

Michigan Education Corps Program Manual

2021-2022



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SECTION A: INTRODUCTION TO AMERICORPS

WHAT IS AMERICORPS?

AmeriCorps is often described as the “domestic Peace Corps.” AmeriCorps engages more than 80,000 Americans in intensive service each year at nonprofits, schools, public agencies, and community and faith-based groups across the country.

Since the program’s founding in 1994, over 1 million AmeriCorps MEMBERS have contributed more than 1.4 billion hours in service across America while tackling pressing problems and mobilizing millions of volunteers for the organizations they serve.

HISTORY OF NATIONAL SERVICE

When faced with challenges, our nation has always relied on the dedication and action of its citizens. The Corporation for National and Community Service (CNCS) carries on a long tradition of citizen involvement by providing opportunities for Americans of all ages to improve their communities through service.

1960s Retired Senior Volunteer Program (RSVP); Foster Grandparent Program; Senior Companion Program

Demonstration projects launched for these three programs to demonstrate the effectiveness of the service model and to engage older Americans in a range of service activities.

1964 Volunteers in Service to America (VISTA)

Created by President Lyndon B. Johnson as a part of the "War on Poverty."

1970s ACTION Agency formed

The Senior Service Programs + Peace Corps + VISTA form the Action Agency

1973 Domestic Volunteer Service Act of 1973

RSVP, Foster Grandparent Program, and Senior Companion Program become authorized through this act.

1989 Points of Light Foundation

President George H.W. Bush creates the Office of National Service in the White House and the Points of Light Foundation to foster volunteering.

1990 National and Community Service Act of 1990

Signed by President Bush, the legislation authorizes grants to schools to support service-learning through Serve America and demonstration grants. Learn and Serve is created.

1993 Corporation for National and Community Service (CNCS) created

CNCS merged the work and staff of two predecessor agencies, ACTION and the Commission on National and Community Service. Senior Corps incorporates the three senior-focused programs: Foster Grandparents, Senior Companions, and RSVP.

1994 AmeriCorps founded

2009 Edward M. Kennedy Serve America Act signed

April 21, 2009: President Barack Obama signs bipartisan law to expand and strengthen national service programs.

2010 Social Innovation Fund launched

Ensures that high-impact nonprofits are able to attract the resources they need to grow and improve the economic, educational, and health prospects of low-income communities.

2014 AmeriCorps celebrates 20 years

CNCS has served more than 5 million individuals of all ages and backgrounds to help meet local needs through a wide array of service opportunities.

2016 AmeriCorps celebrates 1 million members, a major milestone for national service.

AMERICORPS FAST FACTS

- AmeriCorps engages 80,000 MEMBERS annually.
- AmeriCorps MEMBERS serve in 20,000+ locations across the country.
- 1,000,000+ people have served as AmeriCorps MEMBERS since 1994.
- AmeriCorps MEMBERS have earned more than \$3.6 billion in Segal AmeriCorps Education Awards since 1994.
- AmeriCorps efforts focus in five key areas:
 - 1) Disaster services,
 - 2) Economic opportunity,
 - 3) Education,
 - 4) Environmental stewardship, and
 - 5) Healthy futures.

AMERICORPS PLEDGE

I will get things done for America - to make our people safer, smarter, and healthier.

I will bring Americans together to strengthen our communities.

Faced with apathy, I will take action.

Faced with conflict, I will seek common ground.

Faced with adversity, I will persevere.

I will carry this commitment with me this year and beyond.

I am an AmeriCorps member, and I will get things done.

AMERICORPS DAYS OF SERVICE

9/11 Day of Service

In 2009, Congress designated September 11th as a National Day of Service and Remembrance under bipartisan federal law. This is a day of service and remembrance, during which volunteers from across the country will gather to run food drives, spruce up schools, reclaim neighborhoods, and support and honor veterans, soldiers, military families, and first responders.



Martin Luther King Jr. Day of Service

The purpose of the Martin Luther King Jr. Day of Service is to mobilize more Americans to observe the Martin Luther King Jr. federal holiday as a day of service in communities, to encourage those who serve on this holiday to make a long-term commitment to community service, and to bring people together to focus on service to others.



National AmeriCorps Week

Each year during National AmeriCorps Week, organizations from across the country partner with the Corporation for National Community Service to recognize the commitment of all AmeriCorps MEMBERS and alumni by highlighting the extraordinary impact that programs like Reading Corps have on the most critical issues facing the nation.

National AmeriCorps Week is a time to recognize members for their commitment to service and thank AmeriCorps community partners for their support. National AmeriCorps Week takes place the second week in March.

Mayor and County Recognition Day

In early April, mayors and county officials will hold public events to highlight the value of national service. Last year, 3,539 elected officials representing more than 178 million Americans participated in Mayor and County Recognition Day for National Service.

Global Youth Service Day

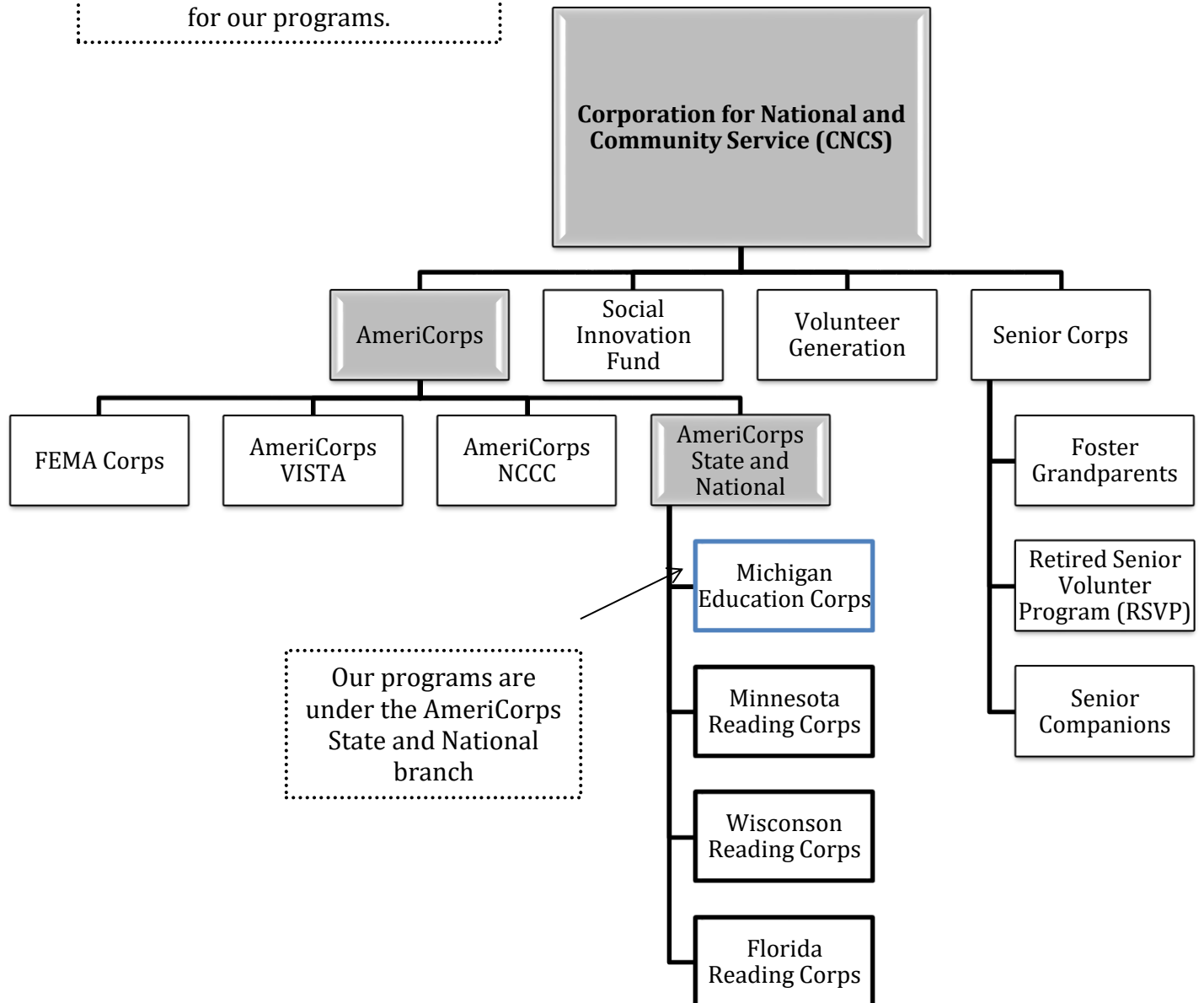
In April, Reading Corps participates in the largest service event in the world and the only one that celebrates the contributions that children and youth make 365 days of the year.

All MEMBERS are expected to attend at least one national day of service (listed above) as part of their service term.

ORGANIZATIONAL STRUCTURE OF AMERICORPS

FUN FACT: Reading Corps is the largest AmeriCorps State program in the country.

The **Corporation for National and Community Service (CNCS)** is the federal entity that has oversight of national service. It provides the majority of funding for our programs.



SECTION B: MICHIGAN EDUCATION CORPS & READING CORPS HISTORY

PROGRAM TIMELINE

2003 Representative Alice Seagren meets with ServeMinnesota and the creation of Reading Corps is inspired

Reading Corps is piloted in PreK Head Start Agencies. Interventionists are trained to support the development of preschool children's early language and literacy skills using research-based intervention techniques primarily targeting the "Big 5" language and literacy skill areas. Minnesota Literacy Council, a statewide 501c3, incubates the program.

2005 Reading Corps expands its model to K-3

Reading Corps K-3 model provides daily 1-on-1, twenty-minute sessions with Kindergarten through 3rd grade students. Interventionists provide targeted reading skill practice, commonly called interventions, in the areas of phonemic awareness, phonics, and fluency.

2007 Math Corps is piloted in St. Cloud Public Schools

Minnesota Math Corps is the outcome of a planning grant that was awarded to St. Cloud State University. A Steering Committee was assembled to determine an area of need in the St. Cloud Community that could be effectively and uniquely addressed by a new generation AmeriCorps program.

2010 Reading Corps Institute moves from being held regionally to statewide

ServeMinnesota Action Network is launched to be the new 501c3 organization responsible for implementing strategic initiatives of ServeMinnesota.



2011 Minnesota Opportunity Corps is formed

ServeMinnesota convened Catholic Charities of St. Paul and Minneapolis, Emerge, Project for Pride in Living, Rise Incorporated, Minnesota Community Action Agency Partnership, and CommonBond Communities to form a coordinated AmeriCorps program dedicated to helping low-income Minnesotans become more economically self-sufficient. ServeMinnesota Action Network was selected as the fiscal host because of its extensive experience in managing large statewide AmeriCorps programs.

2014 Reading Corps K-3 impact evaluation shows significant effects

Details of the report conducted by NORC can be found at <http://www.serveminnesota.org/about/reading-corps-research>.

Combined Reading Corps and Math Corps Institutes begin

2015 Reading & Math Inc., created.

2016 ServeMinnesota Action Network merges with Reading & Math, Inc. to administer programs on a national scale.

MICHIGAN EDUCATION CORPS

Mission and History

Rooted in service in collaboration with community partners driven by a desire to help learners overcome, Michigan Education Corps seeks to close the achievement gap in literacy and math in the State of Michigan.

Hope Network's MEC Reading Corps is based on the successful Minnesota Reading Corps, the largest AmeriCorps tutoring program in the country. The Michigan Education Corps utilizes AmeriCorps MEMBERS as elementary literacy interventionists to deliver research-based, supplemental literacy interventions for children age 3-grade 3 throughout the Michigan. A rigorous study conducted by the University of Chicago confirms that Reading Corps is a proven model¹ that significantly accelerates literacy achievement for children age 3 to grade 3. In K3, Reading Corps is implemented where MEMBERS each provide 1:1 tutoring with a caseload of 15-18 students for 20 minutes a day, five days per week. In preschool, Reading Corps is implemented by MEMBERS working directly in classrooms with all learners to create literacy and language rich environments.

Starting in Fall 2017, Hope Network's MEC piloted Math Corps, a replication of the Minnesota Math Corps. Math Corps is implemented with MEMBERS working directly with student pairs for 3-5 days, 90 minutes per week, to ensure they are Algebra Ready by the end of 8th grade.

Three cutting-edge features Reading Corps and Math Corps are data-driven decision-making, evidence-based intervention and progress monitoring, and rigorous attention to fidelity of implementation. These are accomplished through high-quality training and coaching.

¹Hafford, C., C. Markovitz, M. Hernandez, E. Hedberg, B. Silberglitt, H. Langerman, A. Diaconis, and M. Kiss. (2013). Process Assessment of the Minnesota Reading Corps.

Markovitz, C., Hernandez, M., Hedberg, E., & Silberglitt, B. (2014). Impact Evaluation of the Minnesota Reading Corps K-3 Program.

Reading Corps K-3 Program Model

The Reading Corps K-3 program model combines the human capital of AmeriCorps MEMBERS with evidence-based program elements, including:

- Reading Corps MEMBERS are trained to provide daily 1-on-1, twenty-minute sessions with Kindergarten through 3rd grade students
- A staff person at the school, called an Internal Coach, attends three days of Reading Corps training prior to the school year and supports the MEMBERS throughout the year
- A literacy expert with Reading Corps, called a Coaching Specialist, supports the Internal Coach and MEMBERS at the school
- MEMBERS provide targeted reading skill practice, commonly called interventions, primarily in the areas of phonemic awareness, phonics, and fluency
- MEMBERS are trained in 10 scripted reading interventions; Internal Coaches select interventions for students

SECTION B: ABOUT MICHIGAN EDUCATION CORPS

AmeriCorps MEMBERS serving with Michigan Education Corps receive rigorous training and ongoing support throughout their term of service to prepare them for their roles in the classroom.

Reading Corps MEMBERS, with oversight and support from their Internal Coach:

- **Assess** students to identify those at-risk for not reading at grade-level
- **Use data to inform instruction** to provide to students evidence-based interventions targeted to help the specific skill gap
- **Measure progress** by continuously collecting data to monitor student growth
- **Help students achieve literacy levels** by providing daily tutoring and reviewing student data to determine when the student is on a trajectory to achieving their literacy level



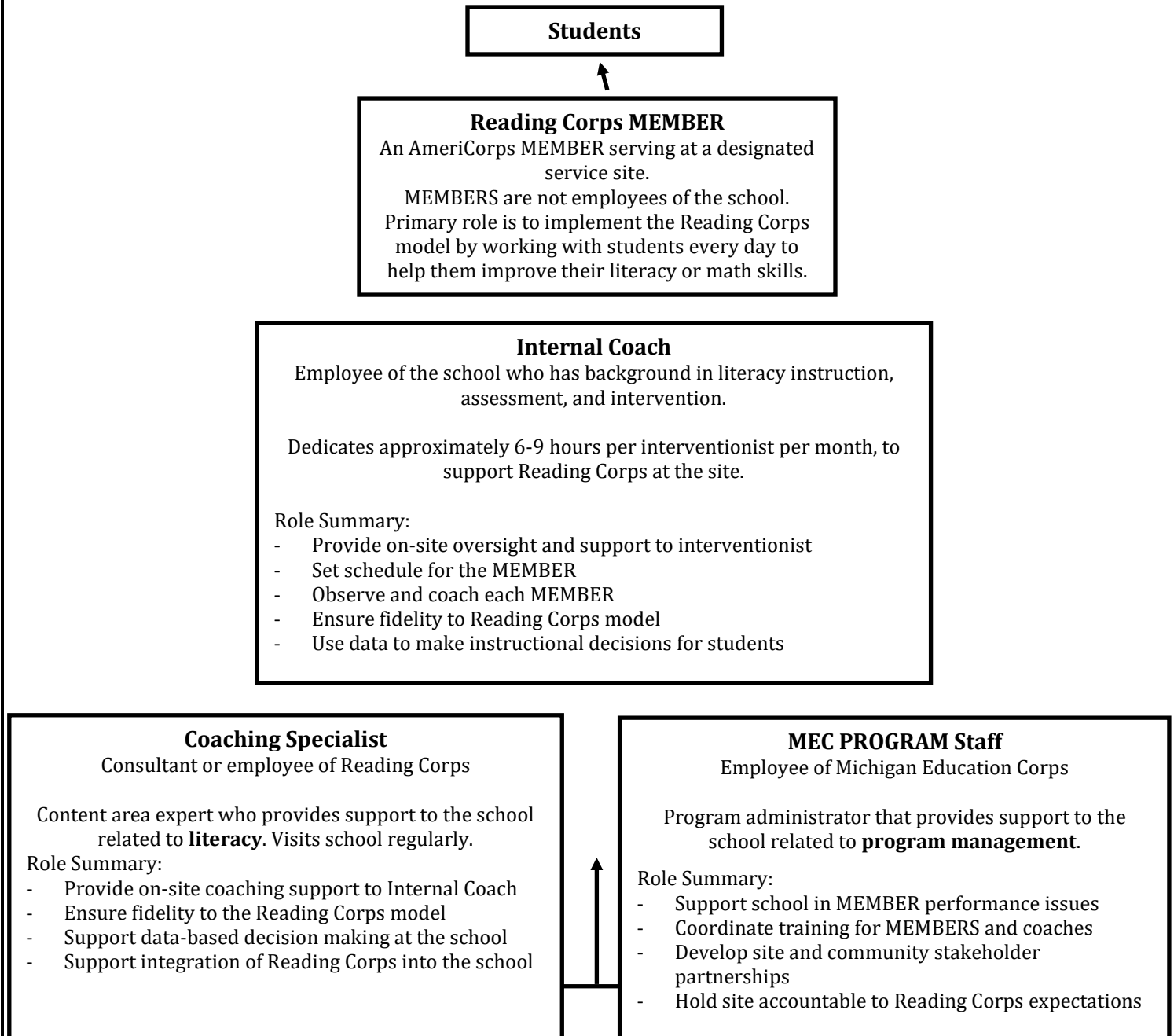
Program Growth

Reading Corps has grown substantially during its existence. In 2003, Reading Corps had 24 MEMBERS. Today, more than 30,000 students nationwide are being served by Reading Corps programs.

More information regarding Michigan Education Corps can be found at www.mieducationcorps.org

ROLES AND RESPONSIBILITIES

Michigan Education Corps has a support system in place so that MEMBERS are successful in helping students develop their literacy support skills. This pyramid of support reflects the foundational support that is provided by the Coaching Specialist and MEC PROGRAM Staff to the Internal Coach. In turn, the Internal Coach provides the most direct support and oversight to the MEMBER.



SECTION C: MEMBER SERVICE AGREEMENT



MEMBER Service Agreement – K-3 LEAD AND FIRST YEAR INTERVENTIONIST

MEC K-3 Reading Corps: 2020-21

PURPOSE

This agreement delineates the terms, conditions, and rules of membership for participation of the MEMBER as named in the Authorization & Certification section of this agreement (“MEMBER”) in the AmeriCorps program, Michigan Education Corps (“PROGRAM”), during the 2020-21 PROGRAM year.

Reasonable accommodations provided upon request. This document is available in alternative formats.

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POSITION DESCRIPTION

POSITION TITLE K-3 Lead Interventionist
REPORTS TO AmeriCorps Program Director, AmeriCorps Program Coordinator,
 Director of Programming and Operations, Internal Coach,

POSITION SUMMARY

The K-3 Lead MEMBER is placed at an elementary school to provide supplemental practice to children in kindergarten through third grade to develop their reading skills. The elementary literacy MEMBER will use scripted, evidence-based literacy interventions as guided by his or her coaches and will conduct weekly 1-minute assessments to ensure each student is on track to read at grade level. This is an AmeriCorps service MEMBER position.

ESSENTIAL FUNCTIONS

Early Literacy Intervention and Assessment

- Conduct one-on-one tutoring sessions with students using scripted, evidence-based literacy interventions provided by Reading Corps; achieve a high degree of fidelity to the scripted interventions.
- Assist children in improving their reading skills and abilities to reach grade level expectations.
- Provide opportunities for family literacy involvement for Reading Corps students, including implementing the Reading Corps family engagement literacy intervention - Read at Home! (RAH!).
- Develop and maintain a weekly tutoring schedule for students to allow for a minimum of 15 – 20 children (full-time MEMBERS) or 8-10 children (half-time/part-time MEMBERS) to receive daily 20-minute reading tutoring sessions.
- Identify students who qualify for Reading Corps tutoring services based on a Reading Corps designed assessment with direction from the Internal Coach and Coaching Specialist.
- Assess, with a high level of accuracy, students' continual progress using tri-annual benchmark assessments and ongoing progress monitoring assessments.
- Provide complete, accurate, and timely documentation of students' weekly progress scores and interventions using an online database; maintain confidentiality of all student data.
- Regularly review student data with Internal Coach and Coaching Specialist to gauge the effectiveness of the literacy intervention being used and determine if a change in strategy is necessary.
- Participate in coaching sessions (includes observation of MEMBERS); act on constructive feedback from coaching sessions.
- Demonstrate enhanced knowledge of Reading Corps PROGRAM Model
- Provide leadership to fellow Corps MEMBERS at primary service site and within assigned region

Communication

- Communicate and interact with students in an age and developmentally appropriate way.
- Build professional relationships and communicate regularly with classroom teachers, Internal Coach, and the Coaching Specialist regarding student schedules, MEMBERS, student progress, etc.
- Communicate effectively with Reading Corps staff and site personnel.

Attendance

- Regular, timely attendance during school hours, Monday-Friday, along with before and after school hours as scheduled.
- Service for a full school year, September 1, 2020 through June 5, 2021.
- Attend all required Reading Corps sponsored training sessions, meetings, and coaching sessions, including Professional Learning Groups (PLGs) and MEMBER Meet Ups (when applicable); travel as necessary.
- Full-time interventionists: Complete a minimum of 36.25 hours per week within a 9-month time period (1200 total hours).
- Half-time interventionists: Complete a minimum of 27.5 hours per week within a 9-month time period (900 total hours).

Emergency Response

- Assist with statewide preparedness for, response to, and recovery from disasters which includes supporting schools and communities in disaster relief activities related to COVID-19 closures and social distancing procedures.

SECONDARY FUNCTIONS

- Attend site-sponsored activities (e.g., family night, book fairs, etc.) and participate in site-sponsored meetings or other activities.
- Attend regional AmeriCorps events and National Days of Service.
- Other functions as indicated by the PROGRAM and/or Service Commission, such as submitting Great Stories in OnCorps, volunteer mobilization, participation in Professional Learning Groups, participation in outreach activities, and Martin Luther King Jr. Day of Service.

MINIMUM QUALIFICATIONS

- Must be 18 years of age or older by your start date.
- Must have at least a high school diploma or a GED by your start date.
- Must be either a citizen, national, or lawful permanent resident alien of the United States.
- Must pass mandatory pre-service background checks.
 - Must not have served 4 or more prior terms of service with AmeriCorps.
 - Speak, read, and write English fluently.
 - Interest in education, specifically helping young children develop early language and literacy skills.
 - Dedication to community service.

SECTION C: MEMBER SERVICE AGREEMENT

- Basic computer skills, including the ability to navigate online systems and email.
- Energetic, results-oriented, student-focused style, coupled with strong planning and time-management skills.
- Strong capacity to be flexible and adaptable to varied circumstances, paired with a conscientious commitment to adhere to the Reading Corps model with fidelity; consistent follow-through.
- Ability to accept and incorporate constructive feedback from coaches and MEC PROGRAM Staff.
- Ability to serve with diverse personalities.
- Ability to adapt to a sometimes challenging and high-pressure environment.
- Strong personal standards of excellence, ethics, and integrity.

Michigan Education Corps / Reading Corps will not discriminate for or against any AmeriCorps service MEMBER or applicant based on the basis of race, color, creed, religion, national origin, sex, marital status, status with regard to public assistance, familial status, disability, sexual orientation, age, or any other category protected by law. Reasonable accommodations provided upon request.

POSITION DESCRIPTION

POSITION TITLE	K-3 Interventionist (First Year)
REPORTS TO	AmeriCorps Program Director, AmeriCorps Program Coordinator, Director of Programming and Operations, Internal Coach, MEC PROGRAM Staff

POSITION SUMMARY

The K-3 MEMBER is placed at an elementary school to provide supplemental practice to children in kindergarten through third grade to develop their reading skills. The elementary literacy MEMBER will use scripted, evidence-based literacy interventions as guided by his or her coaches and will conduct weekly 1-minute assessments to ensure each student is on track to read at grade level. This is an AmeriCorps service MEMBER position.

ESSENTIAL FUNCTIONS

Early Literacy Intervention and Assessment

- Conduct one-on-one tutoring sessions with students using scripted, evidence-based literacy interventions provided by Reading Corps; achieve a high degree of fidelity to the scripted interventions.
- Assist children in improving their reading skills and abilities to reach grade level expectations.
- Provide opportunities for family literacy involvement for Reading Corps students, including implementing the Reading Corps family engagement literacy intervention - Read at Home! (RAH!).
- Develop and maintain a weekly tutoring schedule for students to allow for a minimum of 15 – 20 children (full-time members) or 8-10 children (half-time/part-time members) to receive daily 20-minute reading tutoring sessions.
- Identify students who qualify for Reading Corps tutoring services based on a Reading Corps designed assessment with direction from the Internal Coach and Coaching Specialist.
- Assess, with a high level of accuracy, students' continual progress using tri-annual benchmark assessments and ongoing progress monitoring assessments.
- Provide complete, accurate, and timely documentation of students' weekly progress scores and interventions using an online database; maintain confidentiality of all student data.
- Regularly review student data with Internal Coach and Coaching Specialist to gauge the effectiveness of the literacy intervention being used and determine if a change in strategy is necessary.
- Participate in coaching sessions (includes observation of MEMBERS); act on constructive feedback from coaching sessions.

Communication

- Communicate and interact with students in an age and developmentally appropriate way.

- Build professional relationships and communicate regularly with classroom teachers, Internal Coach, and the Coaching Specialist regarding student schedules, interventions, student progress, etc.
- Communicate effectively with Reading Corps staff and site personnel.

Attendance

- Regular, timely attendance during school hours, Monday-Friday, along with required participation in program trainings, Member Engagement Activities, approved Civic Engagement, and approved before and after school hours as scheduled.
- Service for a full school year, August 16, 2021 through June 4, 2022. Exact dates are specified for each member's service term.
- Attend all required Reading Corps sponsored training sessions, meetings, and coaching sessions, including Professional Learning Groups (PLGs) and MEMBER Meet Ups (when applicable); travel as necessary.
- Full-time interventionists: Complete a minimum of 37.50 hours per week within a 9-month time period (1200 total hours).
- Half-time interventionists: Complete a minimum of 27.50 hours per week within a 9-month time period (900 total hours).

Emergency Response

- Assist with statewide preparedness for, response to, and recovery from disasters which includes supporting schools and communities in disaster relief activities related to COVID-19 closures and social distancing procedures.

SECONDARY FUNCTIONS

- Attend site-sponsored activities (e.g., family night, book fairs, etc.) and participate in site-sponsored meetings or other activities.
- Attend regional AmeriCorps events and National Days of Service.
- Other functions as indicated by the PROGRAM and/or Service Commission, such as submitting Great Stories in OnCorps, volunteer mobilization, participation in Professional Learning Groups, participation in outreach activities, and Martin Luther King Jr. Day of Service.

MINIMUM QUALIFICATIONS

- Must be 18 years of age or older by your start date.
- Must have at least a high school diploma or a GED by your start date.
- Must not have served 4 or more prior terms of service with AmeriCorps.
- Must be either a citizen, national, or lawful permanent resident alien of the United States.
- Must pass mandatory pre-service background checks.
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SECTION C: MEMBER SERVICE AGREEMENT

- Basic computer skills, including the ability to navigate online systems and email.
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- Strong capacity to be flexible and adaptable to varied circumstances, paired with a conscientious commitment to adhere to the Reading Corps model with fidelity; consistent follow-through.
- Ability to accept and incorporate constructive feedback from coaches and PROGRAM Staff.
- Ability to serve with diverse personalities.
- Ability to adapt to a sometimes challenging and high-pressure environment.
- Strong personal standards of excellence, ethics, and integrity.

Michigan Education Corps / Reading Corps will not discriminate for or against any AmeriCorps service MEMBER or applicant based on the basis of race, color, creed, religion, national origin, sex, marital status, status with regard to public assistance, familial status, disability, sexual orientation, age, or any other category protected by law. Reasonable accommodations provided upon request.

CODE OF CONDUCT

MEMBERS are expected to serve under the terms and expectations outlined below. Failure to adhere to this Code of Conduct will result in implementation of disciplinary procedures.

Attendance

- Arrive and depart from the service site on time every day following a set schedule and an established sign-in/sign-out procedure
- With Internal Coach, establish and follow a protocol to notify Internal Coach if MEMBER will be late or absent
- Receive approval from Internal Coach for scheduled absences
- Notify PROGRAM Staff of a scheduled or unscheduled absence of longer than three (3) days
- Attend each scheduled coaching session or meeting with Internal or Coaching Specialist
- Attend relevant training sessions or meetings at the service site
- Abide by the service site's schedule and policy regarding breaks and lunch. There may be situations in which service activity occurs during lunch; under these circumstances only, the lunch time may be recorded on the MEMBER'S time sheet
- Arrive on time to and stay for the duration of each required training session
- Provide timely notification to PROGRAM Staff if unable to attend a scheduled training session and be prepared to reschedule or otherwise make-up the training requirement
- Make regular and adequate progress toward the minimum total service hour commitment required by the Term of Service

Note: The PROGRAM reserves the right to withhold payment of the living allowance if a MEMBER does not report to their service site for three (3) consecutive days without notifying PROGRAM Staff.

Performance

- Perform satisfactorily the essential functions as described in the position description
- Submit time sheets for approval by the applicable deadlines
- Submit student data online by Friday of each week
- Adhere to policies, procedures, and code of conduct of the service site including but not limited to child confidentiality, Internet policies, late arrival or absences, and classroom behavior
- A Mid-Term and End-of-Term performance evaluation will be conducted on each MEMBER by their Internal Coach/Site Supervisor as required by CNCS.

Confidentiality

- Treat any knowledge of or information about students sensitively and confidentially

- Store confidential student data in a secure on-site location. Student data (including data from the Reading Corps data management system or tutor logs) may **NOT** be removed from the service site unless instructed to bring to a PROGRAM training session
- Discuss student data only with a Coaching Specialist, Internal Coach/Site Supervisor, classroom teacher, or other school employee working directly with the student

Dress Code

A MEMBER should adhere to the service site's dress code and must be attired in official PROGRAM gear

- during any public events;
- during site visits by representatives of government, the media, PROGRAM funders or potential funders, or other leadership (such as district leadership);
- and in publicity photographs and/or videos, news broadcasts, and articles regarding the PROGRAM, AmeriCorps, or Reading and Math Inc.
- MEMBERS should **NOT** wear the AmeriCorps logo while engaging in prohibited activities while on personal time (see Prohibited Activities Section, pg. 96-97)

As the PROGRAM builds awareness about the critical service that MEMBERS provide by their participation in the PROGRAM, MEMBERS should wear PROGRAM gear at least three times per week, and more frequently if possible. MEMBERS must wear the AmeriCorps logo daily (e.g., on their lanyard).

Professionalism

MEMBERS are representatives of their school/site, their community, the PROGRAM, and AmeriCorps during their term of service and are expected to conduct themselves in a professional manner. In the context of an AmeriCorps service term, we define professionalism in the following ways:

- Communicating professionally with the PROGRAM and service site staff and families
- Checking e-mail daily and responding to email communication in a timely manner (1-3 business days)
- Limiting cell phone use to break-time both at the service site and during training sessions (Emergency situations should be communicated to PROGRAM and service site staff as soon as possible)
- Arranging adequate childcare, including back-up care during the service term, during regularly scheduled service at site and for the full duration of each training participant.
- Being respectful, engaged, and responsive as a training participant
- Engaging in coaching sessions by positively and readily implementing coaching feedback to increase fidelity and service success.
- Ensure PROGRAM property (e.g., Great Leaps binder or IGD kit) is inventoried and retained in good condition before the close of the service term
- Return all site property that may be issued to MEMBER, following site procedures and deadlines

Code of Conduct applies anytime MEMBER is serving hours as an AmeriCorps member including independent service hours on or off site.

Internet Usage

- MEMBER internet activity must remain professional during their term of service, and should adhere to the internet policy of their service site
- While posting to social media or other websites on behalf of PROGRAM, members should not engage in Prohibited Activities as defined in this Member Service Agreement and 45 CFR §2520.65
- MEMBERS should set any social networking accounts to *private* (e.g., Facebook, Twitter, Instagram, Google +) and should not add or communicate with students or parents/guardians via social networks.
- MEMBERS are prohibited from the following:
 - chatting with students or parents/guardians of students online
 - posting inappropriate pictures of themselves on the internet (e.g., pictures involving alcohol consumption and/or intoxication, sexually provocative photographs) while representing the PROGRAM
 - posting pictures or videos of students on the internet
 - posting blog entries about or communicating online about students or their parents/guardians
 - forwarding non service-related or offensive emails to anyone within the PROGRAM or service site network (e.g., political or religious emails)
 - on social media, expressing personal views as if they are the views of the PROGRAM or the service site
 - on social media, disparaging the PROGRAM, the service site, AmeriCorps, or any of their employees or representatives while representing the PROGRAM
 - on social media, using any PROGRAM or AmeriCorps copyrighted materials or trademarked images unless specifically authorized in advance

PERFORMANCE MANAGEMENT PROCEDURE

Michigan Education Corps' approach to performance management demonstrates and balances our organizational commitment to:

- Provide growth, fulfillment, and life-changing service experiences for MEMBERS, and
- Implement evidence-based programs to make a measurable impact on outcomes for service recipients.

Performance management and performance improvement are a normal and expected component of the service experience. The PROGRAM has structures in place to ensure MEMBERS are able to effectively fulfill the essential functions of the position with a reasonable level of support. Specifically:

- MEMBERS are expected to follow the PROGRAM Code of Conduct and adhere to the policies of both the PROGRAM and the service site. MEMBERS are expected to satisfactorily complete the duties outlined in their position description. Failure to fulfill these expectations, with or without reasonable accommodations, may result in discipline.
- When PROGRAM Staff become aware of a member performance concern, depending on its severity, they will take the following actions:
 - Gather and document specific, objective information about the performance concern from the involved parties (Site Supervisor, Site Administrator, Internal Coach, and/or PROGRAM Partners)
 - In conjunction with the Internal Coach/Site Supervisor (and Coaching Specialist, as applicable), communicate directly with the MEMBER about the concern as it relates to their Code of Conduct and position description
 - Determine if there is an underlying cause of the issue and work with relevant parties to create an action plan, which could include:
 - Providing customized or tailored support (as part of this process, MEMBER could request a formal accommodation)
 - Creating a performance improvement plan
 - Addressing conflict between MEMBER, site staff, and/or PROGRAM
 - Taking formal disciplinary action
- Depending upon the circumstances, disciplinary action may take any or all of the following forms, even on a first infraction, at the sole discretion of PROGRAM Staff:
 - Oral or written reprimand.
 - Corrective action plan or probation based on written notice
 - Involuntary suspension of service.
 - Early exit from service for cause. Benefits will cease on the exit date and the MEMBER will not be eligible for any portion of the education award.
 - Throughout the service term, documentation will be kept in the MEMBER'S file for any observed performance concerns and the action taken to address such concerns.

EXIT FROM SERVICE

MEMBERS will be exited from service in one of three ways: successful completion, exit for compelling personal circumstances, or exit for cause.

Successful Completion: A MEMBER will exit successfully and, if eligible, receive the Segal AmeriCorps Education Award if the following requirements are completed within one calendar year of the MEMBER'S enrollment date: (1) minimum service hours, (2) PROGRAM requirements, and (3) end-of service tasks.

- (1) Minimum Service Hours: MEMBERS must serve the minimum total number of service hours required by the Term of Service. A MEMBER must complete, submit, and obtain approval for every time sheet between enrollment and exit date on time in order to receive his or her living allowance. Only hours that are approved and

completed between a MEMBER's enrollment and exit date will be counted towards total service hours.

- (2) **PROGRAM Requirements:** A MEMBER must fulfill all essential functions of the position and complete the training provided as required by 45 CFR §2522.940(e).
- (3) **End-of-Service Tasks:** The MEMBER must complete and submit an online *Exit Form* in My AmeriCorps.

There is neither a penalty nor an additional incentive for MEMBERS to serve more than the minimum number of hours required by their term. With approval from the service site, a MEMBER may reduce the number of hours served each week once (1) they have met the minimum number of service hours required by the term, and (2) the site's academic year has ended. A MEMBER who has met the minimum number of service hours before the exit date but who wishes to remain enrolled in the program should continue to serve a regular and reasonable commitment of service hours even beyond the minimum number required.

If a MEMBER plans to complete service hours and PROGRAM requirements prior to the expected service end date, s/he may request an early successful exit. PROGRAM Staff must receive and approve the request in order for it to be granted. If an exit on the date requested will prohibit the MEMBER from providing consistent services during the academic year, the Internal Coach also must approve the request in order for it to be granted. MEMBER benefits (including living allowance, if applicable) cease upon exit from the PROGRAM, without a lump sum payout.

NOTE: Michigan Education Corps encourages and promotes that all MEMBERS successfully complete their required service hours within their defined service term. MEMBERS may have the opportunity to apply for a service extension if they meet the criteria to apply. Specific criteria will be presented to MEMBERS in advance (March 2020) of their anticipated service end date, and guidelines to apply for a service extension will be clearly communicated by the Program Director. If an extension is approved, Michigan Education Corps MEMBERS will receive a final service deadline and this deadline will be clearly demonstrated in the MEMBERS service extension plan. Michigan Education Corps MEMBERS must have their extension service hours completed by the approved service extension end date. MEMBER benefits (including living allowance) are not guaranteed to a MEMBER who continues service beyond their original expected service end date.

Exit for Compelling Personal Circumstances: The PROGRAM may release a MEMBER upon determination that s/he is unable to complete the term of service because of compelling personal circumstances. A MEMBER who is released for compelling personal circumstances and who has completed at least 15% of the required service term will be eligible for a pro-rated education award.

NOTE: The MEMBER bears primary responsibility for demonstrating through documentation that compelling personal circumstances prevent completion of service. The PROGRAM must document the basis for exit under these terms to the satisfaction of the Corporation for National and Community Service (CNCS). The PROGRAM may **not** release a MEMBER for compelling personal circumstances without proper documentation.

Compelling personal circumstances include those beyond the MEMBER'S control, such as:

- A MEMBER'S documented disability or serious illness;
- Disability, serious illness, or death of a family member if this makes completion of service unreasonably difficult or impossible;
- Conditions attributable to the PROGRAM or otherwise unforeseeable and beyond the MEMBER'S control that make completing a term unreasonably difficult or impossible (e.g., natural disaster, strike, relocation of a spouse, the nonrenewal or premature closing of a project or PROGRAM);
- Military service obligations; or
- Acceptance by a MEMBER of an opportunity to make the transition from welfare to work.

Compelling personal circumstances **do not include** early exit:

- To enroll in an institute of higher education;
- To obtain employment, other than in moving from welfare to work; or
- Because of dissatisfaction with the PROGRAM.

Exit for Cause: Exit under these terms includes any circumstance other than compelling personal circumstances or successful completion, such as:

- Failure to complete the minimum number of service hours and/or any other PROGRAM requirement by the end of the PROGRAM year, or
- The decision of the PROGRAM to exit for cause in accordance with the Disciplinary Procedure, or
- Violation of a policy that constitutes cause for immediate dismissal. In addition, a MEMBER convicted of a violent felony or the sale or distribution of a controlled substance during their term of service will be released for cause.

If released for cause, a MEMBER may **not** receive any portion of the education award or any other payment from the National Service Trust. The MEMBER will receive a final living allowance payment prorated to exit date. Furthermore, a MEMBER exited for cause must disclose this information in any subsequent application(s) to any AmeriCorps PROGRAM. Failure to do so will disqualify the individual from receipt of an education award, regardless of whether s/he completes a subsequent term of service.

[Reference: 45 CFR §2522.230]

Unemployment Insurance

Pursuant to AmeriCorps Provisions, Section B.11.div. "The U.S. Department of Labor ruled on April 20, 1995 that federal unemployment compensation law does not require coverage for members because no employer-employee relationship exists." In the National and Community Service Trust Act of 1993, Congress included the following provision: "(B) RULE. A participant shall not be considered to be an employee of the PROGRAM in which the participant is enrolled." 42 U.S.C. 12511(17)(B). Therefore, an AmeriCorps participant is not an employee of the PROGRAM for purposes of the Fair Labor Standards Act. Please note in this section that "participant" refers to an AmeriCorps MEMBER.

SUSPENSION OF SERVICE

A MEMBER'S service may be temporarily suspended for the reasons listed below.

1. During the term of service a MEMBER is charged with a violent felony or the sale/distribution of a controlled substance. It is the responsibility of the MEMBER to inform their PROGRAM Staff within 48 hours of being charged or arrested on such charges. The MEMBER may be reinstated if found not guilty or if the charge is dismissed.
2. During the term of service if a MEMBER is convicted of a first offense for possession of a controlled substance, the MEMBER may resume service if they enroll in an approved drug rehabilitation program.
3. A MEMBER may be placed on suspension as a result of disciplinary actions.
4. A MEMBER may request or be placed on voluntary suspension as part of an approved extended absence.

During a period of suspension, MEMBERS will not receive the living allowance and cannot accrue service hours, and may be subject to limitations on other benefits, per PROGRAM policy.

- MEMBERS will receive neither back-pay of the living allowance or credit for service hours 'missed'. If a MEMBER goes on suspension or returns to service from suspension partway through a pay period, the living allowance for that pay period will be prorated accordingly, unless the suspension both begins at least one day after the start of a pay period and ends at least one day prior to the end of that same pay period, in which case usual conditions for payment apply.
- MEMBERS who elected PROGRAM health insurance will continue to receive coverage until the last day of the month in which their suspension started. Health insurance coverage will be reinstated on the date that the MEMBER returns to service.
- MEMBERS receiving benefits through the AmeriCorps Child Care Assistance Program will not be eligible for reimbursement for any care provided during the suspension period.

MEMBERS will not receive the living allowance and cannot accrue service hours during a period of suspension, and may be subject to limitations on other benefits, per PROGRAM policy. MEMBERS will receive neither back-pay of the living allowance or credit for service hours 'missed'.

Note: PROGRAM policy is to extend the benefits of the Family and Medical Leave provisions to all MEMBERS, regardless of the eligibility stipulations outlined by statute. The normal mechanism for an approved leave is a suspension of service. MEMBERS requesting this unpaid leave are asked to notify PROGRAM STAFF three weeks in advance or as soon as the need for the leave is known. A medical practitioner's statement may be required. Reasons may include:

- a. The birth of a child to a MEMBER;

- b. The placement of a child with a MEMBER for adoption or foster care;
- c. The serious illness of a MEMBER's spouse, child or parent; or
- d. A MEMBER's serious health condition that makes that MEMBER unable to perform his or her essential service duties (a serious health condition is an illness or condition that requires either inpatient care or continuing treatment by a health care provider).

[Reference: 45 CFR §2540.220]

After determining that compelling personal circumstances exist, the PROGRAM may suspend the participant's term of service for up to two years (or longer if approved by the Corporation based on extenuating circumstances) to allow the AmeriCorps MEMBER to complete service.

[Reference: 45 CFR §2522.230]

PROGRAM POLICIES

Background Checks

The PROGRAM will conduct all required components of the National Service Criminal History Check, including NSOPW, FBI fingerprint, and statewide repository. Service as a MEMBER is contingent upon successful completion and clearance of these mandated background checks. Full background check results cannot be shared with sites without written permission from the applicant. Sites are free to conduct a background check at their own expense, as required by their internal policy. Sites may not require MEMBERS to pay for service-site required background checks.

Background Check Release

Full background check results cannot be shared with sites without written permission from the applicant. Sites are free to conduct a background check at their own expense, as required by their internal policy. Sites may not require MEMBERS to pay for service-site required background checks.

Pre-Enrollment Conditions

All Pre-Enrollment Conditions must be met prior to a MEMBER's start date. MEMBERS are unable to count hours or start service at site until the following conditions are met:

- Complete MyAmeriCorps Enrollment Invitation
- Receive Citizenship and Social Security Number Verification by the Social Security Administration
 - If not automatically verified, the MEMBER will need to submit Social Security card and proof of citizenship for manual review by the MyAmeriCorps Hotline
- Complete background checks to be certified as cleared in MyAmeriCorps Portal by PROGRAM

Remote Service

"Remote Service" (also referred to as Tele Service) means virtually serving or participating in training or program staff meetings from a remote location where an AmeriCorps

member's Program Coordinator, Director or other supervisor is unable to be physically present to verify hours. Per Corporation for National and Community Service guidelines, Michigan Education Corps will utilize remote service only in situations when it is appropriate and required. AmeriCorps members should generally be providing service to people (students) in the communities where they serve.

To plan and approve remote service by our AmeriCorps members, we must ensure that we have provided for appropriate documentation, supervision and oversight of service or training completed remotely. The purpose of this policy is to ensure that Michigan Education may validate remote activities performed, mitigate the risk of time and attendance abuse, and confirm that the hours earned may be reported.

Please be advised that Michigan Education Corps may be subject to legal sanctions for erroneously certifying that AmeriCorps members have sufficient valid service hours to complete their terms of service. Submitting inaccurate timesheets is a violation of Michigan Education Corps policy and federal law; there are serious consequences for individuals and Michigan Education Corps due to inaccurate timesheet submissions.

The additional oversight will result in increased administrative responsibilities for program staff.

BASIC GUIDELINES

1. All remote service plans must be approved in writing, in advance. Michigan Education Corps will utilize and rely on guidance from partner State Commissions and partners to establish plans that meet minimum basic requirements.
2. Site staff and corps members should understand clearly that participation in remote service activities and earning hours beyond virtual intervention during set scheduled times/direct service (where required) or program meetings through participation is optional
3. The number of remote service hours planned per week may be determined on an individual site basis and take into account reasonable expectations for online phone and/or screen time.
4. A site-specific Remote Service and Training plan must be completed and include:
 - Specific service or training to be performed
 - Hours intended per activity
 - Evidence that service or training was completed, and
 - Expectation of communication requirements between MEC Staff and MEC Members.
5. To mitigate the risk of time and attendance abuse, MEC staff must create a written plan that specifies how remote activities will be verified against time reported. The plan should be maintained in a secure location that can be accessed in a future audit.
6. To ensure that we maintain proof of activity, each MEC Member will be responsible for uploading any documentation that supports remote service time. This may include emails with managers documenting check ins, sessions plans, essays or other approved activity documentation; and/or attendance trackers with time and date of online participation in an approved activity.

STATE SERVICE COMMISSION POLICIES

State service commissions may also set their own state policies regarding remote service to reflect any additional state-specific requirements they wish to impose.

For example, some states may decide to never allow remote service and/or only in unique circumstances, such as:

- Inclement weather (i.e. snowstorm preventing staff or AmeriCorps members from going into service site due to school cancellation)
- Service site is closed for unforeseen circumstances (i.e. school district site has a teacher strike)
- State or federal declared disaster impacting the member's service site
- Reasonable accommodation request for a disability (in which case you would follow appropriate disability laws and seek guidance accordingly)

ONLINE SERVICE WITH STUDENTS

Online service with students is encouraged if a school or district sets up an online learning space where our AmeriCorps members may log onto the platform to interact with students. Michigan Education Corps should not initiate on-line platforms or communication with students, per our Student Safety policies and due to FERPA concerns that our system would retain email addresses and other communication for students which require special protection, or data for students not on our caseloads.

BEST PRACTICES AND RESOURCES

Michigan Education Corps recommends that Remote Service activities align with existing Learning and Development plans, member engagement, service preparation and planning as much as possible to ensure that the activities are meaningful and help support our intended outcomes. Collecting feedback from MEC Members on the type of activities they would prefer will improve buy-in and participation.

Individuals with Disabilities

The PROGRAM supports and complies with the requirements of the Americans with Disabilities Act of 1990 to protect qualified applicants and AmeriCorps MEMBERS with disabilities from discrimination. An individual is considered to have a disability if he/she has a physical or mental impairment that substantially limits one or more major life activities, has a record of such impairment, or is regarded as having such impairment. A qualified individual is one who meets the requirements of the position and who can perform the essential functions of the job with or without reasonable accommodation.

The PROGRAM will provide reasonable accommodation unless it creates undue hardship to the PROGRAM. Applicants or AmeriCorps MEMBERS who may require reasonable accommodation should contact PROGRAM Staff for further information. The PROGRAM reserves the right to request medical documentation of the disability and the required modifications.

Publicity Release

"Identifying information" (information that can be used to identify a particular PROGRAM MEMBER or alumnus: name, photograph, likeness, or statements attributed to a specific

PROGRAM MEMBER) may be used in newspapers, television, publications, radio, and in any other print, electronic, or web-based publicity materials. The following policy defines the guidelines for using identifying information.

The PROGRAM will obtain written approval from MEMBERS or alumni before using identifying information or attributed statements, except approval is presumed for statements entered into the Great Stories section of OnCorps. If the PROGRAM MEMBER is under 18 years of age at time of publication, written consent of the parent or legal guardian will also be secured. PROGRAM MEMBER and alumnus statements or quotations that are provided anonymously and/or published anonymously do not need to be approved by the PROGRAM MEMBER/alumnus. The MEMBER must select on the Authorization and Certification page whether or not they grant permission to use identifying information under the terms of this policy.

Note: Identifying information such as your name and email address will be shared with appropriate personnel at your service site as needed to ensure your ability to complete the essential functions of your position at the site.

Sick & Holiday Leave

MEMBERS are not granted sick or holiday leave. They may follow the holiday and break schedule of the service site and take time off when school is not in session. However, it is the responsibility of each MEMBER to ensure completion of a sufficient number of service hours each week in order to meet the minimum numbers of hours required by the service term. A MEMBER must inform their PROGRAM Staff, Internal Coach/Site Supervisor and Coaching Specialist if they plans to be absent for all planned and unplanned absences.

Voting Leave

MEMBERS are encouraged to register and vote. MEMBERS who are unable to vote before or after service hours are allowed to do so during their service time without incurring any penalty. The Internal Coach may determine the appropriate length of absence. A MEMBER is **not** able to count time spent voting towards his or her service hours.

Jury Duty

MEMBERS may serve on a jury without penalty. During jury duty a MEMBER will continue to receive (1) credit for his or her regularly scheduled service hours, (2) his or her bi-weekly living allowance (if applicable), and (3) if applicable, health care coverage and child care coverage regardless of any reimbursements for incidental expenses received from the court. These hours should be recorded under service at site.

Armed Forces Reserves

Generally, the Reserves of the U.S. Army, U.S. Navy, U.S. Air Force, U.S. Marine Corps, U.S. Coast Guard, the Army National Guard, and the Air National Guard require reservists to serve one weekend a month plus 12 to 15 days a year (hereafter referred to as the two-week active duty service). If members have a choice of when to fulfill their annual two-week active duty requirement, they should do so when it will not disrupt their AmeriCorps service. In instances where the dates of active duty are inflexible and conflict with

AmeriCorps service, MEMBERS will be granted a leave of absence for the two-week period of active duty service in the Reserves.

MEMBERS may not receive time-off for additional Reserves-related service beyond the two-week active duty service. No AmeriCorps service credit is earned for the once-a-month weekend service in the Reserves. MEMBERS can earn AmeriCorps service hours during their two weeks of active duty service in the Reserves if it occurs during their AmeriCorps service.

- The MEMBER can record the number of hours he or she would have served during that period had there been no interruption, regardless of the actual number of hours served in the Reserves.
- The MEMBER will continue to receive the living allowance, health care and child care coverage (if applicable) for the two-week period of active duty.

MEMBER BENEFITS

Living Allowance

MEMBERS receive a bi-weekly living allowance for the pay periods in which they serve and for which they have submitted and approved time sheets, up until the MEMBER'S official exit date or until the maximum gross living allowance has been paid, whichever comes sooner. The amount of the bi-weekly living allowance does not fluctuate based on the number of hours served in a pay period, except where otherwise noted. The living allowance is taxable income; therefore, applicable taxes will be withheld. The PROGRAM reserves the right to withhold payment of the living allowance if a MEMBER fails to submit or gain approval of a time sheet or fails to report to their service site for three (3) consecutive days without notifying PROGRAM Staff. Time sheets must have hours served and recorded within the pay period in order for a MEMBER to receive the living allowance.

Time sheets must be submitted and approved by the stated deadline for each time sheet period in order for a MEMBER to receive his or her living stipend on time. MEMBERS with time sheets that have not been both submitted and approved by the stated deadline will be placed on payroll leave. Individuals on payroll leave will not receive the living allowance until the next standard pay period in which all previous and current time sheets have been submitted and approved.

Note: The PROGRAM may choose, at its discretion, not to formally enroll as an AmeriCorps Member someone who withdraws from the PROGRAM. In such an instance, the PROGRAM will not owe the MEMBER any of the benefits outlined in this agreement, such as the living allowance, and the MEMBER's time with the PROGRAM does not count as a term of AmeriCorps service.

Living Allowance Waiver

A MEMBER may waive all or part of the receipt of a living allowance. The MEMBER may revoke this waiver at any time during the MEMBER'S term of service. If the MEMBER revokes the living allowance waiver, the MEMBER may begin receiving their living

allowance prospective from the date of the revocation; a MEMBER may not receive any portion of the living allowance that may have accrued during the waiver period.

[Reference: 45 CFR §2522.240 (b) (5)]

National Service Loan Forbearance & Interest Payment

MEMBERS are eligible for national service loan forbearance for most federally backed (Title IV) student loans. It is the responsibility of the MEMBER to request forbearance via My AmeriCorps. If a MEMBER places a student loan in national service loan forbearance, and successfully completes the term of service, the National Service Trust will repay a portion or all of the interest that accrued on the loan during the term of service.

AmeriCorps Child Care Program, if applicable

Eligible, full-time MEMBERS may apply to receive reimbursement for childcare expenses, subject to the terms and conditions of the program. A MEMBER is eligible for child care benefits if s/he:

- Is a serving in a full-time capacity (as determined by the PROGRAM);
- Is the parent/custodian of a dependent under 13 years of age who resides with her/him;
- Needs child care in order to participate in the PROGRAM;
- Is not receiving childcare from another available source at time of acceptance into the PROGRAM;
- Has a family income that does not exceed the state's income eligibility guidelines; and
- Is not receiving other childcare subsidies.

Segal AmeriCorps Education Award

Upon successful completion of the term of service and all PROGRAM requirements, MEMBERS are eligible to receive the Segal AmeriCorps Education Award up to the maximum amount being offered for the term of service in which enrolled. MEMBERS can use the education award to pay educational expenses at qualified institutions of higher education, for educational training, or to repay qualified student loans. MEMBERS who are 55 years or older by their enrollment date are eligible to transfer their award to an eligible child, grandchild, or foster child.

Accident & Injury Insurance Coverage**Workers' Compensation Insurance Benefits**

Insurance for service-related injuries or accidents is provided to MEMBERS at no cost. This benefit may cover service-related injury sustained in the course of the PROGRAM year that requires medical, surgical, or hospital treatment for up to 52 weeks.

MEMBERS who sustain service-related injuries must inform PROGRAM Staff within 24 hours and complete all requested documentation. All injuries, no matter how minor, must be reported immediately to determine benefit eligibility in a timely manner.

Michigan Education Corps reserve the right to change their comprehensive insurance coverage at any time, subject to legal requirements, if any.

EQUAL OPPORTUNITY & CIVIL RIGHTS POLICY

PROGRAM policy is to provide equal opportunity for all. The PROGRAM will not discriminate for or against any AmeriCorps MEMBER or applicant on the basis of race, color, creed, religion, national origin, sex, marital status, and status with regard to public assistance, familial status, disability, sexual orientation, age, or any other category protected by law.

Michigan Education Corps values the diversity of our staff, members, site partners, and students we serve. We value both the visible and invisible diversity present within our program. Michigan Education Corps believes that we all must strive to create and nurture an environment that demands, engages, celebrates, and cultivates diversity. By agreeing to be a MEMBER with Michigan Education Corps you are committing to join our program in this continuous process to cultivate an environment that is inclusive and respectful to those from all backgrounds and experiences.

Every AmeriCorps MEMBER, applicant, volunteer, professional associate and PROGRAM participant is entitled to a workplace free of discrimination, harassment, or offensive behavior. Whether in PROGRAM offices, in other work- or service-related settings such as service sites, training sessions, or work-or social-related events, discrimination is unacceptable and will not be tolerated. Service sites are expected to adhere to the same standards. MEMBERS with questions or concerns about any type of discrimination in their service site are encouraged to bring these issues to the attention of their Coaching Specialist, Internal Coach, and/or PROGRAM Staff. Discrimination on the part of fellow PROGRAM MEMBERS also will not be tolerated. Anyone found to be engaging in any type of unlawful or harassing discrimination will be subject to disciplinary action, up to and including exit for cause.

Filing a Complaint of Discrimination

It is unlawful to retaliate against any person or organization that files a complaint of 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:

Human Resources
Hope Network
795 36th Street SE
Grand Rapids, MI, 49548 *OR*
(616) 301-8000

Office of Civil Rights and Inclusiveness
Corporation for National and Community
Service
250 E Street, SW
Washington, D.C. 20525
(202) 606-7503 (voice); (800) 833-3722
(TTY)
eo@cns.gov (e-mail)

HARASSMENT AND OFFENSIVE BEHAVIOR POLICY

Harassment and offensive behavior includes verbal or physical conduct that denigrates or shows hostility or aversion towards an individual because of such considerations as race, color, creed, national origin, religion, sex, age, mental or physical disability (including HIV/AIDS), sexual orientation, gender identity or expression, political affiliation, marital or familial status, military service, status with regard to public assistance, or any other status protected by law where such conduct has the purpose or effect of unreasonably interfering with an individual's ability to serve. Note that these actions may be unacceptable even if they are not performed in the direct presence of the harassed party. Harassment may include but is not limited to: epithets, slurs, negative stereotyping, threats, intimidation, hostile acts and denigrating or hostile written or graphic material posted at the service site. Examples include:

- Threats or other forms of intimidation;
- Persistent intrusion or disturbance;
- Use of offensive or demeaning terms, remarks, jokes, gestures, or pictures;
- Spreading offensive or demeaning materials (pictures, cartoons, magazines, etc.);
- Accessing internet sites containing such materials;
- Unwelcome jeers or personal comments.

Included under the category of offensive behavior is sexual harassment. Sexual harassment is any deliberate, repeated, unwanted sexual behavior (e.g., comments, looks, suggestions, physical contact) that a reasonable person finds objectionable or offensive and/or that causes discomfort while serving. This may include unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature where:

- Submission to or rejection of the conduct is or is threatened to be a condition of employment;
- Submission to or rejection of the conduct is used, or is threatened to be used, as the basis for employment decisions;
- The conduct has the purpose or effect of unreasonably interfering with an individual's ability to serve or of creating an intimidating, hostile or offensive work environment.

Examples include:

- Any request or pressure to grant sexual favors;
- Use of offensive or demeaning sexual terms, remarks, jokes, gestures or pictures;
- Spreading offensive or demeaning materials of a sexual nature (e.g., pictures, cartoons, magazines);
- Accessing internet sites containing such materials;
- Objectionable physical proximity or physical conduct.

MEMBERS have the responsibility to immediately report all incidents of harassment or offensive behavior to PROGRAM Staff, PROGRAM Director, Executive Director, or Human Resources Department. It is not sufficient to report a complaint to someone other than one of these designated individuals.

All reports of harassment or offensive behavior will be thoroughly investigated as quickly as administratively possible. The investigation may include, but will not be limited to,

discussion with all parties involved including witnesses. Anyone found to have engaged in discrimination, harassment, or offensive behavior would be subject to disciplinary action up to and including exit for cause. The PROGRAM prohibits retaliation against anyone for having raised a complaint of harassment or for cooperating with an investigation of such a complaint. Any MEMBER determined to have knowingly made false statements during an investigation will be subject to discipline up to and including exit for cause.

DRUG-FREE WORKPLACE

Pursuant to the Drug-Free Workplace Act of 1988, the PROGRAM is committed to maintaining a drug and alcohol-free environment. MEMBERS are prohibited from the illegal use, manufacture, sale, dispensation, distribution, or possession of illegal drugs, controlled substances, narcotics, or alcoholic beverages on PROGRAM premises, service sites, or while traveling in an official capacity. Service is conditioned upon compliance with this policy. The PROGRAM requires that each MEMBER engaged in the performance of a federal grant shall, as a condition of service under the grant, abide by the terms of this policy and shall notify PROGRAM Staff or PROGRAM Coordinator in writing of any criminal drug charge, arrest or conviction occurring during service no later than five (5) days after such charge, arrest or conviction. Upon receiving notice or otherwise learning about the charge, arrest, or conviction the PROGRAM will notify the appropriate Federal-contracting agency within ten (10) days.

Within 30 days of receiving such notice, the PROGRAM will (1) take disciplinary action up to and including exit for cause consistent with CNCS rules regarding termination and suspension of service, or (2) require the MEMBER to satisfactorily participate in an approved drug treatment program. The PROGRAM shall make a good faith effort to continue to maintain a drug-free workplace through implementation of this policy. Furthermore, MEMBERS should not wear the AmeriCorps logo or the PROGRAM logo when consuming alcohol as a private citizen.

[Reference: 41 U.S.C. § 701 et seq.]

PROHIBITED ACTIVITIES

While engaging in service or training hours or otherwise performing activities supported by an AmeriCorps program or CNCS, PROGRAM MEMBERS, who serve as AmeriCorps MEMBERS, are prohibited from the following:

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;
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; and
11. Such other activities as the Corporation 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- CNCS funds.

Individuals should not wear the AmeriCorps logo while doing so.

[Reference: 45 CFR §2520.65]

Fundraising

Michigan Education Corps AmeriCorps MEMBERS are not permitted to engage in fundraising activities while accruing service hours. CNCS guidelines for other AmeriCorps programs are as follows:

The MEMBER must abide by the regulations governing fundraising activities during the term of service. The full text of the regulations follows. The MEMBER should direct questions of clarification regarding what constitutes support of your program's service activities to PROGRAM Staff. Not all examples listed in the regulation may be applicable. Under what circumstances may AmeriCorps MEMBERS in my program raise resources?

1. AmeriCorps MEMBERS may raise resources directly in support of your PROGRAM'S service activities. Examples of fundraising activities AmeriCorps members may perform include, but are not limited to, the following:
 - a. Seeking donations of books from companies and individuals for a PROGRAM in which volunteers teach children to read;

- b. Writing a grant proposal to a foundation to secure resources to support the training of volunteers;
 - c. Securing supplies and equipment from the community to enable volunteers to help build houses for low-income individuals;
 - d. 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 organization;
 - e. Seeking donations from alumni of the PROGRAM for specific service projects being performed by current MEMBERS.
2. AmeriCorps MEMBERS may not:
- a. Raise funds for living allowances or for an organization's general (as opposed to project) operating expenses or endowment;
 - b. Write a grant application to the Corporation or to any other Federal agency.
- [Reference: 45 CFR §2520.40]

How much time may an AmeriCorps MEMBER spend fundraising?

An AmeriCorps MEMBER may spend no more than ten percent of his or her originally agreed-upon term of service, as reflected in the member enrollment in the National Service Trust, performing fundraising activities, as described in §2520.40.

[Reference: 45 CFR §2520.45]

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 [the non-displacement clarifications below] of this section 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.

[Reference: 45 CFR §2540.100(e)]

Nondisplacement

1. An employer may not displace an employee or position, 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.
2. An organization may not displace a volunteer by using a participant in a PROGRAM receiving Corporation assistance.
3. A service opportunity will not be created under this chapter that will infringe in any manner on the promotional opportunity of an employed individual.
4. 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.
5. A participant in any program receiving assistance under this chapter may not perform any services or duties, or engage in activities, that—
 - a. Will supplant the hiring of employed workers; or

- b. Are services, duties, or activities with respect to which an individual has recall rights pursuant to a collective bargaining agreement or applicable personnel procedures.
- 6. A participant in any program receiving assistance under this chapter may not perform services or duties that have been performed by or were assigned to any—
 - a. Presently employed worker;
 - b. Employee who recently resigned or was discharged;
 - c. Employee who is subject to a reduction in force or who has recall rights pursuant to a collective bargaining agreement or applicable personnel procedures;
 - d. Employee who is on leave (terminal, temporary, vacation, emergency, or sick); or
 - e. Employee who is on strike or who is being locked out.

[Reference: 45 CFR §2540.100(f)]

GRIEVANCE PROCEDURE

Purpose: The purpose of this process is to resolve disputes involving PROGRAM MEMBERS, labor unions, and any other interested individuals, such as AmeriCorps MEMBER applicants, which are otherwise at an impasse in a fair and expeditious manner. In general, disputes must pertain to service-related issues such as a proposed service assignment or evaluation, or a PROGRAM MEMBER'S suspension or dismissal. An applicant may also initiate this procedure to protest the reason s/he was not selected as an AmeriCorps MEMBER; or a labor union's claim that a PROGRAM MEMBER is displacing union members.

What grievance procedures must recipients of Corporation assistance establish?

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 his or her 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 his or her 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 Corporations 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 he or she 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.

[Reference: 45 CFR §2540.230]

AUTHORIZATION & CERTIFICATION

The terms and conditions of this MEMBER Service Agreement are put in place by Michigan Education Corps Reading Corps in accordance with the Corporation for National and Community Service. Michigan Education Corps will hereafter be referred to as MEC.

MEC reserves the right to change, suspend, or eliminate any or all matters contained in this MEMBER Service Agreement without prior notice or consent. MEC retains the sole discretion to interpret the terms and conditions of the handbook(s) and MEMBER Service Agreement and to depart from these terms and conditions or any other MEC policies, rules, or procedures if MEC determines such action is appropriate. Amendments to this MEMBER Service Agreement shall be done in writing and must be signed by both the MEMBER and an appropriate MEC PROGRAM Staff member.

Position Information			
MEMBER Name:	<< Member Name >>	Position:	Lead Elementary Literacy Interventionist
Enrollment Date (anticipated):	<<START DATE>>	Expected Service End date:	<<EXPECTED SERVICE END DATE>>
Term of Service (slot type):	<<MINIMUM # OF SERVICE HOURS, E.G., 1200 hours/900 hours>>	Maximum Education Award for successful completion:	<<EXACT \$ AMOUNT>>
Bi-weekly Living Allowance (pre-tax):	<<EXACT \$ AMOUNT>>	Maximum Gross Living Allowance Payout:	<<EXACT \$ AMOUNT>>
Internal Coach:	<<Name>> <<Contact Information>>	Program Director ("PROGRAM STAFF"):	Thomas Bobo 616-490-4529 tbobo@hopenetwork.org
Service Site:	<<Site Name>> <<Address>> <<Address>>	Note: The PROGRAM reserves the right to change the MEMBER'S service site due to circumstances beyond the PROGRAM'S control (e.g., school closes, school is noncompliant, interpersonal conflict).	

Publicity Release	
Michigan Education Corps Reading Corps, the Corporation for National and Community Service, and any other organization authorized by MEC Reading Corps is permitted to use my name, statements made by me, photographs and/or likeness of me at any time during my term of AmeriCorps service, or thereafter, without prior approval. I acknowledge that I will not receive compensation for the use of such materials, and I hereby waive any and all claims to any such compensation.	
Please select one:	<input type="checkbox"/> I give permission, in accordance with the Publicity Release statement listed above. <input type="checkbox"/> I do not give permission in accordance with the Publicity Release statement listed above, and I acknowledge that it is my responsibility to avoid appearing in any photographs taken during my term of service.
Initial:	_____

Loan Forbearance Acknowledgement

Under the National and Community Service Trust Act of 1993, borrowers serving in approved national service positions in AmeriCorps qualify for mandatory forbearance during service, which postpones the member's obligation to make loan payments. Federal Family Education Loan PROGRAM (FFELP) loan forbearances may be granted in increments of up to 12 months at a time. MEMBERS may reapply if they continue service. Forbearance is granted by the lender.

Please select one:

☐ I have been informed and provided with information regarding Loan Forbearance Options and **will** be taking advantage of this opportunity.

☐ I have been informed and provided with information regarding Loan Forbearance Options and **will not** or do not have the need to take advantage of this opportunity.

Initials: _____

Health Care Benefit		AmeriCorps Child Care Benefit	
	Eligible		Eligible
Health Care Benefit:		Child Care Benefit, if qualified :	
Please select one:	<input type="checkbox"/> I accept the limited health care benefit.	Please select one:	<input type="checkbox"/> I would like to learn more about this benefit.
	<input type="checkbox"/> I decline the health care benefit because I am covered under another plan, and I will submit proof of coverage to MEC Reading Corps		<input type="checkbox"/> I am not interested in the childcare benefit.
Initial:	_____	Initial:	_____

Certification

By signing this MEMBER Service Agreement, the MEMBER certifies that, under penalty of law:

- I have read, understood, and I agree to all terms and conditions of this Member Service Agreement.
- I am eligible to serve another term of service with AmeriCorps. A term of service includes full-time, part-time, and reduced part-time service, as well as an uncompleted term (i.e. if a MEMBER leaves a program after serving at least 15 percent of the required term).
- I certify that I am a U.S. citizen or have national or legal permanent resident status within the U.S.
- I certify that I will be at least 18 years of age by my enrollment date.
- I certify that I have a high school diploma or its equivalent.
- I agree to complete the required pre-service and in-service specialized training provided as required by 45 CFR §2522.940(e).

MEMBER Name

MEMBER Signature

Date

Program Director Name

Program Director Signature

Date

SECTION D: MEMBER BENEFITS

LIVING ALLOWANCE

A benefit of service with AmeriCorps is the living allowance. MEMBERS receive a living allowance for the time in which they are actively serving. Please refer to the MEMBER Service Agreement to read the policies about the living allowance, including distribution and when a payment may be withheld. The living allowance and time sheet schedule are located in the Appendix of this manual.

Living Allowance FAQs

Q: What are the implications of listing a current address vs. another address (for example, a parent or friend) with the program?

A: Reimbursement checks, living allowances (if not directly deposited), and W-2s are sent to the most recent address on file. Always give your current address.

Q: Why should I update my address?

A: An incorrect address may cause a significant delay in receiving your living allowance, W-2, or reimbursement check. Remember, a change of address form filed with the post office is time sensitive and will expire. Changing your address with the program ensures timely delivery of all financial documents.

Q: Who do I contact to change my address?

A: MEMBERS can contact their PROGRAM Director for the Personal Information Change Form.

Q: What are the advantages of enrolling in direct deposit?

A: Direct deposit is faster, safer, and more convenient than paper checks, as the living allowance is deposited into the bank directly. In most cases, the check is deposited on the check date and funds can be accessed immediately, however, this is dependent on the bank. Direct deposit also eliminates the risk of lost or stolen checks since funds go directly into your bank account.

Q: Who do I contact to enroll or change my direct deposit information?

A: MEMBERS can contact their PROGRAM Director.

Q: How does the number of allowances claimed on W-4 affect my living allowance?

A: The allowances on the W-4 impact yearly tax obligations. More allowances claimed will result in less taxes withheld from the living allowance. To ensure you have the proper amount of federal tax withheld, please utilize this IRS website: www.irs.gov/Individuals/IRS-Withholding-Calculator. This calculator will help you determine how much federal tax needs to be deducted from your living allowance. The calculator takes into consideration other factors such as additional household income, previous filings, deductions, etc. You can also consult your tax adviser.

Q: How do I change the number of allowances on my W-4?

A: MEMBERS can contact their PROGRAM Director.

Q: How do I access my pay stubs and tax information?

A: MEMBERS can contact their PROGRAM Director. This is encourage where MEMBERS can sign up for on-line access.

Q: When will I receive my year-end tax document?

A: The W-2 form is used to report the living allowance amount paid to MEMBERS and the taxes withheld from the living allowance on a calendar year basis. This information is reported to the IRS for annual income tax reporting purposes. A W-2 form will be postmarked to all members by January 31.

AMERICORPS CHILD CARE BENEFIT PROGRAM

MEMBERS may apply to receive reimbursement for child care expenses at any time during the service term, subject to the terms and conditions of the child care program. MEMBERS must meet the following criteria:

- Is serving in a full-time capacity (indicated by 'eligible' notation on your MEMBER Service Agreement)
- Is the parent/custodian of a dependent under 13 years of age with whom the child resides
- Needs child care in order to participate in Reading Corps
- Is not receiving child care assistance/subsidies from another available source at time of acceptance into the PROGRAM
- Has a family income that does not exceed the state's income eligibility guidelines

Questions about the child care benefit may be directed to the PROGRAM Director or to the Child Care PROGRAM administrator GAP Solutions at www.americorpschildcare.com/.

ADDITIONAL TERMS OF SERVICE

MEMBERS may be eligible to serve additional terms of service with the PROGRAM. The member must re-apply to the program. Eligibility for an additional term of service does not guarantee selection. Currently, the maximum number of terms that an individual can serve in AmeriCorps State and National programs is four terms.

STUDENT LOAN FORBEARANCE AND REPAYMENT

In planning ahead, you have several options to consider with regard to paying off any existing student loans or putting loans in forbearance.

1. National Service Loan Forbearance and Interest Repayment
2. Public Service Loan Forgiveness (PSLF)
3. Income-Based Repayment (IBR)

These three options are explained in greater detail below. To learn more about all options available for managing student debt, please visit <https://studentaid.ed.gov/sa/repay-loans>.

If you need to find information about the status of your student loans, go to the National Student Loan Data System https://www.nslds.ed.gov/nslds_SA/. You can log in and see the

loan amounts, lender(s), and repayment status for all of your federal loans. If some of your loans aren't listed, they're probably private (non-federal) loans

1. National Service Loan Forbearance and Interest Repayment

National Service Loan Forbearance and Interest Repayment is a benefit of service with AmeriCorps. During their term of service MEMBERS may be eligible to temporarily postpone the repayment of their qualified student loans through an action called loan forbearance. The national service legislation defines qualified student loan as a loan backed by the federal government under Title IV of the Higher Education Act (except PLUS Loans to parents of students) or under Titles VII or VIII of the Public Health Service Act. While your loan is in forbearance during your term of service, interest continues to accrue. However, if you successfully complete your term of service, the National Service Trust will pay all or a portion of the interest that accrued on your qualified student loans during your service period.

You can request that your loan lender approve forbearance for your qualified student loans during your service period. You can easily and quickly request the forbearance online through your My AmeriCorps Portal <https://my.americorps.gov>. After you finish your term of service, you will be responsible for repaying your loan according to the terms of the loan.

Eligibility for Forbearance

The Corporation for National and Community Service cannot approve or disapprove forbearance requests; it can only verify that you are in an approved national service position. Only the loan holder can determine your loan's eligibility and approve a request for forbearance. If your loan is in default, it may not be eligible for forbearance.

How to Apply for Forbearance

After your PROGRAM Staff has officially enrolled you in AmeriCorps, you can go into your account in My AmeriCorps <https://my.americorps.gov>. On your home page, click on the "Create Forbearance" link at the top of the page to bring up the page to request forbearance. Follow the instructions. You will select your current term of service and identify the company that holds your student loan (listed as Institution Name). When you click on "submit," a request will be sent electronically to your loan company. This request will verify your involvement in AmeriCorps and request that your qualified loans be put in forbearance during your service period.

Your loan holder will notify you when they have acted upon your request. You should contact your loan holder if you have not heard from them within four weeks of submitting your information online.

If the loan company has not registered in My AmeriCorps, they will not be on the list of institutions in the system. In this case, you should click on the institution "Not Found" link and follow the directions.

Interest Repayment

After you successfully complete your term of service, the National Service Trust will pay the interest that accumulated on your eligible loans while you were in service. Your loan balance returns to its pre-service level.

Individuals who have successfully completed a term of service are eligible to have the National Service Trust pay as much as 100% of the interest that accrued on their qualified student loan during their service. The portion that the National Service Trust will pay is determined by the type of service (slot type as noted on your MEMBER Service Agreement) and the length of your service period.

The National Service Trust will not pay interest if you fail to complete your term of service. Exceptions will be made only if you fail to complete your term of service for compelling personal circumstances and you have earned a pro-rated award. An interest payment can only be made after you have completed your service and have earned an award.

Interest payments are in addition to your education award; they are not deducted from your education award amount. Interest payments are based upon the interest that accrued only during the time you were serving in the AmeriCorps PROGRAM.

How to Apply an Interest Payment

After you have completed your service and received notification of your award, you can go into your account in My AmeriCorps. On your home page, click on the “Create Interest Accrual” link at the top of the page to bring up the page to request the payment. Follow the instructions. You will select the appropriate term of service and type of loan and identify the holder of your student loan. When you click on “submit,” a notice will be sent electronically to your loan company. A record of your request will appear in your account home page.

This notice will verify your involvement in national service and request that the loan holder provide AmeriCorps with the amount of interest that accrued between your start date and end date of your service period. The loan company will provide additional information, then certify and submit the information electronically to AmeriCorps.

When the interest payment has been made, it will show up in your My AmeriCorps account. It should also show up in your account statement that the loan company provides to you.

If your loan company has not registered in My AmeriCorps, they will not be on the list of institutions in the system. You should click on the institution “Not Found” link and follow the directions. These payment requests may need to be processed manually through paper forms and may take several weeks to complete.

Tax Implications

Interest paid on your loan is **taxable income** in the year the interest payment was made. The amount in taxes is substantially less than the amount of interest paid, but you are required to pay it.

2. Public Service Loan Forgiveness (PSLF)

The Public Service Loan Forgiveness (PSLF) Program is intended to encourage individuals to enter and continue to work full time in public service jobs. Under this program, borrowers may qualify for forgiveness of the remaining balance of their Direct Loans after they have made 120 qualifying payments on those loans while employed full time by certain public service employers. Careers include teaching, social work, military service, disability assistance, emergency management, and AmeriCorps service.

- According to the Department of Education’s regulations, service in an approved AmeriCorps position will be considered equivalent to employment in a public service job for the purposes of PSLF. Under this rule, payments will count if all of the following are true:
- You must serve in a full-time position (or as a full-time AmeriCorps MEMBER). Full-time is defined as serving an annual average of at least 30 hours per week or, for a period of at least 8 months, an average of 30 hours per week
- You must continue to make loan payments under an income-based, income-contingent, or 10-year standard repayment plan while serving in order for those months to count toward the 120 payments.
- The payments are on an eligible Direct Loan or Direct Consolidation Loan that is not in default. The program does not work with Federal Perkins or parent PLUS loans. Consolidating private loans with federal loans will prevent eligibility for the PSLF benefit.
- You must have an eligible Direct Loan or Direct Consolidation that is not in default and backed by the federal government.
- The 120 months do not need to be consecutive.
- The amount forgiven after 10 years (or 120 non-consecutive payments) is not considered taxable income.
- If you place your loans in National Service Loan Forbearance and want to apply your AmeriCorps service time toward the 10-year period when you complete service, you must use your education award to make a lump sum payment equivalent to one payment for each month of service.
 - See explanation below:

Loan Forbearance & PSLF

Q: As an AmeriCorps MEMBER, I plan to request National Service Loan Forbearance on my Direct Loans since I won’t be able to afford to make loan payments while I am serving. If I’m not making payments during my service period, can my AmeriCorps service and Segal Education Award count for PSLF?

A: If you receive a deferment or forbearance during your AmeriCorps service, you can use the Segal AmeriCorps Education Award you may receive after AmeriCorps service to make

a lump sum payment on your Direct Loans. If you use some or all of your Segal AmeriCorps Education Award to make a lump sum payment on your Direct Loans, you will receive credit for up to 12 qualifying payments for PSLF. The number of payments for which you receive credit is determined by dividing the amount of your lump sum payment by your scheduled full monthly payment amount, but you may not receive credit for more than 12 monthly payments toward the PSLF payment requirement.

If you wish to use your Segal AmeriCorps Education Award to make a lump sum payment on your loans, we recommend that you call your loan servicer and tell them that this lump sum payment is not intended to cover future installments; this will prevent that payment from affecting your ability to make future qualifying payments. When you submit the Employment Certification Form that includes your AmeriCorps service, we recommend that you also include a record of the date and amount of the education award, the date and amount of the lump sum payment that you made from your education award, and a statement requesting that your lump sum payment count toward PSLF.

****As an alternative to requesting National Service Loan Forbearance during your term of service and then using your education award to make a lump sum payment on your loans, you could choose to not request forbearance and instead make qualifying PSLF payments during your service, the same as borrowers who make qualifying payments while employed by any other qualifying employer. If you repay your Direct Loans under the IBR plan, Pay As You Earn plan, or ICR plan, your required monthly payment is likely to be an amount that you can afford even while you are performing service and receiving very little income. For some borrowers, the required monthly payment amount under one of these repayment plans may be zero.**

If you do not request National Service Loan Forbearance and instead make payments under the IBR, Pay As You Earn, or ICR plan while performing your AmeriCorps service, you may be able to receive credit for a larger number of qualifying PSLF payments than would be the case if you receive a forbearance and then use your education award to make a lump sum payment on your Direct Loans. This is because you can receive credit for a maximum of only 12 qualifying PSLF payments if you make the lump sum payment, but each payment you make under the IBR, Pay As You Earn, or ICR plan (including a scheduled payment amount of zero) while you are serving as a full-time AmeriCorps MEMBER would count as a qualifying PSLF payment if it meets all of the requirements described within this PROGRAM.

Keep in mind: if you choose to make payments under the IBR, Pay As You Earn, or ICR plan during your AmeriCorps service, you will be required to annually provide updated income information and certify your family size. In addition, if you choose this option and receive credit towards PSLF for the qualifying payments you made while serving as a full-time AmeriCorps MEMBER, you cannot receive credit for additional qualifying payments by using your education award to make a lump sum payment on your Direct Loans.

Source: <https://studentaid.ed.gov/sites/default/files/public-service-loan-forgiveness-common-questions.pdf>

3. Income-Based Repayment (IBR)

The Income-Based Repayment (IBR) is another option that MEMBERS should be aware of and may want to consider in planning for paying off student loans.

If your outstanding federal student loan debt is higher than your annual income or if it represents a significant portion of your annual income, you may want to repay your federal student loans under an income-driven repayment plan.

Income-Based Repayment (IBR) is the most widely available income-driven repayment plan for federal student loans that has been available since 2009. Income-driven repayment plans can help borrowers keep their loan payments affordable with payment caps based on their income and family size. IBR will also forgive remaining debt, if any, after 25 years of qualifying payments.

- You make low (or even \$0) monthly payments, and your months of service will count toward Public Service Loan Forgiveness. After 10 years (120 months) of full-time employment at a nonprofit or government agency, your loan balance is forgiven. Participation can reduce monthly payments to as low as \$0-5 per month based on income.
- Even if payments are \$0-5/month, they still count toward the 120 payments needed to take advantage of PSLF.
- Your IBR status is reviewed once a year and your loan payments stay low as long as your income is low.
- IBR does not require that you are in public service, only that your income is low.
- Payments are recalculated annually.
- You do not have to have Direct Loans to qualify, just a lender that offers IBR.
- In many cases it is better for married people to file separate tax returns when enrolling in IBR. Consult with a tax advisor for details.
- If you choose IBR but don't plan to work at a nonprofit or government agency for 10 years, the interest you avoid paying while serving will snowball later, if your income increases over a certain amount. Check out FinAid Income Based Repayment for more information.
- If you participate in the IBR program for just a few years, later on down the road you'll have to cover the interest that accumulated while your payments were low. If these factors affect you, you should strongly consider accepting National Service Loan Forbearance instead.

Learn more at <http://www.ibrinfo.org/>

SEGAL AMERICORPS EDUCATION AWARD

The Segal AmeriCorps Education Award (commonly referred to as the education award) is a post-service benefit received by participants who successfully complete a term of national service in an AmeriCorps PROGRAM. The award is named after Eli Segal, one of the pioneers of the national service movement and the first CEO of the Corporation for

National and Community Service (CNCS). The education award comes from the National Service Trust, established by the National and Community Service Act of 1993.

Upon successful completion of the service, members are eligible to receive a Segal AmeriCorps Education Award.

What is the maximum amount of an education award?

The maximum amount of a full-time education award is equivalent to the maximum amount of the US Department of Education's Pell Grant for the year for which the national service position was approved, thus it can vary from year to year.

If you serve multiple terms of service, you can earn up to the value of two full time awards.

For what purposes can the education award be used?

The education award can be used in one of, or a combination of, the following ways:

- To repay qualified student loans.
- To pay all or part of the current education expenses to attend eligible institutions of higher education (including certain vocational schools) and educational programs approved under the G.I. Bills.

Does the education award have to be used at all once?

No. You can divide up your award and use portions of it at different times, as long as it is for authorized expenditures within the specified time period of seven years. You could, for example, apply a portion of it to existing qualified student loans, and save the remainder to pay for authorized college costs a few years down the road.

Which institutions are considered eligible institutions?

Eligible institutions are institutions of higher education (including graduate and professional programs), as well as qualified vocational schools that currently participate in the Department of Education's Title IV student aid programs. An institution is considered to be a "Title IV school", if it has a title IV Program Participation Agreement with the U.S. Department of Education making its students eligible for at least one of the federally-backed types of financial assistance (such as Pell Grants, Perkins Loans, Stafford Loans, National Direct Loans, and Federal Consolidated Loans).

NOTE: To make sure that an institution is eligible, check with the Financial Aid Office, Business Office, or Veteran's Affairs Office of the institution before making specific plans.

Legislation enacted in 2009 expanded the use of the award to include enrolling in courses, programs of education, apprenticeships, and on job 8 training programs that have been approved under the Montgomery and the Post 9/11 G.I. Bills. These are referred to as "G.I. Bill approved programs." If a G.I. approved programs is not offered by a Title IV educational institution, special rules apply.

Do any institutions match the education award?

Yes. Colleges and universities across the country actively recruit talented AmeriCorps alumni for their reputation of perseverance, drive, and proven active citizenship. Many of these institutions offer a variety of incentives such as service scholarships or matching tuition funding to the education award.

For a full list of colleges and universities that match the education award, visit:

<http://www.nationalservice.gov/programs/ameri-corps/segal-ameri-corps-education-award/matching-institutions>

This list is updated when colleges submit matching award information to AmeriCorps. To make sure that an institution is still offering this incentive and to confirm the amount of the benefit, you must check with the Financial Aid Office, Business Office, or Veteran's Affairs Office of the institution before making specific plans.

What types of loans can the education award repay?

Most postsecondary loans backed by the federal government are qualified for repayment with a Segal AmeriCorps Education Award. This includes both subsidized and unsubsidized loans. Also, loans that are made by state agencies, including state colleges and universities are considered "qualified." Qualified loans include:

- Stafford Loans
- Perkins Loans
- William D. Ford Direct Loans
- Federal Consolidated Loans
- Supplemental Loans for Students
- Primary Care Loans
- Nursing Student Loans
- Health Education Assistance Loans
- Loans issued to AmeriCorps members by state agencies, including state institutions of higher education

What expenses are considered to be "current educational expenses?"

Education expenses are considered "current" if they were incurred on or after the date the individual began their term of AmeriCorps service. Eligible educational expenses are based on:

- The Cost of Attendance (COA) for a degree or certificate-granting program at a Title IV school
- Educational expenses for non-degree courses, such as continuing education courses offered by Title IV schools
- Educational expenses for enrollment in G.I. Bill approved courses or programs

Each Title IV school's financial aid office can determine a student's COA based upon standard U.S. Department of Education guidance. The COA may include tuition, books and supplies, transportation, room and board, and other expenses. For non-degree educational courses at Title IV schools, the appropriate administrative office that oversees the course—for example a Business Office for Continuing Education—can determine the expenses necessary for the course. Normally it includes tuition, books, and supplies. For eligible

individuals who are enrolled in G.I. Bill approved courses/programs, the school's approved Certifying Official for VA courses determines the expenses based upon criteria developed by the U.S. Department of Veterans Affairs.

What is the period of time in which the Segal AmeriCorps Education Award can be used?

A MEMBER may use the education award for up to seven (7) years after their successful completion of the program. A recipient of a transferred award can use it for up to ten years from the original award earner's service completion date.

Is the education award taxable?

Yes. The education award is considered taxable income in the year it is used.

The education award, unlike most other forms of scholarships and fellowships, is subject to federal tax in the year each payment is made. It is considered taxable income regardless of whether it is used for current educational expenses or to repay a qualified student loan. Please also note that the education award is subject to state taxes as well, depending on where you file your state taxes.

Additionally, if you put a student loan into forbearance, the interest that is paid on that qualified student loan is also subject to income taxes in the year the payment is made to the loan holder. Refer back to the forbearance section in this manual for more information.

If you use the entire amount of your education award in one calendar year, you must include the entire amount as income on your taxes for that year. If you redeem only a portion of your education award in a calendar year, you will be responsible for any taxes owed on that portion. If you do not use any portion of your award in a particular year, you do not include any part as income. All interest payments made on your behalf should be included as income in the year the payment was made.

The National Service Trust **does not** withhold taxes from your education award or interest payments. If your education award and interest payments total more than \$600 in a calendar year, in January of the following year, CNCS will send you an IRS Form 1099 to be used in preparing your income tax return.

What rules apply to an individual who earned an education award and wants to transfer it?

In order to transfer an award, the transferring individual must:

- Have been at least 55 years of age before beginning the term of service upon which the award is based;
- Transfer the award before its expiration date;
- Ensure that the transfer request is received prior to the date the award expires; and
- Transfer the education award to only one recipient per award. The award cannot be split between multiple recipients.
- The recipient has 10 years from the date the award earner completed the term of service upon which the award was based to use the award.

What rules apply to the recipient of a transferred award?

The recipient of a transferred award must:

- Be the child (which includes step-child), grandchild (which includes step-grandchild), or foster child of the transferring individual;
- Be a citizen, national, or lawful permanent resident alien of the US;
- Have been designated as the recipient by a qualified education award-earner; and
- Complete the required process for accepting the award.

How do I access it?

After the successful completion of your term of service, the National Service Trust will automatically deposit your education award into your online My AmeriCorps account. You will then go through My AmeriCorps to transfer funds to your chosen school or lender.

Who can I contact if I have questions about the Segal AmeriCorps Education Award?

You can contact the National Service Hotline at 1-800-942-2677. The Hotline is staffed by customer service representatives from 9:00 a.m. – 7:00 p.m. EST, Monday through Thursday. During high volume months--- January, May, June, July, August, and September-- the Hotline will be staffed on Fridays.

Where can I find more information?

To learn more about the Education Award and all of the ways in which it can be used, please visit <http://www.nationalservice.gov/programs/americorps/alumni/segal-american-corps-education-award/how-institutions-process-education-award>

**SECTION E: SERVICE HOURS: MAXIMIZE YOUR
IMPACT**

SERVICE IS YOUR OPPORTUNITY TO MAKE AN IMPACT

The vision of Reading Corps is that **ALL** students will become proficient readers by the end of third grade. MEMBERS make a commitment to the service site to achieve this vision.

As an AmeriCorps MEMBER, the first priority is making a difference in the lives of students through literacy or math interventions. Schools need members who are reliable and consistent. To make your interventions work best, MEMBERS need to be at school tutoring each and every school day. As an AmeriCorps MEMBER, any days of service missed due to vacations, holidays, or illness cannot count toward the service hour commitment.

Making the Commitment

Serving at your site is your chance to bring the vision of Reading Corps to life. MEMBERS and Internal Coaches will collaborate to create a schedule for the MEMBER.

- Full-time MEMBERS serve a minimum of 37.50 hours each typical week at the service site.
- Part-time MEMBERS serve a minimum of 27.50 hours each typical week at the service site.
- MEMBERS who begin service after September 2021 will be expected to follow the schedule set forth by the PROGRAM and supported by the position description.

Total service commitment: _____

Daily service commitment: _____

What's your impact?

Weekly service commitment: _____

Limit for Training and Civic Engagement: _____

SERVICE HOURS CATEGORIES

MEMBERS can record service hours in the following three categories: Service at Site, Civic Engagement, and Training.

Service Category	Description
Service at Site	The primary way MEMBERS make an impact at the service site. This includes tutoring students, entering student data, as well as any activity that directly relates to implementing Reading Corps at the service site. These are essential functions listed in the position description.
Civic Engagement	This includes any service that does not directly relate to implementing Reading Corps. Any and all hours in this category must be pre-approved by MEC PROGRAM Staff (Director/Coordinator). This category includes participation in National Days of Service and approved service projects (Russ Mawby SSP for example).
Training	Reading Corps required or supplemental training or other pre-approved training activities i.e. AmeriCorps Professional Learning and Service Site Professional Development. Limit: 10% of a MEMBER's total service hours.

SERVICE AT SITE (READING CORPS SERVICE)

This category represents the service through which interventionists will spend the majority of their time. This is where MEMBERS will record service hours achieved through monumental events, like their first student graduating from service, and smaller *(yet great)* moments like writing and sharing Great Stories.

The service recorded through this category includes:

- Reading Corps Tutoring
- Meetings with Internal Coach/Coaching Specialist/MEC PROGRAM Staff
- Reading Corps Family Engagement (Read at Home!)
- Preparation that supports tutoring
- Data Entry that supports tutoring
- All communication, including emails that support service
- Writing and submitting Great Stories in OnCorps

CIVIC ENGAGEMENT

Civic Engagement is the category where a MEMBER can deepen their impact at their service site and beyond. Beyond activities essential to being a MEMBER, MEMBERS focus on making a meaningful impact at their site by supporting the school and community as a whole. MEMBERS can participate in existing activities at the site or activities that address site needs. All service hours recorded in the Civic Engagement category must occur either at the site or at an approved off-site location with adequate supervision. All hours must be pre-approved by MEC Program Staff (Director/Coordinator).

Civic Engagement at National and State Days of Service are required for all MEC AmeriCorps Members. These dates and events are shared within the MEC PROGRAM calendar. They are subject to change or regional availability.

Additional civic engagement activities can be utilized to assist interventionists in making up service hours while maximizing their impact and may include:

- National or State Days of Service
- After school, before school, and summer school service that do not include Reading Corps or Math Corps interventions
- Site-based projects or events
- Outreach Activities hosted at Site
- Site Meetings
- Book Clubs
- Family Nights
- Conferences
- Literacy Tables at Site

MEMBER Resources Webpage

The MEMBER Resources webpage provides MEMBERS with ideas and materials that will allow them to participate in school and community events while maintaining a Reading Corps focus. There are resources to use at a Reading Corps awareness table at conferences or school events, and ideas about creating a literacy or math carnival game to promote literacy or math at the site. <https://sites.google.com/servetogrow.org/member-resources>

TRAINING

The training provided by Reading Corps will help MEMBERS change lives through service.

The service recorded through the Training category includes:

- Required Reading Corps training
- Travel time for required program training, beyond the normal daily commute
- Site training
- Supplemental training provided by Reading Corps
- Professional Development/Learning Group meetings

Section E: Service Hours: Maximize Your Impact

SELECTING OFF-SITE SERVICE: SODAS NOT POPP

It is a best practice for MEMBERS to consult their PROGRAM Coordinator when choosing a new Civic Engagement opportunity or training provided by other agencies. All service must align with the mission of Reading Corps and the needs of the site community.

Services opportunities must be **SODAS**:

- **Supervised**- The activity must be verifiable through a supervisor.
- **Organized**- The service should be through an organized nonprofit or educational institution.
- **Documented**- The Service Opportunity Request must be pre-approved by your Program Coordinator in OnCorps.
- **Allowable**- The service must not include any prohibited activities.
- **Serving the Greater Community**- The service must be free and benefit the public.

Service opportunities must **not** be **POPP**:

- **Paid**- MEMBERS must not receive any form of compensation. Fundraising is not allowed for any organization, including the service site.
- **Over the Limits** - The service must adhere to guidelines for Service Hours Limits as outlined in the Service Hours Categories section.
- **Political or Religious** - The service must not be with an organization that has a political or religious affiliation.
- **Personal Favors** - The service opportunity must not be a personal favor.

Prohibited activity: Fundraising

Fundraising is not an allowable activity, whether it benefits the site or a local nonprofit. Examples of unallowable fundraising activities include, but are not limited to, book fairs, PTO/PTA fundraisers, concession stands, races or fun runs, bell-ringing, grant writing, box tops or service at a thrift store. The MEMBER Resources webpage provides ideas and materials on how to successfully serve during a typical fundraising event.

<https://sites.google.com/servetogrow.org/member-resources>

FREQUENTLY ASKED QUESTIONS ABOUT SERVICE

“ I serve because I want to
help students build **CONFIDENCE**
in their abilities. ”

Can MEMBERS participate in service at home?

No, MEMBERS may not participate in service from home. Your service site is the location where you go each day to make an impact. Your presence at your service site deepens your impact in that community. MEMBERS may complete projects for teachers during times that tutoring cannot take place; however, those projects must take place at the school and cannot happen at home.

Can MEMBERS serve with an after school program at another school in their district?

If a service activity occurs at a site within the MEMBER's school district and is open to all students in the district, including students from the interventionist's service site, the activity can be considered supplemental service.

Can MEMBERS practice interventions and read the manual as part of their service?

Yes. MEMBERS should practice interventions and read the manual to prepare for their service. The service site is a great place to practice! MEMBERS should consult with their Internal Coach, Coaching Specialist or MEC PROGRAM Staff about what amount of time is reasonable. MEMBERS should keep in mind that this activity should happen at the service site as service from home is not allowed.

Should a lunch break be considered service hours?

MEMBERS must abide by the service site's schedule and policy regarding breaks and lunch. There may be situations in which a service activity occurs during lunch; under these circumstances only, the lunch time may be recorded as service hours on the time sheet. Examples include meeting with the on-site supervisor, entering data, or meeting with another MEMBER at the site about service-related activities. Breaks during the service day, including non-service lunch breaks, should not be included in a MEMBER'S overall service hours as reported on time sheets.

Is there a maximum number of hours that can be served through training?

Yes. Reading Corps MEMBERS serve to change students' lives through research-based tutoring. To preserve this focus, 10% of a MEMBER'S service hours can be served through training. This limit was set to be within the AmeriCorps guidelines.

What training provided by other agencies can be considered a part of an AmeriCorps MEMBER's service?

Contact your PROGRAM Director to discuss what may be an allowable training provided by other agencies. Training provided by other agencies must be pre-approved through a Service Opportunity Request prior to participating in the activity. AmeriCorps, as a federally-funded program, places restrictions on the activities of its MEMBERS.

Is travel time considered a part of training?

MEMBERS may count time spent traveling to Reading Corps training, if the travel is longer than the MEMBER'S regular daily commute. This travel time is reported as "training" on the time sheet. Travel time may not be counted for an interventionist's daily commute to the service site. MEMBERS may not count travel time for any training sessions other than required Reading Corps training.

Are there activities that are prohibited for AmeriCorps MEMBERS?

Yes. AmeriCorps is a federally-funded program that places restrictions on the activities of its MEMBERS. Reading Corps MEMBERS may not participate in any prohibited activities as a part of their service. These prohibited activities are listed in the MEMBER Service Agreement and in the Appendix of this manual.

GETTING STARTED AT YOUR SITE

Before tutoring begins, Internal Coaches help MEMBERS have a smooth start to their term of service by providing an onboarding to the site. MEMBERS can get started on the following tasks, while partnering with the Internal Coach:

- ☐ Introduce yourself. Meet other staff, teachers, main office or library staff. Use your MEMBER Bio to support this conversation.
 - *Who did you meet?* _____
- ☐ Tour your school service site.
- ☐ Set up your service area.
- ☐ Log in to your school computer and email account.
 - *Log in info* _____
- ☐ Establish a sign-in/sign out procedure with your Internal Coach using the template in your handbook.
 - *What time will you arrive each day?* _____
 - *What time will you take a lunch break?* _____
 - *What time will you leave?* _____
- ☐ Review site policy for reporting absence or illness.
 - *How will you contact your Internal Coach?* _____
 - *Your PROGRAM Director/Coordinator? (if expected to be longer than 3 days)* _____
- ☐ Find out the site policy for using phone, mail, copier, computers, internet and fax.
- ☐ Review the site's dress code and MEC dress code policy.
- ☐ Review site's emergency protocol for drills, lockdown, etc.
- ☐ Review the site's calendar, taking note of staff training days or site breaks. Compare this with the calendar provided by MEC PROGRAM Staff and discussed at training.
- ☐ Practice interventions. Prepare for the start of your tutoring.
- ☐ Log in to OnCorps to begin submitting your first time sheet.

WEEKLY TUTORING SCHEDULE

As you settle into the service site and begin tutoring students, you should also be settling into a consistent schedule. Setting a schedule will help you determine what service looks like to you and ensures you are on track to be successful. A MEMBER'S weekly schedule must add up to the total minimum hours per week required by the term of service. Partner with your Internal Coach to fill in this weekly schedule. Be sure to include the times when you will do the following:

- Prep for service
- Check your email
- Interventions with students
- Have lunch
- Enter data

MEMBER Name:					
Daily arrival time:					
Daily departure time:					
If the MEMBER will be absent or late, how should they contact the Internal Coach and PROGRAM Director/Coordinator?					
Where will the MEMBER sign-in and sign-out every day?					
Time	Monday	Tuesday	Wednesday	Thursday	Friday
Total Hours Per Day					

Note: Lunch does not count towards a MEMBER'S service hours unless other allowable service occurs at this time. MEMBERS should not be assigned to lunch room supervision.

PROGRAM REQUIREMENT CHECKLIST

This checklist is a summary of Reading Corps MEMBER program requirements. While not comprehensive in scope, this checklist provides a picture of what is expected of each MEMBER in order to successfully complete their service term. Any questions regarding the requirements below can be directed to your PROGRAM Director/Coordinator.

First Month of Service

- ☐ Attend Institute Training
- ☐ Attend site orientation with Internal Coach and/or other MEMBERS at your site
- ☐ Review program calendar as provided at training
- ☐ Review PROGRAM requirements in PROGRAM manual and review plan for achieving hours' commitment

Throughout Service

- ☐ Attend required training and meeting sessions per the PROGRAM calendar
- ☐ Submit 9 Great Stories in OnCorps (minimum of 1 per month)
- ☐ Create a plan to stay on track with service hours, planning ahead for site breaks or planned absences. Work closely with PROGRAM Director/Coordinator to adhere to your plan.
- ☐ Serve minimum average hours per week as noted in your MSA
- ☐ Check time sheets to make sure reported hours are accurate
- ☐ Submit time sheets and receive approval on time
- ☐ Input student data in RCDMS by end of each week
- ☐ Attend required days of service and professional development trainings
- ☐ Attend Formal Site Visit(s) with PROGRAM Staff
- ☐ Meet with Internal Coach for Mid-Term Evaluation
- ☐ Meet with Internal Coach for End-of-Term Evaluation

Last Month of Service

- ☐ Ensure student data is all up to date and accurate and entered into the data system
- ☐ Complete program materials inventory
- ☐ Complete Year-End MEMBER Survey
- ☐ Complete My AmeriCorps Exit form online via my.americorps.gov (due before last day of service)

SUPPORT SYSTEM – WHO TO CONTACT

If you have a question and are not sure who to contact take a look at this below chart to help guide you.

Support System			
	Internal Coach	Program Director/Coordinator	Coaching Specialist
Support in helping plan for service hours	X	X	
Questions about time sheets	X	X	
Questions about service hours and activities	X	X	
Approval for planned absences	X	X	
Discuss a change of term of service or a leave of absence		X	
Questions about MEMBER performance evaluations		X	
Clarification about training date, time, location		X	
Report of an on-site MEMBER injury (within 24 hours)		X	
Clarification of literacy content covered at training			X
Administering assessments with fidelity	X		X
Selecting interventions for students	X		X
Creating a tutoring schedule with a full caseload	X		X
Reviewing student data to make decisions	X		X
Student behavior	X		X
Unsure of who to contact? We're here to help!	Send one email to both your Internal Coach and MEC PROGRAM Staff.		



AmeriCorps Michigan

MID-TERM AND END-OF-TERM PERFORMANCE EVALUATIONS

MEMBERS will receive frequent feedback from their Internal Coach and Coaching Specialist through the form of literacy observations. In addition to this ongoing feedback, Internal Coaches will conduct Mid-Term and End-of-Term MEMBER performance evaluations for each MEMBER. Performance evaluations are an opportunity to provide a MEMBER with objective, timely, and relevant feedback, as well as positive affirmations.

Mid-Term and End-of-Term evaluations are completed in person. The Internal Coach and MEMBER will both sign the evaluation. In addition to being a piece of the MEMBER's professional development, the evaluation is a Corporation for National and Community Service and AmeriCorps requirement. Instructions for completion as well as due dates will be provided by the Program Director/Coordinator to Internal Coaches and MEMBERS.

MEMBERS can expect to be evaluated on areas including, but not limited to:

- Attendance and Timely Arrival
- Communicating Absences Appropriately and Timely
- Tutoring and Assessment Quality and Accuracy
- Program Model Adherence
- Service Hours Progress
- Respect, Sensitivity, & Working Relationships

PROGRAM SURVEYS

Our PROGRAM values your opinion! Reading Corps collect feedback from MEMBERS and Internal Coaches each year. The feedback provided by MEMBERS and coaches on these surveys make our programs stronger. In addition to valuing MEMBER and Internal Coach feedback, the program specific survey is a Corporation for National and Community Service and AmeriCorps requirement.

Please complete the surveys at your site in order to consider the service hours as a part of Reading Corps Service at Site.



SUBMITTING TIME SHEETS

MEMBERS report their service hours in OnCorps and submit a time sheet for approval once every two weeks. **This is a PROGRAM requirement.** MEMBERS are encouraged to log their time in the OnCorps system daily to ensure accurate documentation.

Some important things to remember about time sheets are:

- Time sheets are submitted every two weeks.
- Time sheets are to be reviewed and approved no later than two days after the end of the time sheet period.
- Time sheet periods start on Sundays and end on Saturdays.
- Time sheets should be submitted after 4pm on the last day of the time sheet period and not any time before the end of the service day.
- MEMBERS are only able to receive their living allowance for a two week period if the time sheet is submitted and approved by the deadline listed in the living allowance and time sheet schedule.

Steps to Submit a Time Sheet in OnCorps

1. Using a web browser, navigate to mi.oncorpsreports.com.

**Log in to your
account**

Please select your program year:

2021-2022 ▼

2. On the right hand side of the screen, choose the appropriate year and click submit.
3. Next, you will see a list of AmeriCorps programs. Choose Michigan Education Corps and click on 'AmeriCorps MEMBER.' Your Program and login information is listed on your Info Page,
4. Enter your username and password and click 'Login'. If you forget your password, use the 'Forgot your password?' field to have the password sent to your email. Contact your Program Director or Coordinator for further assistance.
5. Under the 'Time Tracking' menu click on 'Enter Timesheets.'

6. In the 'Select a Period' drop-down choose the appropriate time sheet period and click on 'Choose.'

[Home](#) > [Time Tracking](#) > [Enter Timesheets](#)

Enter Timesheets

Select a Period:

 ▼

Choose

7. Enter service hours on the time sheet. The top of the time sheet will show the due date. Each day in the time sheet period is represented by a row. Be sure to document service as listed in the following pages in the manual. All service hours which require Service Opportunity Requests must be documented in the comment box at the bottom of the time sheet.

Record to the nearest quarter hour:

9:00-10:15 = 1.25

9:00-10:30 = 1.50

9:00 -10:45 = 1.75

9:00-11:00 = 2

8. After you have completed the information for each day you will either **save** the time sheet if you plan to return and modify the time sheet or **authorize and submit** the time sheet. Submit the time sheet if it is after 4pm on the last day of the time sheet period.

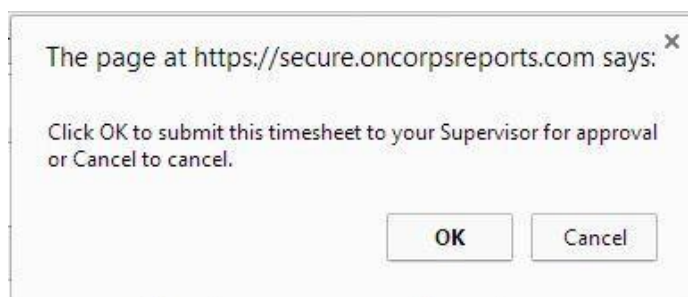


HOME	REPORTING ▼	TIME TRACKING ▼
Home To add notifications to you Select a Notification	Enter Timesheets List Timesheets Member Total Hours by Date	st below:

Save

Authorize and Submit

9. A dialog box will appear to ensure that you wish to submit this time sheet, press 'ok' to finish submitting the time sheet.



10. Log out in the upper right-hand corner in OnCorps Reports.

TIME SHEET DOCUMENTATION

MEMBERS are expected to document their service hours on each time sheet, indicating to their Internal Coach and MEC PROGRAM Staff how they are utilizing the opportunity to serve their school and community. MEMBERS should list their activities in the description box under each day by listing the Category of Service and describing their service activities. Some days, MEMBERS may only have one Category of Service represented. Some days, MEMBERS may have all four. Each individual's service journey is different.

Remember, Service Opportunities must be **SODAS**:

- **Supervised-** Who is the supervisor of the service opportunity? Include their first and last name. What is their contact information? Include their phone number or email address.

- **Organized-** What organization is facilitating this service opportunity? The organization should be a nonprofit or educational institution.

- **Documented-** Did you submit a Service Opportunity Request? Did you receive a notification that your Service Opportunity Request form was approved?

- **Allowable-** Did you check to make sure your proposed service opportunity does not include any prohibited activities, found in the Appendix of this manual?

- **Serving the Greater Community-** Is this service free and benefit the public?

- Practice writing your time sheet documentation here. Include the **dates, organization name, supervisors first and last name, and supervisor contact information**. This information goes in the bottom Comments/Description box on your time sheet.

SECTION E: SERVICE HOURS: MAXIMIZE YOUR IMPACT

Example Time Sheet Documentation

Day	Fund raising		Training		Reading Corps Service at Site		Supplemental Service at Site		Civic Engagement		Total Hours
Wed Oct 12	0		8		0		0		0		8
Description:	T Travel, Required Reading Corps Training										
	958 characters left										
Thu Oct 13	0		2		8		0		0		10
Description:	RCS: Tutoring, prep T College course, see documentation below										
	935 characters left										
Fri Oct 14	0		0		8		1		0		9
Description:	RCS: Tutoring, prep S: Outreach table at conferences at site										
	937 characters left										
Sat Oct 15	0		0		0		0		1		1
Description:	CE: Public Library, see documentation below										
	957 characters left										
Totals:	0		10				18				28
Comments/Description:											
T: 10/13, Public University, Sally Smith, 555-555-5555 or sally.smith@pubuni.org											
CE: 10/15, Public Library, John Johnson, 555-555-5454 or johnson@library.org											
823 characters left											

SECTION F: MEMBER TRAINING

MEMBER TRAINING

Reading Corps MEMBERS attend training sessions throughout service that address the core skills and knowledge utilized in day-to-day service. These training sessions are required and critical to MEMBER and student success.

Below are the required training sessions for MEMBERS:

Type of MEMBER	K-3 MEMBER
Training Requirements	K-3 Institute & Virtual Interventions
	RCDMS
	K-3 Fundamental Trainings
	Michigan's AmeriCorps Member Celebration
	MEC Member Town Hall Meetings
	Russ Mawby Signature Service Project

Training Schedule

MEMBERS are responsible for ensuring that they are signed up for all required Training Sessions. MEMBERS are prompted to sign up for training sessions in advance.

MEMBERS should note that the required Reading Corps training may occur during the school day. As a result, MEMBERS may miss intervention sessions with students on a training day. The content provided at training will enhance the MEMBER'S knowledge and skills, thus enabling them to better serve students upon return to the service site from training.

Please review the 2021-22 MEC Training and Member Engagement Calendar (additional document) for more information.

Training Attendance

Attendance at Reading Corps training is required. If a MEMBER cannot attend the originally scheduled training session, a training make-up will be required in order to fulfill the training requirement and to successfully complete a term of service.

Training Behavior

MEMBERS are expected to arrive to training sessions on time, be alert, limit cell phone use, and be respectful of the trainer and other attendees. Reading Corps strive to create a safe learning environment for all attendees and trainers. If attendees are found to be disruptive, they will be asked to leave and make-up the training on another day.

Personal Property

MEMBERS are responsible for their personal property at all program-required training sessions and at all times at their service site. MEMBERS are encouraged to find and read their service site's policies.

“I serve because I want
to help kids SUCCEED
and feel good about
themselves.”

PROMOTING PEER CONNECTIONS

Part of the professional development AmeriCorps MEMBERS will experience throughout service involves opportunities to build and expand a network of peer support and reflect on the challenges and successes of service.

This will look different for every MEMBER. The MEC PROGRAM Staff will help facilitate and guide MEMBER connections and relationship building throughout the service term.

Some examples of what peer connections might look like include:

- Connect and network with other MEMBERS at regionally offered events connected to AmeriCorps PROGRAMS
- Be part of an email chain with other MEMBERS as a tool for sharing ideas and offering peer support
- Connect with other MEMBERS before, during, or after training sessions

**SECTION G: I WILL CARRY THIS COMMITMENT
WITH ME THIS YEAR AND BEYOND**

AMERICORPS PLEDGE

I will get things done for America - to make our people safer, smarter, and healthier.

I will bring Americans together to strengthen our communities.

Faced with apathy, I will take action.

Faced with conflict, I will seek common ground.

Faced with adversity, I will persevere.

I will carry this commitment with me this year and beyond.

I am an AmeriCorps member, and I will get things done.

“I serve because...”

Sharing your story

AmeriCorps MEMBERS have the unique opportunity to transform lives through service. By sharing your story with others, you can carry the commitment you made while taking the AmeriCorps pledge. Preparing an “elevator speech” is a way to quickly and simply share your service story. Imagine you are approached by someone in an elevator and they ask you about your service. What would you say if you only had 2 minutes? Here is a straightforward structure to follow, which provides a succinct snapshot of the program and the impact you are making:

“My name is _____ and I’m an AmeriCorps MEMBER serving with Michigan Education Corps. I am tutoring students in grades _____ at [site name] so that they can become proficient in reading skills.”

Build on this elevator speech to make it your own. Continue the conversation:

- Share what inspires you to serve. I serve because... _____

Words to Use

AVOID SAYING	INSTEAD, SAY
AmeriCorps, pronounced “AmeriCorpse”	AmeriCorps, pronounced “AmeriCore”
Job	Position
Working/Volunteering	Serving

GREAT STORIES

“I have the honor of working with a third grader at my site. After his daily tutoring session, he asked me, “Why exactly are we meeting everyday?” To which I responded, “I’m just here to help you become a wonderful reader.” Without any reaction on his face he said, “Oh, I thought I met with you to make you laugh!” The student totally caught me off guard and now that I think about it-he does make me laugh on a daily basis.”

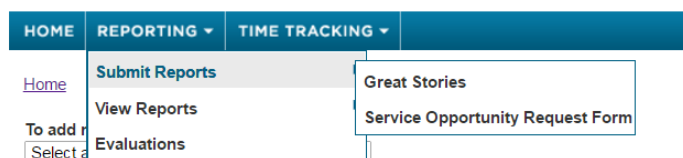
Deb Hagenbuck, Kindergarten-Focused Literacy Tutor, King Elementary, 2016-17

What is Reflection?

Reflection is the process of thinking about our experiences and attributing meaning to them. Reflection is a crucial part of service because, in many instances, we do not learn from doing, but from thinking about what we do. It is a means for people to recall their service experience, connect it to their lives, and analyze the issue they are looking at within a wider context. There is no single way to reflect.

Sharing Great Stories

MEMBERS will share a minimum of 9 Great Stories in OnCorps. This is one way to reflect during service. Great Stories are used by Reading Corps and Math Corps in program reports, funding updates, annual reports, site visits, and more.



Great Stories can be as little as one paragraph and as long as one page. They can be about a student’s success, personal growth, or a valuable thing you’ve learned. Please refrain from using real student or participant names when writing Great Stories. MEMBERS sign a publicity release prior to the start of their service that explains which information about the MEMBER or the Great Story can be used and shared. For more information regarding the publicity release, refer to the MEMBER Service Agreement.

“I serve because I'm LEARNING from my kids as much as they learn from ME.”

Section G: I Will Carry This Commitment With Me This Year and Beyond

Great Story Starters

- What do you want to achieve through service? _____

- What needs do you see at your service site? How can you help address those needs?

- How does your service help you progress in terms of professional development?

- Describe some of your interactions with students, teachers, Internal Coach(es), Coaching Specialist, or MEC PROGRAM Staff. What stands out to you?

- Share an example of a student who showed amazing growth. How did you know you were making a difference with this student?

- What has been the most rewarding part of your service experience?

- What has been the most challenging, and how did you rise to the challenge?

- How are you a different person now compared to when you began service?

- Identify a person, group, or community that you got to know through service that is significantly different from you. What are the needs or challenges facing them that particularly affected you? _____

TELLING YOUR SERVICE STORY

There are a number of ways you can help support your program at your site. Before taking action, talk with your Program Director/MEC PROGRAM Staff about ways to get involved. Outreach activities should be completed at your service site.

A few outreach ideas to get you started:

- Showcase your impact! Share a photo of yourself in PROGRAM apparel on social media with the AmeriCorps logo showing. Use the hashtags #AmeriCorpsWorks #ReadingCorpsWorks. Add a short, positive post about what it's like to serve. Please remember what constitutes as a Prohibited Activity when engaging in social media.
 - Visit the MEC Facebook page for updates on our PROGRAM!
www.facebook.com/mieducationcorps
 - Share a photo and short article in your site's newsletter. At the beginning of your service, introduce yourself to families and students. Remember to check with your Internal Coach before communicating with student families. At the end of your service, help fill your shoes by letting others know how they can serve in your community.
 - How will you spread the word about service in your community?
-
-

Service Gear and Apparel

As a MEMBER, you receive the following items at the start of your service experience.

- Reading Corps bag
- MEC Reading Corps lanyard
- MEC Reading Corps badge

You are required at a minimum to wear your lanyard daily. As a MEMBER, you are responsible for representing Reading Corps at your service site and in the state of Michigan. Wearing your gear is an expectation and will allow you to share your story, create understanding about your role, and to promote the program with which you are serving. Program issued apparel must be worn at publicity events, during media coverage, and at funding or legislative awareness site visits. National Days of Service and other opportunities are another great place to wear your gear.

Elements of a Good Photo

We'd love for you to share photos with us! Photos of AmeriCorps MEMBERS are used for the website, recruitment materials, social media, grant reports, and press releases. Take pictures at:

- Literacy events at your site
- Outreach events
- Training

MEMBERS must be wearing PROGRAM apparel with the AmeriCorps logo visible. If students or school staff are featured, a photo release must be obtained and submitted to program staff before the photo is taken.



Section G: I Will Carry This Commitment With Me This Year and Beyond

Ask your PROGRAM Director/Coordinator for a copy of the photo release before sending in your photo.

CARRYING THE COMMITMENT

How will you carry the commitment you made in the AmeriCorps pledge with you beyond your term of service?

An important part of national service is proudly carrying your service experience throughout your service term and into whatever is next.

The AmeriCorps pledge states:

“I will carry this commitment with me this year and beyond.”

You made that pledge at the start of your service, but what does it mean? It can be difficult to visualize how you can carry your service experience with you beyond your service and into the future. Whether you’re planning to serve another term with Reading Corps or Math Corps, go back to school, look for a job, or continue service in other capacities, here are the ways you can carry your Reading Corps or Math Corps service with you:

Stay Connected with Michigan Education Corps and AmeriCorps

- Follow Michigan Education Corps on social media!
 - Michigan Education Corps Facebook:
<https://www.facebook.com/mieducationcorps/>
- Join AmeriCorps Alums
 - To connect with other AmeriCorps alums, check out:
<http://www.americorpsalums.org/>
- Reading Corps Alumni Network.
 - Upon successful completion of your service term, you will receive an alumni newsletter. You can choose your subscription preferences:
 - Professional development and career opportunities
 - Engaging with currently serving MEMBERS
 - Alumni networking
 - Fundraising
 - Legislative Updates/Advocacy
 - Recruitment and Outreach

Stay Committed to Service

- Serve up to four terms with Reading Corps
- Continue serving with other programs
 - AmeriCorps: <https://www.nationalservice.gov/programs/ameriCorps/join-ameriCorps>
 - Service Year Alliance: <https://serviceyear.org/about/>
 - Share Your Road: Share your service story:
<http://serviceyear.shareyourroad.com/>

Section G: I Will Carry This Commitment With Me This Year and Beyond

- Volunteer in your community
 - Volunteer Match: <https://www.volunteermatch.org/>
 - United Way: <http://www.unitedway.org/get-involved/volunteer>

Turn Your Service Experience into a Career

Employers of National Service connects AmeriCorps alumni with employers from the private, public, and nonprofit sectors. Through this initiative, employers have increased access to a dedicated, highly qualified, and mission-oriented pool of potential employees, and national service alumni have additional opportunities to apply their skills in the workplace.

- Employers of National Service: <https://www.nationalservice.gov/special-initiatives/employers-national-service/search-network>
- Continue your education: Use your Segal AmeriCorps Education Award
 - For more information, see the Member Benefits section.
- Start a new career and develop your professional network:
 - Indeed: <https://www.indeed.com/>
 - LinkedIn: <https://www.linkedin.com/>
 - The Muse: <https://www.themuse.com/>
 - Jopwell: <https://www.jopwell.com/>
- Sell your service on your resume
 - Focus on skills gained
 - Use data
 - Highlight unique experiences

RESUME EXAMPLES

K-3 Literacy Interventionist, Cool Elementary School

August 2019-June 2020

Michigan Education Corps, Taylor, MI

- Implemented research-based interventions with students in grades K-3
- Provided targeted literacy support to individual students
- Recorded student and data progress in the RCDMS database system
- Maintained positive and collaborative relationship with Internal Coach/Supervisor, building staff, and MEC coaches and staff

K-3 Lead Literacy Interventionist, Cool Elementary School

August 2019-June 2020

Michigan Education Corps, Taylor, MI

- Served as leader to peers on-site and within region
- Implemented research-based interventions with students in grades K-3
- Provided targeted literacy support to individual students
- Recorded student and data progress in the RCDMS database system
- Maintained positive and collaborative relationship with Internal Coach/Supervisor, building staff, and MEC coaches and staff

SECTION H: INTERNAL COACH RESPONSIBILITIES

INTRODUCTION- THANK YOU!

Internal Coaches play a critical role in providing support to MEMBERS as it relates to literacy interventions and assessments. Internal Coaches also play a critical role in supervision of the MEMBERS at their site or virtually.

Michigan Education Corps understands how vital this role is to the success of our PROGRAM and serving students across Michigan. Let us be the first to thank YOU, Internal Coaches, for taking on this role within your site. We are grateful for the time and energy you will commit this PROGRAM year to ensuring Michigan Education Corps is successful within your building. Thank you!

RESPONSIBILITIES

This section outlines the responsibilities and duties of the Internal Coach in providing supervision to the MEMBER(S) at the service site. The Site Agreement, completed prior to the beginning of the year by a staff member of the service site, typically the Principal/Site Director, outlines Internal Coach Responsibilities. For more information about the Internal Coach Responsibilities, refer to the Site Agreement.

TIME COMMITMENT

Internal Coaches dedicate approximately 6-9 hours per MEMBER per month plus training time to Reading Corps. These numbers are a guideline based upon time reported by Internal Coaches. It may take more than this time commitment to ensure the PROGRAM and MEMBER is up and running. This time commitment is critical to the success of Reading Corps, MEMBERS, and students.

SIGN-IN AND SIGN-OUT PROCEDURE

Internal Coaches are expected to set-up a system for MEMBERS to sign-in and sign-out every day. If virtual service is to occur, Internal Coaches should set a schedule for checking in with their member(s). MEC recommends daily check-ins to be most helpful. Internal Coaches should clearly communicate to the MEMBERS where the sign-in sheet will be located and the expectation is that the MEMBER will sign-in and sign-out each day. If site is virtual, clearly communicate the frequency and platform of when daily virtual check in will occur. This sign-in and sign-out sheet or summary of daily check-ins should be sent to the PROGRAM Director bi-weekly for auditing purposes.

The sign-in sheet is a tool to help the Internal Coach verify the hours the MEMBER served before approving a time sheet. It is also a good strategy in holding the MEMBER accountable to the daily schedule. The sign-in sheet should be kept in a location that aligns with site expectations and is conducive for both the Internal Coach and MEMBER(s). A sign-in sheet template is available in OnCorps and in the Appendix of this manual.

SETTING A TUTORING SCHEDULE

Internal Coaches are expected to provide each MEMBER with a daily schedule at the site. An Internal Coach should clearly communicate to the MEMBER what time they are expected to arrive and depart each day, and what time they should eat lunch. The schedule should allow MEMBERS to fulfill their service hour commitment. There is blank weekly schedule template in the Service Hours and Appendix sections of this manual.

- Full-time MEMBERS serve a minimum of 37.50+ hours per week. To be well on track for 1,200 hours, MEMBERS should serve 7.50 hours per day (37.50 hours each typical week) at the service site.
- Part-time MEMBERS serve a 27.50+ hours per week. To be well on track for 900 hours, MEMBERS should serve 5.5 hours per day (27.50 hours each typical week) at the service site.
- Members enrolled in service terms other than those with 1200 or 900 required service hours will receive guidance from MEC Program Staff regarding their minimum service schedule and weekly hours needed.

Note: The information above is generalized for each program year. Position requirements may change based on Michigan Education Corps recruitment periods. Please contact your PROGRAM Director/Coordinator for questions.

SUPPORTING MEMBERS IN COMPLETING SERVICE HOURS

MEMBERS must serve a minimum number of hours each week during their service in order to successfully complete their term of service to earn their education award. The concept of serving a total number of hours is very different than traditional employees or volunteers. The MEMBER is not granted any set number of "sick" or "vacation" days, which therefore requires careful and thoughtful planning at the beginning of the year to ensure the MEMBER is set-up to successfully serve the minimum number of hours required.

Internal Coaches are expected to support their MEMBERS in service hours by:

- Ensuring MEMBERS have the opportunity to serve the minimum number of hours during the service term, given school breaks and anticipated sick days
- Monitoring the total time served throughout the year to ensure the MEMBERS are on track and checking in with the MEMBERS on a frequent basis about their hours
- Supporting the MEMBERS to find an opportunity to serve during the summer (if necessary)

See the Service section of this manual for more information on MEMBER service hours.

PROVIDING AN ONBOARDING TO THE SITE

Internal Coaches are expected to conduct a Site Onboarding with the MEMBER at the site. Internal Coaches help ensure program success by supporting interventionists beginning on their first day at the site. It is a best practice to set clear expectations early to avoid having to reverse course later if professional or performance issues arise.

Member Site Onboarding Plan

The plan on the following page is a checklist of everything that should be covered during the onboarding. Internal Coaches should also share their site specific employee handbook with the MEMBERS. This document provides helpful context as to the expectations of teachers and other staff in the site building and can help reinforce Reading Corps policies.

REQUIRED TRAINING SESSIONS

Before the MEMBER's service begins ...
<input type="checkbox"/> Prepare the MEMBER'S workspace & computer space
<input type="checkbox"/> Set up MEMBER'S school computer with username/login information
<input type="checkbox"/> Set up school email address for the MEMBER (not required, but can be helpful)
<input type="checkbox"/> Contact your MEMBER to notify them of what day and time to arrive for the first day
During the MEMBER's first week of service ...
<input type="checkbox"/> Greet the MEMBER at the door on their first day of service at the site
<input type="checkbox"/> Introduce the MEMBER to staff, especially those with whom they will be working closely
<input type="checkbox"/> Tour the facility, including their classroom or work area
<input type="checkbox"/> Discuss use of telephone, mail services, copier, fax machine and classroom supplies
<input type="checkbox"/> Discuss school-specific safety procedures
School policies and procedures, basic terms of work, professionalism, etc.
<input type="checkbox"/> Discuss the Code of Conduct for your site (i.e. the rules by which <u>all</u> staff need to abide)
<input type="checkbox"/> Discuss MEMBER sign-in procedure (required of <u>all</u> interventionists throughout the year)
<input type="checkbox"/> Review school dress code (Service apparel is required 3 times per week)
<input type="checkbox"/> Establish process for reporting absence or illness (give interventionist your contact information)
<input type="checkbox"/> Discuss communication procedures used on-site (email, bulletins, mailbox, etc.)
<input type="checkbox"/> Review member Performance Evaluation and Disciplinary Process (found in this manual)
Tutoring Schedule
<input type="checkbox"/> Create MEMBER'S service schedule (arrival time, lunch break, and time to leave each day) This schedule must allow for the number of hours per week indicated by the MEMBER'S term of service.
<input type="checkbox"/> Set up weekly check-ins and fidelity check observations within the first month
<input type="checkbox"/> Review break and lunch policy (see service section of this manual)
<input type="checkbox"/> Review school calendar, staff training days, PLCs, staff meetings, etc. and encourage MEMBER attendance where applicable
<input type="checkbox"/> Discuss other activities for serving at the school and in the community
<input type="checkbox"/> Help MEMBER become accustomed to the site through job shadowing

Reading Corps training sessions address the core skills and knowledge that are fundamental to these programs. It is a requirement for the Internal Coach to attend training, including Institute, to have a clear understanding of the Reading Corps program model and to provide coaching to the MEMBER. Please note that MEMBERS may have additional required training sessions that Internal Coaches do not. A list of required training sessions for MEMBERS is located in this manual.

Below are the required training sessions for Internal Coaches.

Section H: Internal Coach Responsibilities

Type of coach	Required training
New K-3 Coach	Complete the MEC Reading Corps training through the LMS (Learning Management System) in August Fundamental 1 in October
Returning K-3 Coach	Complete the MEC Reading Corps training through the LMS (Learning Management System) in August Fundamental 1 in October

Training Schedule

Internal Coaches and MEMBERS are responsible for ensuring that they are registered for all applicable required training sessions.

Training Attendance

Attendance at Reading Corps training is required. If an Internal Coach or MEMBER is unable to attend, they must notify their Program Director/Coordinator who will give instructions about making up the training.

Internal Coach assistance and accountability may be necessary for MEMBERS who miss training and need to make it up.

Training Behavior

Training attendees are expected to arrive to training sessions on time, be alert, limit cell phone use, and be respectful of the trainer and other attendees. Reading Corps strive to create a safe learning environment for all attendees and trainers. If attendees are found to be disruptive, they will be asked to leave and make-up the training.

Training Costs

Reading Corps does not reimburse Internal Coaches for mileage and other expenses related to attending required training sessions.

REVIEWING AND APPROVING TIME SHEETS

It is the responsibility of the Internal Coach to review and approve time reported on the MEMBER's online time sheet in OnCorps once every two weeks. MEC Program Staff are also involved in this 2-step process. If time sheets are not submitted **and** approved, the MEMBER's living allowance payment will be withheld until all time sheets are submitted and approved.

If the Internal Coach does not approve a MEMBER's time sheet by the deadline, the MEMBER will **not be paid on time**.

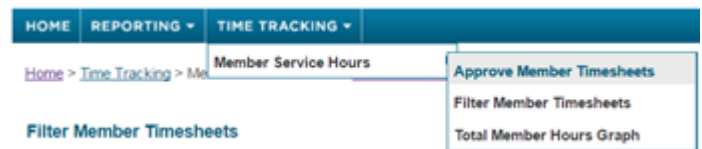
Section H: Internal Coach Responsibilities

Internal Coaches should review the “Service Hours and Time Sheets” section for more information about what activities can be counted for hours.

How to Approve Time Sheets

When the MEMBER submits a time sheet for approval, the database will automatically send an email asking you to approve the time sheet. Click on the link in the email to go to OnCorps to review the time sheet. Further instructions are included below:

1. Go to OnCorps mi.oncorpsreports.com/
2. Select the current program year and click ‘submit’
3. Find the correct program name
4. Click ‘Internal Coach’ and enter your username and password. *Use the ‘Forgot your password’ box for help, or if you forget your username or program name, contact your Program Director/Coordinator.*
5. Under ‘Time Tracking’, click ‘Member Timesheets’
6. Select the time period and click ‘choose’
7. If you agree with the MEMBER’s time sheet, check the box “I have reviewed and approve this time sheet.” Click submit. If you disagree with the time sheet information or find an error, the time sheet can be rejected. Comments will be emailed to the MEMBER.



PERFORMANCE MANAGEMENT

Who is responsible for responding to performance issues?

Internal Coaches are responsible for responding to and managing minor MEMBER performance issues that may arise during the year. Internal Coaches or Principals do not have the authority to terminate a MEMBER. Depending on the severity of the violation, the Program Director, with the support of the Internal Coach and Coaching Specialist, will take appropriate action. Michigan Education Corps reserves the right to enact the disciplinary procedure at its discretion and to deviate from this policy. Internal Coaches must notify the Program Director/Coordinator upon identification of performance issues.

Internal Coaches are responsible for keeping written documentation regarding any performance issues that may arise.

See an Issue? Take Action!

Internal Coaches should respond immediately to any MEMBER performance issue. It is best to address problems when they are small and resolvable, before they turn into bigger issues! If a MEMBER is not meeting expectations, the Internal Coach should address it with the MEMBER immediately and then email the Program Director/Coordinator with objective information about the issue.

Section H: Internal Coach Responsibilities

Here are some guidelines to follow in addressing a performance issue:

Step 1 - Communicate about Performance

Communicate openly with the MEMBER about their performance. If their performance is not meeting expectations, it is the responsibility of the Internal Coach to inform the MEMBER. Document all communication about any failure to meet expectations. Steps outlined below can serve as a helpful guide for Internal Coaches when communicating with the MEMBER:

1. State what you've observed. Share the facts.
2. Allow time for the MEMBER to respond.
3. Remind the MEMBER of the goal and impact of their actions.
4. Ask for a specific solution.
5. Agree on the solution.

Step 2 - Gather Documentation

Gather objective documentation about the incident leading to the offense. For example, if a MEMBER is being disciplined for chronic tardiness, ensure documentation (sign-in sheet) exists to show the number of times the MEMBER has arrived late.

Step 3- Consult with MEC PROGRAM Staff

Communicate with the Program Director/Coordinator about the incident.

Step 4- Enact the Discipline Procedure

In collaboration with the PROGRAM Director, enact the discipline procedure of the program, not the discipline procedure of the service site, in the event it is needed. See the MEMBER Service Agreement section in this manual for the discipline procedure.

Step 5 – Submit Documentation

Submit documentation about MEMBER performance to the Program Director/Coordinator for the MEMBER's file.

CONDUCTING MID-TERM AND END-OF-TERM PERFORMANCE EVALUATIONS

Feedback is the breakfast of champions. MEMBERS will receive frequent feedback from their Internal Coach and Coaching Specialist through the form of literacy observations.

In addition to this ongoing feedback, Coaches will conduct and submit Mid-Year and End-of-Year MEMBER performance evaluations for each. Performance evaluations are an opportunity to provide a MEMBER with objective, timely, and relevant feedback and positive affirmations.

Section H: Internal Coach Responsibilities

Mid-Term and End-of-Term evaluations are completed in person. The Internal Coach and MEMBER will both sign the evaluation, the MEMBER gets a copy and the original is submitted to the Program Director/Coordinator to add to the MEMBER's AmeriCorps file. In addition to being a piece of the MEMBER's professional development, the evaluation is a Corporation for National and Community Service and AmeriCorps requirement. Instructions for completion as well as due dates will be provided by Program Director/Coordinator to Internal Coaches and MEMBERS.

MEMBERS can expect to be evaluated on areas including, but not limited to the following:

- Attendance and Timely Arrival
- Communicating Absences Appropriately and Timely
- Tutoring and Assessment Quality and Accuracy
- Program Model Adherence
- Service Hours Progress
- Respect, Sensitivity, & Working Relationships

PROGRAM SURVEYS

We value your opinion! Program surveys collect feedback from MEMBERS and Internal Coaches each year. Reading Corps use the feedback provided by MEMBERS and coaches on these surveys to make our programs stronger. In addition to valuing MEMBER and Internal Coach feedback, the program specific survey is a Corporation for National and Community Service and AmeriCorps requirement.

FREQUENTLY ASKED QUESTIONS ABOUT SUPERVISION

Does the MEMBER need a computer?

The site must provide the MEMBER access to a regularly updated computer with Internet access for Reading Corps related purposes (i.e. completing time sheets, entering student data, checking e-mail, etc.).

The computer used by the MEMBER must have a modern web browser besides Internet Explorer installed; recent releases of Chrome or Firefox are the preferred web browsers. Any firewall software in use must permit unhindered and unrestricted access to all websites necessary for completing required Reading Corps related tasks and reviewing online Reading Corps support and training materials.

What type of workspace does the MEMBER need?

The MEMBER needs reasonable workspace to prepare for tutoring sessions and a locked drawer to store confidential student data. Additionally, the site should provide reasonable and quiet space for MEMBERS to work with individual students during the day.

Will the MEMBER need a school-assigned email address?

It is not required that the site provide an email address for the MEMBER.

Section H: Internal Coach Responsibilities

If however, common e-mail providers are blocked at the site and used by the MEMBER – the Internal Coach should arrange for the MEMBER to have a school-assigned or other accessible email address.

It can also be helpful if MEMBERS have a school-assigned email address because they are then usually automatically included in email communication that is sent to all staff at the site. This is helpful in keeping the MEMBER aware of what is happening in the school, and can help the MEMBER feel more connected and part of the school team.

Will the MEMBER need a name badge?

The site can provide the MEMBER with a school name badge, if required according to the personnel policies of the service site. The MEMBER is provided a badge by MEC/AmeriCorps with their name.

Should the MEMBER be given a copy of the school's employee handbook?

It can be determined if the content of the handbook would be helpful to the MEMBER – it usually is. In addition to abiding by the policies of Reading Corps, the MEMBER is also expected to abide by certain policies of its service site, including its code of conduct and dress code.

APPENDIX

Time Sheet Schedule 2021-2022

Time Sheet Period Start Date	Time Sheet Period End Date	Time Sheet Approval Due Date	Living Allowance Pay Date	# of Pay Periods
8/15/2021	8/28/2021	8/30/2021	9/3/2021	1
8/29/2021	9/11/2021	9/13/2021	9/17/2021	2
9/12/2021	9/25/2021	9/27/2021	10/1/2021	3
9/26/2021	10/9/2021	10/11/2021	10/15/2021	4
10/10/2021	10/23/2021	10/25/2021	10/29/2021	5
10/24/2021	11/6/2021	11/8/2021	11/12/2021	6
11/7/2021	11/20/2021	11/22/2021	11/26/2021	7
11/21/2021	12/4/2021	12/6/2021	12/10/2021	8
12/5/2021	12/18/2021	12/20/2021*	12/24/2021	9
12/19/2021	1/1/2022	1/3/2022	1/7/2022	10
1/12/2022	1/15/2022	1/17/2022	1/21/2022	11
1/16/2022	1/29/2022	1/31/2022	2/4/2022	12
1/30/2022	2/12/2022	2/14/2022	2/18/2022	13
2/13/2022	2/26/2022	2/28/2022	3/4/2022	14
2/27/2022	3/12/2022	3/14/2022	3/18/2022	15
3/13/2022	3/26/2022	3/28/2022	4/1/2022	16
3/27/2022	4/9/2022	4/11/2022	4/15/2022	17
4/10/2022	4/23/2022	4/25/2022	4/29/2022	18
4/24/2022	5/7/2022	5/9/2022	5/13/2022	19
5/8/2022	5/21/2022	5/23/2022	5/27/2022	20
5/22/2022	6/04/2022	6/06/2022	6/10/2022	21

Instructions:

Members and Supervisors are to use this payroll schedule to ensure time sheets are submitted and approved on time. Doing so will ensure that no delay occurs in the processing and payment of member's living allowance. Member time sheets should be reviewed and approved by the Monday following the period end date. Where denoted with an asterisk (*) the approval may occur earlier than the listed date based on service site schedule or supervisor availability. Guidance will be provided and sent by MEC program staff ahead these dates.

Time sheets not submitted OR approved on time will result in a delayed payment of the member living allowance. At minimum, this will take up to two (2) weeks.

Store this document in a locked, secure location if it contains passwords.

Password:

Username: Member E-mail address (coolguy1@gmail.com)

Password: MEC2021

Password:

RESOURCES FOR MEMBERS

Below is a list of resources available to support you during your term of service. For additional resources, please contact your Program Director.

Please note that Michigan Education Corps and Reading Corps do not specifically endorse any of these organizations.

Start Here!

United Way 2-1-1 http://www.211.org/ Phone: 2-1-1	2-1-1 provides free and confidential information and referral. Call 2-1-1 for help with food, housing, employment, health care, counseling and more.
SNAP (Food Stamps) https://www.fns.usda.gov/snap/apply	SNAP offers nutrition assistance to millions of eligible, low-income individuals and families and provides economic benefits to communities. SNAP is the largest program in the domestic hunger safety net.
Locate Local Farmers' Markets https://www.ams.usda.gov/local-food-directories/farmersmarkets	The Farmers Market Directory lists markets that feature two or more farm vendors selling agricultural products directly to customers at a common, recurrent physical location.
Locate Local Food Pantries www.foodpantries.org	A directory of Food Banks, Soup Kitchens, and non-profit organizations committed to fighting hunger.
Washington State Department of Financial Institutions https://dfi.wa.gov/financial-education/information/budgeting	Helpful information and resources to help you develop a personal or family budget that works.
National Foundation for Credit Counseling https://www.nfcc.org/	Find a certified credit counselor to receive comprehensive money management services.
Housing Assistance Locator http://resources.hud.gov	A tool to assist you in finding several types of housing resources including affordable housing and homeless resources.
Homeless Shelters http://www.homelesshelterdirectory.org	A directory of emergency shelters along with general homeless shelters and some transitional housing opportunities.
Michigan Legal Help https://michiganlegalthelp.org/	Michigan Legal Help is for people who are handling their legal problems without a lawyer. It can help you learn about your legal problems and get ready for court. There are many Do-It-Yourself tools to

	help you create court forms. This website does not give legal advice, and it is not a substitute for having a lawyer
Immigration Legal Services Search https://www.immigrationadvocates.org/	A directory of nonprofit organizations that provide free or low-cost immigration legal services.
Affordable Internet for families http://internetessentials.com/	An effort led by Comcast to provide affordable internet to families.
Google Voice – Free Voicemail https://support.google.com/voice/	With Google Voice, you get a free phone number for calls, text messages, and voicemail. You can use the apps on smartphones and computers, and you can link your number to any mobile or landline number.
PCs for People – Low cost computers http://www.pcsforpeople.com/	Services include free end-of-life IT asset management and certified data sanitization, technology refurbishing, computer distribution, computer repair, internet service, tech education, and free electronic recycling.

PROHIBITED ACTIVITIES

Individuals may exercise rights as a private citizen and participate in the activities below on their own initiative, on non-AmeriCorps time, and using non-Corporation funds. Individuals should not wear the AmeriCorps logo when involved in these activities as a private citizen.

While engaging in service or training hours or otherwise performing activities supported by an AmeriCorps Program or CNCS, PROGRAM MEMBERS, who serve as AmeriCorps MEMBERS, are prohibited from the following:

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;

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; and
11. Such other activities as the Corporation 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- CNCS funds. Individuals should not wear the AmeriCorps logo while doing so.

IMPORTANT NAMES AND NUMBERS

CONTACT INFORMATION

Program Director Name: **Thomas Bobo**

Program Director Phone number: **616-490-4529 (C/W)**

Program Director E-mail: tbobo@hopenetwork.org

Coaching Specialist Name: _____

Coaching Specialist Phone Number: _____

Coaching Specialist Email: _____

Internal Coach Name: _____

Internal Coach Phone Number: _____

Internal Coach Email: _____

Fellow K-3 Member Name: _____

Member Phone Number: _____

Member Email: _____

WEEKLY TUTORING SCHEDULE - SAMPLE

MEMBER Name:	Suzie Sample				
Daily arrival time:	7:45AM				
Daily departure time:	4:30PM				
If the MEMBER will be absent or late, how should he or she contact the Internal Coach?	Call my cell at 555-467-9856				
Where will the MEMBER sign-in and sign-out every day?	Main Office – Sign-in sheet				
Time	Mon	Tues	Wed	Thur	Fri
7:45-8:00	Prep Check email	Prep Check email	Prep Check email	Prep Check email	Prep Check email
8:00-11:20	Tutoring	Tutoring	Tutoring	Tutoring	Tutoring
11:20-11:40	Lunch*	Lunch	Lunch	Lunch	Lunch
11:40-2:50	Tutoring	Tutoring	Tutoring	Tutoring	Tutoring
2:50-3:10	Prep Time Data Entry	Coaching	Teacher Data Meetings	Prep Time Data Entry	Prep Time Data Entry
3:10-4:30	After-School Program	After-School Program	After-School Program	After-School Program	After-School Program
Total Hours Per Day	8.25 hours	8.25 hours	8.25 hours	8.25 hours	8.25 hours

Note: Lunch does not count towards a MEMBER'S service hours unless it is a serving lunch. MEMBERS should not be assigned to lunch room supervision.

WEEKLY TUTORING SCHEDULE

MEMBER Name:					
Daily arrival time:					
Daily departure time:					
If the MEMBER will be absent or late, how should he or she contact the Internal Coach?					
Where will the MEMBER sign-in and sign-out every day?					
Time	Mon	Tues	Wed	Thur	Fri
Total Hours Per Day					

Note: Lunch does not count towards a MEMBER'S service hours unless it is a serving lunch. MEMBERS should not be assigned to lunch room supervision.

MEMBER SIGN-IN SHEET – MICHIGAN EDUCATION CORPS

[illegible]

PERFORMANCE EVALUATION: K-3 MEMBERS

Performance Evaluation	<i>Check the evaluation period you are completing:</i> <input type="checkbox"/> Mid-Term Performance Evaluation (due 12/10/21) <input type="checkbox"/> End-of-Term Performance Evaluation (due 5/13/22)
MEMBER Name	
Internal Coach Name	

Instructions:

1. Internal Coach completes the evaluation, incorporating feedback from others as applicable.
2. Internal Coach meets with MEMBER to discuss the evaluation – this is a time to communicate about the MEMBER's strengths and areas in need of improvement.
3. MEMBER and Internal Coach sign evaluation to verify its completion.
4. Internal Coach submits to PROGRAM Director by the due date.
5. Keep a copy for your records.

NOTE: For Mid-Term Evaluations, Internal Coaches should consult OnCorps for updates on the hours' progress section.

Section 1: Progress towards hours completion	
____ total hours completed ____ total hours left to be completed ____ average hours needed per week Is the member on track to complete the required number of hours? <input type="checkbox"/> Yes <input type="checkbox"/> No Are all time sheets submitted & approved? <input type="checkbox"/> Yes <input type="checkbox"/> No	Comments / Action Plan for Hours Completion:
Section 2: MEMBER Hours Progress	
Is the member on track to complete their hours successfully? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure <i>If yes, document a plan of how the interventionist will modify service schedule.</i>	
Section 3: Potential to Serve Another Term	

Does the MEMBER demonstrate potential to return to serve an additional term of service?

☐ Significant potential ☐ Some potential ☐ To Be Determined ☐ n/a – interventionist is 4th year

Comments / Action Plan (optional):

Section 4: MEMBER Performance

Excellent: Regularly exceeds expectations, goes above and beyond standards.

Good: Meets expectations, a job well done.

Needs Improvement: Does not consistently meet expectations, must improve.

Unsatisfactory: Meets very few of the expectations, improvement seems unlikely.

	Excellent	Good	Needs Improvement	Unsatisfactory
1. Abides by the code of conduct of the site and MEC Reading Corps				
2. Presents self in appropriate attire, demeanor and attitude				
3. Responds to suggestions and feedback from his or her coach with positive action				
4. Arrives to the site on time and returns from lunch/breaks on time				
5. Abides by weekly schedule, serving the minimum hours required at site and consistently serving all students on his or her caseload				
6. Signs in and signs out daily				
7. Communicates with site in advance to arrange for scheduled absences				
8. Provides sufficient notice if he/she will be late or absent				
9. Attends scheduled meetings with the Internal and/or Coaching Specialist				
10. Satisfactorily completes assignments, tasks and projects				
11. Has the member satisfactorily completed assignments, tasks, or projects?				
12. Has the member met any other performance criteria that was clearly communicated both orally and in writing at the beginning of the service term?				
13. Submit time sheets by due date to Internal Coach				
14. Submits literacy data by due date (e.g. tutor logs, benchmarking data, progress monitoring)				
15. Follows the Reading Corps model with integrity; collects weekly data with accuracy and implements daily interventions with fidelity				
16. Shows respect for and sensitivity to the student's / family's needs and abilities				
17. Gives students encouragement through positive feedback and specific affirmations				
18. Has a professional working relationship with staff and colleagues				
19. Problem solves questions/concerns with coaches and program staff as needed				
20. Demonstrates concern for the quality and accuracy of tutoring as shown through monthly intervention integrity observation rating; shown improvement and follows through on feedback				
21. Member has met any other performance criteria that were clearly communicated both orally and in writing at the beginning of service term				

Comments / Action Plan / Affirmations (optional):

MEMBER Name	MEMBER Signature	Date
Internal Coach Name	Internal Coach Signature	Date

GREAT STORY STARTERS

- What do you want to achieve through service? _____

- What needs do you see at your service site? How can you help address those needs?

- How does your service help you progress in terms of professional development?

- Describe some of your interactions with students, teachers, Internal Coach(es), Coaching Specialist, or Program Manager. What stands out to you?

- Share an example of a student who showed amazing growth. How did you know you were making a difference with this student?

- What has been the most rewarding part of your service experience?

- What has been the most challenging, and how did you rise to the challenge?

- How are you a different person now compared to when you began service?

- Identify a person, group, or community that you got to know through service that is significantly different from you. What are the needs or challenges facing them that particularly affected you? _____

MICHIGAN EDUCATION CORPS STAFF CONTACT INFORMATION

Executive Director

Holly Windram, PhD. hwindram@hopenetwork.org

Director of Programming and Operations

Renee Borg rborg@hopenetwork.org

Lead Coaching Specialist and Training Manager

Jessica Grohs jgrohs@hopenetwork.org

AmeriCorps Program Director

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