Member Development 101

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Focus on Impact

Strengthening Nonprofits and the Volunteer Sector

Expanding Educational Opportunity and Building Future Leaders

Leveraging a Powerful Return on Investment
Member Development

Is it a best practice...?

...to expect Members to be knowledgeable of the organization’s mission, culture, policies, objectives, etc. without an orientation?
...to expect Members to adhere to performance (code of conduct) criteria without an orientation?
...to expect Members to effectively perform service activities without training?
...to expect Members to meet performance measure targets without training?
...to expect Members to represent the organization well without training?
...to expect Members to develop/strengthen their ethic of service without an ongoing Member development plan?

HINT: No...no, it is not. 😞
New Member Orientation

The Basics

- Programs are required to conduct a New Member Orientation for incoming Members.
- Orientation must be held at the commencement of the term of service.
- An agenda and sign-in sheet must be maintained for each day of orientation.
New Member Orientation

The Basics

Components include *but are not limited to*:

- Icebreakers & teambuilding activities
- Overview of National Service & CNCS programs
- Overview of the organization (mission & goals)
- Overview of stakeholders, service sites, and/or beneficiaries
- Overview of Member position descriptions
- Overview of Member benefits
- Allowable vs. prohibited activities
- Member rights & responsibilities
New Member Orientation

The Basics

Components *(continued)*:

- Program code of conduct
- Drug-free Workplace Act requirements
- Organizational policies and procedures
- Disciplinary policies and procedures
- Member training requirements
- Performance measurement and reporting
- Evaluation requirements
An electronic version of the contract template will be emailed to all programs.

Adhere to the guidelines for program-specific insertions.

DO NOT CHANGE THE STANDARD TEMPLATE TEXT!!

Submit your completed draft to your assigned Program Officer for review/approval at least 2 weeks prior to the start of your program year.
“We cannot teach people anything; we can only help them discover it within themselves.”
Missouri-specific Member Training

Requirements

- CPR Certification (or Training)
  - 100% of Members must receive CPR certification (or training, at a minimum, if a compelling circumstance is documented).

- First Aid Certification (or Training)
  - 100% of Members must receive First Aid certification (or training, at a minimum, if a compelling circumstance is documented).

CPR and First Aid certification must occur within the first quarter of the Member’s term of service. Refer to the CPR and First Aid Certification Policy in the 2015 Program Director Handbook (MCSC Policies & Procedures section).
Missouri-specific Member Training

Requirements

- Citizenship Training
  - 100% of Members must receive Citizenship training.

- Emergency Response Training
  - A minimum of 75% of Members must receive Emergency Response training.

Note:

*Emergency Response training is recommended to occur within the first quarter of a Member’s term of service.*
Volunteer Recruitment

- Programs are required to recruit 5 volunteers per awarded MSY.
- Programs must track the number of volunteers recruited and the number of volunteer hours served.
- Programs should be able to determine if volunteers fall within the following demographics:
  - College students
  - Baby Boomers (born between 1946 and 1964)
  - Disadvantaged children/youth

Clarification Note:

Programs with less than full-time Members should note the number of volunteers is based on the number of MSY, not the number of Member slots.
Show-Me Service

Purpose: To allow AmeriCorps Missouri programs and Members to convene, network, and engage in service and/or training components.

Timeline: Held during the 1st quarter (August-December)

Collaboration: MCSC recommends regional collaboration for Show-Me Service events.

Note: Connect with programs located in your region to begin planning Regional Show-Me Service events. Do it before you leave Jefferson City!!
Life After AmeriCorps

**Purpose:** To help Members make the successful transition to life after service.

**Timeline:** Typically held during the spring *(if conducting one training session)*

**Best Practice:**
Programs may incorporate Life After AmeriCorps components throughout the term of service.
Training Requirements
Compliance

“80/20” Rule: No more than 20% of the aggregate Members’ hours may be dedicated to personal, professional, or service development.

The program must conduct an orientation for Members at the commencement of service.

The program must provide skills training related to Members’ direct service activities.

The program must adhere to MO-specific performance measures.

The program must have an agenda and sign-in sheet for each training session.
Member Development Planning

Questions to Ask Yourself

1. How do you conduct the training (timeline, topics, activities, materials needed/used, etc.)?
2. What are the most important concepts or skills Members need to understand by the end of the session(s)?
3. Why are these concepts or skills important?
4. How will you know Members have developed an understanding of the topic?

Member Orientation
Teambuilding/Teamwork
Diversity & Inclusion
Citizenship
Conflict Resolution
Life After AmeriCorps
Member Wellness
After implementing a Member Development component or session, consider the following:

- **Strength**: What did we do well?
- **Weakness**: What problems could we have avoided?
- **Opportunity**: What could we improve?
- **Threat**: What mistakes could we avoid?
Conclusion

Reference: 2015 Program Director Handbook (Member Development section)