

Washington Service Corps

Program Year 2017-2018

Policy Updates



A partnership of The Washington Service Corps and
the Office of Superintendent of Public Instruction.

WSC/WRC Policies

Background:

WSC/WRC Policies are used to ensure compliance with Federal AmeriCorps Rules and Regulations; to monitor project sites and contribute positively to member experiences.

Why a Policy Update?

Ensure awareness and understanding of the WSC Policies and Procedures.

Ensure that the policies are followed.

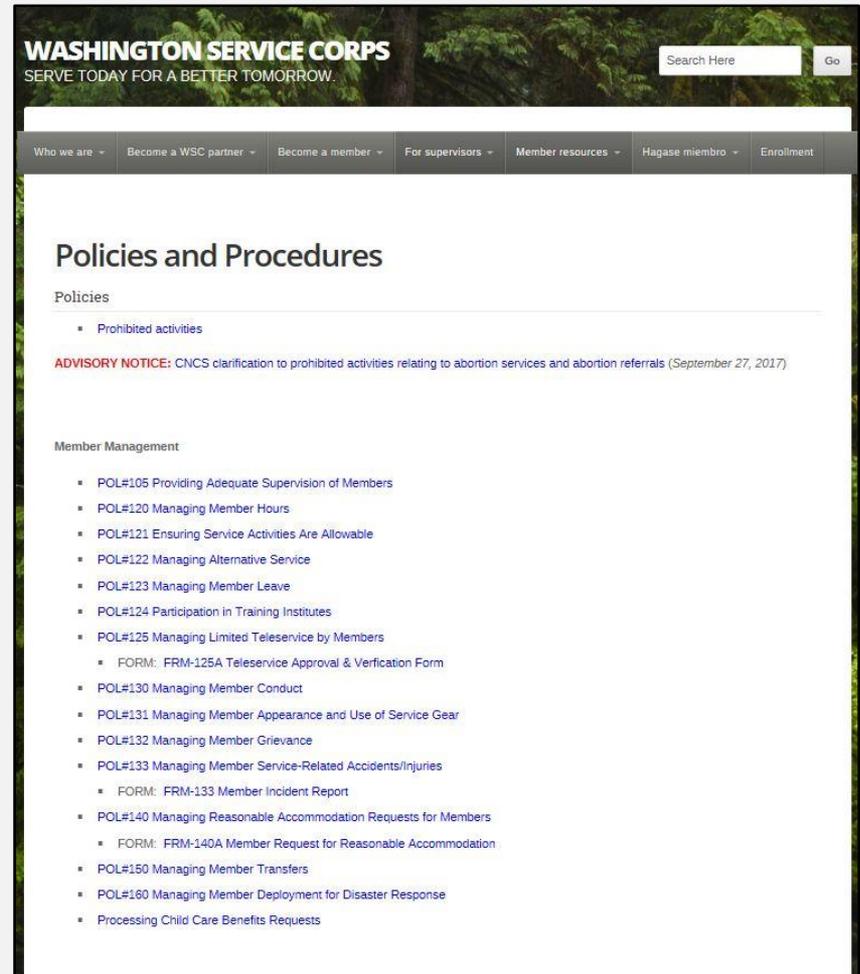
Familiarize yourself with changes to the policies and procedures.

Ensure members and organizational staff become familiar with them.

WSC/WRC Policies and Procedures

You will find the current policies and procedures on the WSC Website.

Review all of the policies and procedures to ensure your awareness of program requirements.



The screenshot displays the Washington Service Corps website. At the top, the logo reads "WASHINGTON SERVICE CORPS" with the tagline "SERVE TODAY FOR A BETTER TOMORROW." and a search bar. A navigation menu includes links for "Who we are", "Become a WSC partner", "Become a member", "For supervisors", "Member resources", "Hagase miembro", and "Enrollment". The main content area is titled "Policies and Procedures" and lists various policies under two categories: "Policies" and "Member Management".

Policies

- [Prohibited activities](#)

ADVISORY NOTICE: CNCS clarification to prohibited activities relating to abortion services and abortion referrals (September 27, 2017)

Member Management

- [POL#105 Providing Adequate Supervision of Members](#)
- [POL#120 Managing Member Hours](#)
- [POL#121 Ensuring Service Activities Are Allowable](#)
- [POL#122 Managing Alternative Service](#)
- [POL#123 Managing Member Leave](#)
- [POL#124 Participation in Training Institutes](#)
- [POL#125 Managing Limited Teleservice by Members](#)
 - [FORM: FRM-125A Teleservice Approval & Verification Form](#)
- [POL#130 Managing Member Conduct](#)
- [POL#131 Managing Member Appearance and Use of Service Gear](#)
- [POL#132 Managing Member Grievance](#)
- [POL#133 Managing Member Service-Related Accidents/Injuries](#)
 - [FORM: FRM-133 Member Incident Report](#)
- [POL#140 Managing Reasonable Accommodation Requests for Members](#)
 - [FORM: FRM-140A Member Request for Reasonable Accommodation](#)
- [POL#150 Managing Member Transfers](#)
- [POL#160 Managing Member Deployment for Disaster Response](#)
- [Processing Child Care Benefits Requests](#)

How to Navigate this PDF

This PDF is structured to sequentially list all Washington Service Corps policies.

On each page of this PDF, you will find the policy, its highlights and a hyperlink to the WSC website so you that can read the policy in its entirety.

Each policy slide is followed by a common scenario question and answer slide.

At the end of the policy review, please contact your WSC/WRC coordinator with any questions. Then click on the hyperlink at the end of the PDF and *take the required Policy Training Quiz.*

Providing Adequate Supervision Policy 105 Highlights

Identify organizational staff to provide oversight of member(s) also ensuring that adequate time is devoted to this oversight.

Provide adequate tools and equipment to members and ensure the safe use by members.

Coordinate any changes with WSC/WRC.

Orient new/replacement supervisors to their AmeriCorps duties and communicate with WSC/WRC Program Coordinator.

Manage and communicate member performance issues.

Follow discipline guidelines in administering member management issues.

Review Policy here: [WSC Policies and Procedures](#)

Policy 105

Common Scenario Question



A member comes in late for service and did not contact you ahead of time. What do you do?

Policy 105 Common Scenario Answer



As stated on page four of Policy 105: document the member performance issue in writing, include actions taken toward resolution. Also, according to the Member Service Agreement, follow the disciplinary guidelines by issuing a verbal warning. Contact your WSC/WRC Program Coordinator to let them know what occurred with the member. Be prepared to forward documentation to WSC as requested.

Managing Member Hours Policy 120 Highlights

Provide members the ability to meet the required number of hours by serving at least 40 hours per week.

Ensure all hours are reported correctly and reflected on the member timesheet including any approved weekend hours.

Member completes timesheet and signs after the last day of service for the pay period and notes reasons if under set hours or are in excess of average hours for the period.

Track hours needed to meet the minimum requirements.

Members should not be serving excess hours at the end of their term of service.

Assist member with Alternative Service, if needed.

Review policy here: [WSC Policies and Procedures](#)

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Policy 120

Common Scenario Question



Your member reports on their timesheet that they served three hours on a Saturday, but you are not aware of them serving on Saturday. What do you do?

Policy 120 Common Scenario Answer



Per Policy 120, you need to ensure that time reported on a timesheet reflects the actual hours served. If a member served on Saturday, they need to provide an explanation and verification, such as a physical project result. You will also need to ensure that the activity performed is allowable per the Member Service Agreement.

Ensuring Service Activities are Allowable Policy 121 Highlights

Ensure that:

Organizational staff and members are aware of CNCS prohibited activities.

All service activities are performed in Washington state.

Service activities address focus area and project goals.

Service activities are reflected in the position description form.

Activities of members and the volunteers recruited for the program are allowable.

Review Policy here: [WSC Policies and Procedures](#)

CNCS Prohibited Activities

1. Attempting to influence legislation;
2. Organizing or engaging in protests, petitions, boycotts, or strikes;
3. Assisting, promoting, or deterring union organizing;
4. Impairing existing contracts for services or collective bargaining agreements;
5. Engaging in partisan political activities or other activities designed to influence the outcome of an election to any public office;
6. Participating in, or endorsing, events or activities that are likely to include advocacy for or against political parties, political platforms, political candidates, proposed legislation, or elected officials;
7. Engaging in religious instruction, conducting worship services, providing instruction as part of a program that includes mandatory religious instruction or worship, constructing or operating facilities devoted to religious instruction or worship, maintaining facilities primarily or inherently devoted to religious instruction or worship, or engaging in any form of religious proselytization;

CNCS Prohibited Activities Continued

8. Providing a direct benefit to—
 - a) A business organized for profit;
 - b) A labor union;
 - c) A partisan political organization;
 - d) A nonprofit organization that fails to comply with the restrictions contained in section 501(c)(3) of the Internal Revenue Code of 1986 except that nothing in this section shall be construed to prevent participants from engaging in advocacy activities undertaken at their own initiative; and
 - e) An organization engaged in the religious activities described in paragraph (7) of this section, unless Corporation assistance is not used to support those religious activities;
9. Conducting a voter registration drive or using Corporation funds to conduct a voter registration drive;
10. Providing abortion services or referrals for receipt of such services;
11. Such other activities as the Corporation may prohibit;

Policy 121

Common Scenario Question



During service hours, your member wants to attend an event to endorse their favorite political candidate. Is this allowable and how should you advise your member?

Policy 121 Common Scenario Answer



This is not allowable, per page two of Policy 121. Members cannot engage in prohibited activities listed in the Member Service Agreement during service hours or while representing AmeriCorps. They can, however, engage in political activities on their own time, while not representing AmeriCorps or wearing AmeriCorps gear.

Managing Alternative Service Policy 122 Highlights

Must have the prior approval of project supervisor and WSC Program Coordinator.

Service performed outside of a member's regular service activity.

Performed in addition to regular service.

May be used to increase service hours to ensure successful completion of required hours.

Used when member's service site is closed for holidays or other closures.

Must align with project goals and be performed at a nonprofit, local, state, tribal or federal agency.

Review Policy here: [WSC Policies and Procedures](#)

Policy 122

Common Scenario Question



Your member is interested in accumulating additional service hours and comes to you with the idea to help distribute food for the holidays. How do you know if this alternative service is appropriate?

Policy 122 Common Scenario Answer



Refer to page one of Policy 122, which provides the following criteria to decide if alternative service is appropriate:

The supervisor must pre-approve the service activity.

The service must align with the WSC project goals and meet a specific need as identified by the project site.

The service must be performed under the supervision of a nonprofit organization or a local, state, tribal or federal agency.

The service must be verifiable.

Managing Member Leave Policy 123 Highlights

Members do not have set vacation time or sick leave.

Supervisor must approve an absence in advance.

Administrative Hold used when member is unable to serve for more than a few consecutive days.

Disciplinary Suspension-with WSC/WRC approval.

Armed Forces-two week active duty reserves.

Jury Duty-able to count hours served with copy of jury summons.

Review Policy here: [WSC Policies and Procedures](#)

Policy 123

Common Scenario Question



A member informs you that due to a death in the family they will need to take a few days off. What information do you need to provide to your WSC/WRC Coordinator?

Policy 123 Common Scenario Answer



As stated on page two of Policy 123, you will need to do one of the following:

Submit a request to your WSC/WRC Program Coordinator to place member on administrative hold, with an explanation for the request and appropriate back-up documentation.

Or

Submit request to your WSC/WRC Program Coordinator, requesting an exception to the policy of placing a member on hold due to extenuating circumstances. The request needs to include an explanation of the extenuating circumstances and appropriate back-up documentation. Exceptions may not be considered if the notice is not provided in advance of the member's leave.

Participation in WSC Regional Member Training and WRC Institute Policy 124 Highlights

Ensure members attend the required WSC and WRC training events:

WRC holds it's three-day mandatory training event in October

WSC holds it's one-day Regional Member Trainings in October/November

Project Sites are responsible to reimburse members for cost of travel to and from the events.

Review Policy here: [WSC Policies and Procedures](#)

Policy 124

Common Scenario Question



Your member has requested to not attend either the WSC member training or the WRC Training Institute at the beginning of the year. Is this permissible?

Policy 124 Common Scenario Answer



It depends. WSC member training and the WRC Training Institute is mandatory, but as stated on page one of Policy 124, if the request is for a compelling reason, then forward the request to your WSC/WRC Program Coordinator with your recommendation. If it is not a compelling reason, then deny the request.

Managing Limited Teleservice By Members

Policy 125 Highlights

Appropriate only when the activity can be meaningfully supervised and the hours validated.

Not intended to be a regular occurrence .

Maximum teleservice hours that can be served within a calendar month are 6 hours (hours cannot be banked).

Not to be used for long breaks for holidays or extended service site closures.

Teleservice hours are reported as service or training hours (depending on how time was spent).

Activities must be within the scope and purpose of the approved WSC project.

Review Policy here: [WSC Policies and Procedures](#)

Policy 125

Common Scenario Question



Your member wants to participate in site-specific online training over the weekend. Is this permissible?

Policy 125 Common Scenario Answer



Yes. As stated on page two of Policy 125, one example of teleservice may include completing online training. In this example, an audit trail would be produced by which a supervisor can verify the hours claimed. However, teleservice cannot be more than 6 hours per month, so be sure the online training does not take them over that threshold before you approve.

Managing Member Conduct Policy 130 Highlights

Supervisor orients member(s) on the rules of conduct for WSC, their sponsoring organization and their service site.

WSC Member rules of conduct:

Demonstrate mutual respect towards others;

Fulfill duties and responsibilities of the position;

Follow directions;

Direct concerns, problems, and suggestions to project or service site supervisor.

Review Policy here: [WSC Policies and Procedures](#)

Policy 130

Common Scenario Question



Your member violates the rules of conduct by having an unauthorized absence. What steps do you need to take next?

Policy 130 Common Scenario Answer



As stated on page two of Policy 130, if a member violates any of the rules of conduct, supervisor must follow progressive discipline procedures outlined in the Member Service Agreement.

Managing Member Appearance & Use of Service Gear Policy 131 Highlights

Project supervisors must ensure that:

Members wear AmeriCorps gear during their service and for AmeriCorps sponsored events (i.e., shirts, jackets, pins, hats);

Appropriate clothing is worn by members at their service site;

Guidance is provided on safety requirements including clothing requirements;

The AmeriCorps logo is used appropriately.

Review Policy here: [WSC Policies and Procedures](#)

Policy 131

Common Scenario Question



You notice that your member, while dressing appropriately for their service, never wears AmeriCorps-branded service gear. Is this a violation of the policy?

Policy 131 Common Scenario Answer



Yes. As stated on page one of Policy 131, members always wear service gear, every day, during all service hours and service events.

Managing Member Grievance Policy 132 Highlights

“Grievance: a formal complaint filed by a WSC member regarding service-related issues, such as suspension, release for cause, or denial of the AmeriCorps education award.”

Prior to formal grievance procedures, supervisors must attempt to resolve issues at the site level.

Documentation must be provided to WSC regarding resolution attempts.

The formal process includes:

- ✓ Alternative Dispute Resolution (ADR) within 45 days of the dispute
- ✓ Grievance Hearing
- ✓ Binding Arbitration

Managing Member Grievance Policy 132 Highlights (continued)

Filing a Discrimination Claim:

Any volunteer, service participant, client, employee or beneficiary of a program or project who believes he or she has been subjected to discrimination in violation of nondiscrimination provisions of applicable laws or regulations may raise his or her concerns with the Corporation for National & Community Service's Office of Civil Rights and Inclusiveness.

Discrimination claims not brought to the attention of the Office of Civil Rights and Inclusiveness within 45 days of their occurrence may not be accepted in a formal complaint of discrimination.

The Office of Civil Rights and Inclusiveness may be reached at eo@cns.gov, (202) 606-7503 (VOICE), (202) 606-3465 or (202) 606-3472 (TTY).

Review Policy here: [WSC Policies and Procedures](#)

Policy 132

Common Scenario Question



A dispute has arisen between you and your member. What are the steps you should take to resolve the issue?

Policy 132 Common Scenario Answer



As stated on page one of Policy 132, we expect problems to be settled at the site level, so that the member can remain in continuous effective service. If initial efforts at the local level do not settle the issue, then members may seek resolution through their WSC/WRC Program Coordinator.

Managing Member Service Related Accidents/Injuries Policy 133 Highlights

WSC/WRC members injured during their AmeriCorps service must report the injury immediately to their site/project supervisor.

Ensure the member completes the first page of the *Member Incident Report – FRM-133*.

Supervisor or Sponsoring Organization's Safety Representative provides input on and completes page two of the Member Incident Report.

The completed report must be submitted to the WSC/WRC within five days of the accident/injury.

Supervisor and member take the appropriate actions to prevent any future injuries.

Review Policy here: [WSC Policies and Procedures](#)

Policy 133

Common Scenario Question



A member is injured while serving at their site.
What steps do you take?

Policy 133 Common Scenario Answer



First, make sure the member is not injured. If they need medical attention, see that this is provided right away. As stated in Policy 133, if a doctor's care is needed, make sure the member informs the doctor that it is a service-related injury, and they are covered under Workers Compensation. Contact your Program Coordinator, complete the Member Incident Report with your member, and submit it to your Program Coordinator within 5 business days of the injury.

Managing Reasonable Accommodation Requests for Members Policy 140 Highlights

Reasonable accommodation applies to disabilities as defined by Washington Law Against Discrimination at RCW 49.60(7).

Member or supervisor can request a reasonable accommodation.

A reasonable accommodation is a modification or adjustment that enables a member with a disability to perform the essential functions of the position during their term of service.

Examples of reasonable accommodations include, but are not limited to: task restructuring; reassigning nonessential functions and modifying architectural barriers.

Members can request a reasonable accommodation for disabilities by completing the request form; contacting their Program Coordinator directly; or calling the WA Service Corps general line.

Review Policy here: [WSC Policies and Procedures](#)

Policy 140

Common Scenario Question



A member speaks to you about getting a reasonable accommodation due to a spinal injury they received a few years back, but they are not sure of the process. What should you advise?

Policy 140 Common Scenario Answer



As stated on page two of Policy 140, you should provide your member with three options to request a reasonable accommodation: complete the request form with you, contact your Program Coordinator directly, or call the WA Service Corps general line toll-free at 1-888-713-6080 to request assistance.

Managing Member Transfers

Policy 150 Highlights

Members are expected to complete their term of service with original service site.

If this is not possible, a transfer may be requested using the following steps:

Sponsoring organization submits a written request;

The sponsoring organization coordinates any issues with the member placement fee;

WSC Program Coordinator coordinates internal processes such as payroll and timesheets;

New site supports member transition and assumes supervisory duties.

Review Policy here: [WSC Policies and Procedures](#)

Policy 150

Common Scenario Question



You decide to accept a new position, and will be leaving your job. There is no one at your site location that can serve as a supervisor for your member, but there is another site nearby where your organization has another AmeriCorps supervisor and members. You think that transferring your member to this new site may be a solution. What is your next step?

Policy 150 Common Scenario Answer



As stated on page one of Policy 150, you will need to submit a written request to transfer, along with supporting documentation, to your WSC/WRC Program Coordinator for approval prior to making transfer arrangements with the member or potential future site.

Managing Member Deployment For Disaster Response Policy 160 Highlights

Members serving at WSC sites who have agreements with FEMA (example: American Red Cross), may be deployed to help support disaster response or recovery efforts

Deployment criteria includes the following:

- Initial approval is given by WSC to deploy members;

- Members understand the possible difficult conditions of deployment;

- Member's physical condition is appropriate for specified tasks;

- During deployment, ensure that all WSC policies are followed.

Review Policy here: [WSC Policies and Procedures](#)

Policy 160

Common Scenario Question



There has been a large flood in your local community and there are stranded residents that are in danger due to the rising waters. You know that WSC can deploy members in times of disasters, but are not sure if your members will be deployed. How will you know?

Policy 160 Common Scenario Answer



As stated on page one of Policy 160, all deployments will be requested by WSC unless your host organization is a disaster response organization, where any requests for deployment would require initial approval by WSC.

Member Exit Procedure Highlights

When member exits the program they must complete the required exit paperwork along with the project supervisor.

Exit paperwork includes:

- CNCS Exit Form
- WSC Exit Evaluation form
- Member Resignation Letter/Memo
- All timesheets must be approved and submitted
- All paperwork must be submitted to WSC within 5 business days after the member's exit date.

Review Member Exit Procedures here: [WSC/WRC Member Exit Procedures](#)

Thank You for Reviewing the WSC/WRC Policies!

Further Questions??

Please contact your WSC/WRC Program Coordinator if you have questions about the policies and procedures.

Important:

Verify that you understand and have reviewed the policies.

Go To: [Required Policy Training Quiz](#)