

Effective: June 1, 2015  
Revised: April 12, 2024  
Cancels: WSC Policy #9



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## POLICY/PROCEDURE

Focus Area:  
Site and Member Services

See Also: Member Service Agreement; POL-121; POL-122; POL-141

# POL – 120

## MANAGING MEMBER HOURS

This Policy/Procedure applies to the selection of all Washington Service Corps (WSC) AmeriCorps members, including Washington Reading Corps (WRC) and any other AmeriCorps project area managed by WSC.

Members must serve full-time for their entire term of service as indicated in the Member Service Agreement. Members must also complete the minimum number of allowable, verifiable service hours during their full term of service to be eligible for an education award. If hours are not met for compelling personal circumstances refer to Policy 141.

### PROCEDURE:

#### 1. Sponsoring Organization Provides Opportunity to Complete Service Requirements

- a. Design and operate a project that provides members the ability to meet the required number of hours. Schedule the member for an average of at least 40 hours per week for the entire term of service as outlined in the Position Description Form.
- b. If holidays, closures, or vacations interfere with service hours, develop activities according to *POL-122 – Managing Alternative Service*.
- c. Clearly communicate requirements for service activities that require variable hours.
- d. Do not allow members to serve more than 14 hours in a day.

#### 2. Sponsoring Organization Ensures Service Hours are Reported Correctly

- a. Ensure member timesheets are submitted AFTER all hours for the period have been served.
- b. Authorized site staff must approve timesheets no later than 5 business days after the end of each pay period.
  - i. Ensure time reported on timesheets reflect actual hours served.
  - ii. Ensure all reported hours comply with *POL-121 – Ensuring Service Activities are allowable*.

### **3. Sponsoring Organization Ensures Training and Fundraising Hours are Reported Correctly**

- a. Ensure education and training hours make up no more than 20% of a member's total hours.
  - i. Examples of these activities include the WSC/WRC required core training, member development days and team-building exercises, orientations (including AmeriCorps orientation), seminars and workshops related to direct service.
- b. Ensure fundraising hours make up no more than 10% of a member's total hours.

### **4. Member Ensures Minimum Hours are Served**

- a. Enter actual hours served into the timesheet.
  - i. Ensure all hours comply with *POL-121 – Ensuring Service Activities are Allowable*.
- b. Submit electronic timesheets after all hours for the period are served, but in time to be approved by supervisor within 5 business days after the end of each pay period.
- c. Keep track of all hours served, as shown in the timesheet application.
- d. Keep track of hours needed to satisfy the minimum requirement.
- e. Maintain an average of at least 40 hours per week for the entire term of service.
- f. Work with site staff to make up hours through alternative service according to *POL-122 – Managing Alternative Service* when necessary.

### **5. WSC Determines Eligibility for Education Award**

- a. Upon each member's exit from the program, WSC staff reviews the total number of approved hours. WSC uses this information to help determine eligibility for the education award.