Homes for All VISTA Member Manual
2021-2022
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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.
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:
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
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:**

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.
Homes for All AmeriCorps VISTA 2021-2022 Program Year Calendar

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)

September 20, 2021 Impact Stories Due

October 15, 2021 Monthly Program Training (for members)

October 20, 2021 Impact Stories Due

October-December 2021 Site Visits

November 11, 2021* Veteran’s Day

November 15, 2021 Monthly Program Training (for members)

November 15, 2021 Quarterly Progress Report Due

November 20, 2021 Impact Stories Due

November 25-26, 2021* Thanksgiving Holiday

December 15, 2021 Monthly Program Training (for members)

December 20, 2021 Impact Stories Due

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 20, 2022 Impact Stories Due

February 15, 2022 Monthly Program Training (for members)

February 15, 2022 Quarterly Progress Report Due

February 20, 2022 Impact Stories Due

March 2022 AmeriCorps Week!

March 15, 2021 Monthly Program Training (for members)
March 20, 2022  Impact Stories Due
March-May 2022  Site Visits (as needed)
April 5, 2022  National Service Recognition Day
April 15, 2022  Monthly Program Training (for members)
April 20, 2022  Impact Stories Due
March/April 2022  Homes for All Spring Training/Service Project
May 15, 2022  Quarterly Progress Report Due
May 16, 2022  Monthly Program Training (for members)
May 20, 2022  Impact Stories Due
May 30, 2022*  Memorial Day
June 15, 2022  Monthly Program Training (for members)
June 19, 2022*  Juneteenth
June 20, 2022  Impact Stories Due
July 4, 2022*  Independence Day
July 2022  End of Service Celebration + Training
July/August  Final Quarterly Progress Report Due

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
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 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.
## Mileage and Expense Reimbursement Request

**MEMBER NAME + ADDRESS:**

<table>
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<tr>
<th>DATE</th>
<th>DESTINATION / PURPOSE</th>
<th>ODOMETER READINGS</th>
<th>Amount (TO BE COMPLETED BY HHCK STAFF)</th>
<th>CHECK HERE FOR:</th>
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<tr>
<td></td>
<td></td>
<td>BEGINNING MILEAGE</td>
<td>ENDING MILEAGE</td>
<td>TOTAL MILES</td>
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**OTHER EXPENSES (FOOD):**

**LIST MEMBERS CARPOOLING:**

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**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.
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