount is not paid by the start of member term, the member will not receive the increased amount in their living allowance deposits.**

For ease of record-keeping and billing, unless otherwise requested, *the site supervisor will be our primary point-of-contact for the site contribution.* We will also contact the financial contact listed in your site application.

Quarterly payment plans available. Contact either Caitlin Bottoms ([cbottoms@hhck.org](mailto:cbottoms@hhck.org)) and Wendy Tucker ([wtucker@hhck.org](mailto:wtucker@hhck.org)) to set up a quarterly payment plan. Monthly payment plans or other schedules are no longer available.

Quarterly payments due on:

September 15<sup>th</sup>

December 15<sup>th</sup>

March 15<sup>th</sup>

June 15<sup>th</sup>

If your member does not finish their term of service or exits early due to cause or other reasons, the contribution is still due in full and is non-refundable. If the payment is not made in a timely manner and/or a payment plan has not been arranged, **HHCK may elect to remove your member from any further service at your site.**

Your site contribution must be paid in full before HHCK will award further AmeriCorps slots to your organization.

## Living Allowance Increase for 2021-2022

Each participating organization can increase their AmeriCorps member's living allowance up to a maximum of \$32,000. If you wish to increase the living allowance, please complete this form, and return it to HHCK. You are required to pay FICA on any addition beyond the base living allowance. Organizations increasing the allowance for construction members will also need to pay for additional worker's compensation on the additional amount. Please follow the formula to find the total amount due to HHCK. We will invoice you upon receipt of this form. Once completed and signed, sent to Caitlin Bottoms at [cbottoms@hhck.org](mailto:cbottoms@hhck.org).

	Fill in Blanks	Example
A) *Total Living Allowance:	_____	<u>\$21,000</u>
Less Base Living Allowance:	-\$16,000	-\$16,000
B) Additional Living Allowance Amount:	_____	<u>\$5,000</u>
Times FICA Multiplier:	x 1.0765	x 1.0765
C) Additional Living Allowance Total:	_____	<u>\$5,382.50</u>
Add Regular Site Contribution Amount:	+ \$7,000	+ \$7,000
D) Total Site Amount Due to HHCK:	_____	<u>\$12,382.50</u>

**\* Total living allowance cannot exceed \$32,000**

For Construction Positions Only:

Multiply B) Additional Living Allowance by 10%.	_____	\$538.25
Add this figure to D) Total Amount to HHCK		+ \$12,382.50
This figure will be your total amount due to HHCK	_____	<u>\$12,920.75</u>

Site: \_\_\_\_\_

Member(s): \_\_\_\_\_

Service Site Authorized Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Homes for All National Service Programs**  
**Member Standard of Conduct + Corrective Action Remedies**

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 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:*

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

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

3<sup>rd</sup> 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

**Homes for All National Service Programs**  
**Member Standard of Conduct + Corrective Action Remedies**

- Failure to notify Homes for All program staff of any arrest or conviction that occurs during the term of service
- 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:*

1<sup>st</sup> 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.

2<sup>nd</sup> 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.



# Homes for All Member Corrective Action

Member Name: \_\_\_\_\_ Site: \_\_\_\_\_

**Instructions:** If a member has violated AmeriCorps Policies or Standard of Conduct, please use the following form to document the situation. This form can also be used to redirect a member's approach to their service. Both the supervisor and member should sign and date the plan of action and the form should be emailed to the Homes for All Program Director. If you feel you need mediation assistance from program staff, please add that information to this form and we will contact you to set up a date to visit you and the member. ***Sites should not complete this form prior to talking with HHCK staff.***

**1) Describe the situation and violation of the Member Service Agreement or Standard of Conduct.**

**2) Describe why the behavior/incident/violation is an issue for the Supervisor and/or the Service Site.**

**3) Specify what the Supervisor wants the Member to do instead (be specific and get input from the Member).**

**4) Clarify consequences for repeating the violation.**

**Member comments or request for assistance from Homes for All staff (if more space is needed, please use and attach a separate page):**

Signatures acknowledge that the Member and Site Supervisor have discussed issues and challenges and will work together toward a solution.

Member Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## HOMES FOR ALL STAFF NOTES:

Date Rcv'd: \_\_\_\_\_ Warning #: \_\_\_\_\_ Follow-up Needed: \_\_\_\_\_ Initials: \_\_\_\_\_

# Homes for All Member Action Plan

Member Name: \_\_\_\_\_ Site: \_\_\_\_\_

**Instructions:** This form can be used to redirect a member's approach to their service. Both the supervisor and member should sign and date the plan of action and the form should be emailed to the Homes for All Program Director. If you feel you need mediation assistance from program staff, please add that information to this form and we will contact you to set up a date to visit you and the member.

**1) Describe the situation and/or issues experienced from the site's perspective:**

**2) Describe why the behavior/incident is an issue for the supervisor and/or the service site:**

**3) Detail specific, identifiable, and clear objectives to achieve or implement:**

**4) Give a specific timeframe for changes to be implemented by.**

**Member comments or request for assistance from Homes for All staff (if more space is needed, please use and attach a separate page):**

Signatures acknowledge that the Member and Site Supervisor have discussed issues and challenges and will work together toward a solution.

Member Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## HOMES FOR ALL STAFF NOTES:

Date Rcv'd: \_\_\_\_\_ Warning #: \_\_\_\_\_ Follow-up Needed: \_\_\_\_\_ Initials: \_\_\_\_\_



**HHCK**  
HOMELESS & HOUSING  
COALITION OF KENTUCKY



**Homes for All AmeriCorps**

**Action Plan – Service Hours**

Member Name: \_\_\_\_\_ Date: \_\_\_\_\_

I understand that members are expected to serve the number of weekly hours needed to complete their service by July 31<sup>st</sup>, 2021 and receive their full benefits, including the education award. The minimum is 37.5 hours per week. This was agreed to when I completed my enrollment paperwork. The number is listed in America Learns and fluctuates based on the number of hours submitted and approved.

I understand that as of \_\_\_\_\_ I have completed \_\_\_\_\_ number of hours, requiring me to serve \_\_\_\_\_ hours per week to finish by July 31<sup>st</sup>, 2022. Since this number is above 37.5 (the minimum required of members), I understand that it is because I am behind in my service hours and need to come up with a plan to serve enough hours to be on target.

I am behind in my service hours due to the following: \_\_\_\_\_

\_\_\_\_\_

To catch up on my service hours and get back on track to an average of 37.5 hours a week, I am going to stick to the following schedule and implement the following steps (be specific): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

My adherence to this schedule and plan will be reviewed on: \_\_\_\_\_. If I am unable to follow the schedule above due to illness or another qualifying event, I will email my site supervisor and Homes for All staff. If I am still off target, I am aware that I may be issued a written warning, but I will be given the opportunity to make another schedule if I have reasonably demonstrated that I have made the effort to serve my hours.

I am aware that if I fail to follow this plan for any reason besides illness or a qualifying event, it may result in a suspension, or possible removal from the program and loss of the education award.

Member Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Site Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

AmeriCorps Program Director Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Homes for All AmeriCorps Member Evaluation

Member: \_\_\_\_\_ Site Supervisor Name: \_\_\_\_\_

Service Site: \_\_\_\_\_ Term:  MID-YEAR (MID-SERVICE)  END OF SERVICE

### Part 1 of 2: AmeriCorps Program Director

Overview of Member Service	Number	Notes
# of hours required in term of service		
# of hours served (approved in America Learns)		
# of weekly hours needed to finish by July 31 <sup>st</sup> , 2021		
# of households reported		
# of volunteer reports		
Are timesheets up to date?	Yes or No	
<b>Comments:</b>		

5	4	3	2	1	Member Standards and Performance Factors
					Abides by Member Service Agreement and Standards of Conduct
					Meets deadlines [time sheets, performance measure reporting, reflections]
					Demonstrates a service ethic indicative of AmeriCorps and understands AmeriCorps service extends into the community
					Represents AmeriCorps well at site and in the community
					Actively participates in our program trainings, service projects, days of service
					Communication with Homes for All staff is regular, responsive, complete
					Engaged in the AmeriCorps program as a whole – site, community, Kentucky
					Member is expected to complete required number of service hours
<b>Comments:</b>					

**Member Comments:**

Member Signature: \_\_\_\_\_

Date: \_\_\_\_\_

AmeriCorps Program Director Signature: \_\_\_\_\_

Date: \_\_\_\_\_

### Part 2 of 2: Service Site Supervisor

**Scale (mark only one box for each item):**

5 – Superior [performance is significantly beyond standards on a consistent basis]

4 – Good [exceeds expectations regularly]

3 – Fair [adequate, satisfactorily meets standards]

2 – Needs improvement [occasionally fails to meet standards, meets minimum requirements]

1 – Unacceptable [continuously fails to meet standards, immediate improvement needed]

5	4	3	2	1	Member Standards and Performance Factors
					Accepts and completes Member Position Description activities/responsibilities
					Adheres to schedule, serves min. number of hours required (37.5 or what's listed in America Learns), and follows AmeriCorps member leave policies
					Follows instructions; able to serve independently with minimal supervision
					Meets deadlines; able to prioritize and handle multiple responsibilities
					Completes client or project related paperwork accurately and thoroughly (i.e. case notes, eligibility documentation, scope of work, etc.)
					Keeps site supervisor informed of activities; asks for assistance if needed; accepts and implements constructive feedback
					Serves well in team environment; works collaboratively with site staff, volunteers, community partners, etc.
					Takes initiative to accomplish more than what is required or expected
					Plans and commits to courses of action that are effective and efficient
					Offers ideas and suggestions; demonstrates flexibility; adaptable
					Uses appropriate and effective conflict management practices
					Employs active listening skills, requesting clarification when needed
					Maintains confidentiality; demonstrates ethical and sound judgment
					Communication with site staff is timely, appropriate, respectful
					Communication with clients and/or volunteers is timely, appropriate, respectful
					Seeks to gain new knowledge; open to learning or improving; conscientious

**Site Supervisor Comments**

What are (3) of the member's strengths?

What are at least (2) areas of growth for this member?

Member Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Site Supervisor Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Member Comments:**

## Steps for Member Enrollment

- **Candidate:** Applies directly to Homes for All AmeriCorps on MyAmeriCorps.gov
- **Candidate:** Completes enrollment paperwork (at group interviews for guidance)
- **Program:** Runs necessary background checks
- **Candidate:** Attends appointment for electronic FBI scan or gets fingerprinted at KSP (guidance from staff during process)
- **Program:** Sends electronic invitation to serve in MyAmeriCorps
- **Candidate:** Completes electronic enrollment form
- **Program:** Certifies background checks are complete
- **CNCS:** Verifies citizenship and social security (can take up to 3 days)
- **Program:** Receives clearance to start individual
- **Program:** Enrolls individual in MyAmeriCorps
- **Program:** Notifies sites and candidate of member eligibility to start, both confirm start date with staff

***pre program year start – all of this occurs by August 1<sup>st</sup> ideally***

***post August 1<sup>st</sup> – sites will not be able to start a member until written confirmation from staff***

***post PSO – sites can expect a two week turnaround for member starts***

## Homes for All AmeriCorps 2021-2022 Program Year Calendar

August 1, 2021	Program Year Starts (first day that members can serve hours)
August 2021	Homes for All Orientation and Training Period (see specific calendar)
September 6, 2021*	Labor Day
September 15, 2021	Monthly Program Training (for members)
October 15, 2021	Monthly Program Training (for members)
October 19, 2021	Serve Kentucky AmeriCorps Launch
October-December 2021	Site Visits
November 11, 2021*	Veteran's Day
November 15, 2021	Monthly Program Training (for members)
November 25-26, 2021*	Thanksgiving Holiday
December 15, 2021	Monthly Program Training (for members)
December 24-25, 2021*	Winter Holiday (allow members two days off for this break)
December 31, 2021*	New Year's Eve
January 1, 2022*	New Year's Day
January 17, 2022	MLK Day – Day of Service [A DAY ON]
January 31, 2022	Mid-Service Evaluation Due
February 15, 2022	Monthly Program Training (for members)
March 2022	AmeriCorps Week!
March 15, 2022	Monthly Program Training (for members)
March-May 2022	Site Visits (as needed)
April 5, 2022	National Service Recognition Day
April 15, 2022	Monthly Program Training (for members)
March/April 2022	Homes for All Spring Training/Service Project
May 16, 2022	Monthly Program Training (for members)

<b>May 30, 2022*</b>	Memorial Day
<b>June 15, 2022</b>	<b>Monthly Program Training (for members)</b>
<b>June 19, 2022*</b>	Juneteenth
<b>July 4, 2022*</b>	Independence Day
<b>July 2022</b>	<b>End of Service Celebration + Training</b>
<b>July 15, 2022</b>	<b>End of Service Evaluation Due (unless member finishes earlier)</b>
<b>July 31, 2022</b>	Program Year Ends (last day for members to finish their hours)

Key:

\*Holidays/days off for AmeriCorps members (some dates may be observed)

-Training and event dates for members (required for members)

-Monthly program trainings and webinars (required for members)

-Member Development Events (required for members)

-Program Deadlines (for site supervisors)

-In-person site visits (both members and site supervisors)

***dates may be subject to change***



# 2021 AUGUST

CALENDAR YEAR

CALENDAR MONTH

SUNDAY

FIRST DAY OF WEEK

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
01	02 1st Day of AmeriCorps Year	03	04 VISTA Orientation #1 (only attend 1)	05	06	07
08	09 Online AmeriCorps Orientation (required for direct service members)	10	11 Homeless Services Training Day	12	13	14
15	16 In-Person Meet and Greet/Orientation (recommended, not required) - MOREHEAD	17	18 VISTA Orientation #2 (only attend 1)	19 Housing Services Training Day	20	21
22	23 In-Person Meet and Greet/Orientation (recommended, not required) - FRANKFORT	24	25	26 In-Person Meet and Greet/Orientation (recommended, not required) - FRANKFORT	27	28
29	30 Construction Training Day	31	01 VISTA Orientation #3 (only attend 1)	02 Make-up AC Orientation (online, required as needed)	03	04
05 LABOR DAY - HOLIDAY	06	07	08	09 VISTA Position Training Day	10	11



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**AmeriCorps Member and Site Expectations Agreement**

Please complete this form and return to Homes for All staff within 2 weeks of the member’s start of service. The below expectations are the established guidelines agreed to by both parties: the member and the site supervisor/service site.

**Member Service Schedule (total must equal 37.5 hours):**

	<b>Monday (Day 1)</b>	<b>Tuesday (Day 2)</b>	<b>Wednesday (Day 3)</b>	<b>Thursday (Day 4)</b>	<b>Friday (Day 5)</b>	<b>Total # of Hours</b>
<b>Start</b>						
<b>End</b>						

**We talked about:**

- How the member feels about AmeriCorps and their experience
- Any worries or concerns the AmeriCorps member has so far
- Why the AmeriCorps member joined the AmeriCorps program
- Why the Site Supervisor works for the organization
- Each other’s expectations for the service year

**We reviewed the following subjects and both parties understand each the expectations for each topic. We want to emphasize the following expectations:**

Telephone and email etiquette:

Postage, mailing, office supplies:

Computer use:

Travel expectations, mileage reimbursement:

Shared workspace etiquette (kitchen, bathrooms, conference rooms, etc.):

Parking, keys, alarm systems:

Breaks:

Calling in sick, late for schedule, etc.:

Organization databases/shared clouds (i.e. Google Drive):

Confidentiality, boundaries, ethics:

How to approach downtime during the day:

Other:

Please sign and date below that you have reviewed and understand all of the above information.

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AmeriCorps Member Signature

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Date

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Site Supervisor Signature

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Date