

Member Management 101



Jerron M. Johnson
Missouri Community Service Commission

Member Management

The Basics

- Member Management Functions
 - Member Enrollment
 - Member Slot Refill
 - Member Slot Conversion
 - Member Status Change
 - Member Performance Evaluation
 - Member Exit

Reference: 2015 Program Director Handbook (Member Management section)

Member Enrollment

Requirements

- Applicable Online Systems:
 - My AmeriCorps Portal (<http://egrants.cns.gov>)
 - OnCorps Reports (<http://mo.oncorpsreports.com>)
- Compliance
 - The program must enroll Members in both online systems within 30 days of the effective date.
- Member File Documentation
 - National Service Trust Enrollment Form
 - Confirmation page from My AmeriCorps Portal

Member Slot Refill

Criteria

- A Member slot may be refilled if all of the following criteria are met:
 - The program has fully enrolled all awarded slots;
 - The original Member has ended service prior to completing 30% of the minimum required number of hours for the term of service; and
 - The original Member is not eligible for a prorated education award based on a compelling personal circumstance (must be released for cause).

Notes:

- 1. The program may not refill the same Member slot more than once.*
- 2. The program must consider the original project period and ability of a refill Member to complete a term of service.*

Member Slot Refill

Requirements

- Applicable Online Systems:
 - My AmeriCorps Portal (<http://egrants.cns.gov>)
 - OnCorps Reports (<http://mo.oncorpsreports.com>)
- Compliance
 - The program must exit the original Member as “ineligible for education award” in My AmeriCorps Portal. The program may select a more specific reason for the exit in OnCorps Reports.
 - The program must enroll the refill Member in both online systems within 30 days of the commencement of service.
- Member File Documentation
 - Document the original Member’s exit as outlined in the “Member Exit” section of this presentation.
 - Document the refill Member’s enrollment as outlined in the “Member Enrollment” section of this presentation.

Member Slot Conversion

Criteria

- Slot conversions must be National Service Trust neutral:
 - Slot conversions may not add additional MSY beyond what was originally awarded.
 - Slot conversions may not increase the amount of education awards allocated in originally awarded MSY.

Slot Type	Number of MSY	Minimum Number of Hours Required
Full-Time	1.00000	1700
Half-Time	0.50000	900
Reduced Half-Time	0.38095	675
Quarter-Time	0.26455	450
Minimum-Time	0.21164	300

Member Slot Conversion

Requirements

- Applicable Online Systems:
 - My AmeriCorps Portal (<http://egrants.cns.gov>)
 - OnCorps Reports (<http://mo.oncorpsreports.com>)
- Compliance:
 - If converting a filled slot from full-time to less than full-time, the conversion:
 - Should not impact program quality;
 - Should not be done to provide a partial education award; and
 - May have an impact on the Member's eligibility for benefits.

Note:

**Reference: 2015 Program Director Handbook (MCSC Policies & Procedures section);
Member Slot Conversion Policy**

Member Status Change

Criteria (Suspension/Reinstatement)

• Suspension

• A program must suspend the service of a Member:

- Facing an official charge of a violent felony;
- Facing an official charge of sale/distribution of a controlled substance; or
- Convicted of possession of a controlled substance.

• A program may suspend the service of a Member:

- For disciplinary reasons;
- For a compelling personal circumstance (*e.g. medical or family leave*); or
- For initiation of a grievance procedure.

• Reinstatement

• The program must reinstate the Member:

- If the Member will complete the term of service with an approved plan; or
- If the Member will be exited from the program.

- *The Member may not accrue service hours or receive benefits (e.g. living allowance) while in suspended status.*
- *The program should have written policies outlining its suspension policy.*

Member Status Change

Requirements (Suspension/Reinstatement)

- Applicable Online Systems:
 - My AmeriCorps Portal (<http://egrants.cns.gov>)
 - OnCorps Reports (<http://mo.oncorpsreports.com>)
- Compliance
 - The program must change the Member's status in My AmeriCorps Portal within 30 days of the effective date.
 - The program must enter suspension and reinstatement dates in OnCorps Reports (Member's profile).
- Member File Documentation
 - Program-developed Change of Member Status form
 - Confirmation page from My AmeriCorps Portal
 - Documentation to support the suspension (*e.g. email correspondence, written notification, performance plan, doctor's note, etc.*)

Member Status Change

Criteria (Transfer)

- **Transfer**
 - **Member Responsibility**
 - Must have a compelling personal circumstance as determined by the program;
 - Must apply to and be accepted into the other AmeriCorps State program.
 - **Program Responsibility**
 - Written documentation of the transfer must be shared and maintained on file by the program and the other AmeriCorps State program.
 - No funds may be transferred between programs.
 - **Term of Service**
 - The Member's original service start date and maximum 12-month term would still be applicable.

Reference: 2015 Program Director Handbook (Member Management section)

Member Performance Evaluation

Requirements

- Programs must conduct written evaluations for Members and maintain them in the Members' files.
- Member performance evaluations must include (at a minimum):
 - Whether the Member has completed the required number of hours;
 - Whether the Member has satisfactorily completed assignments; and
 - Whether the Member has met other performance criteria that were clearly communicated at the beginning of the term of service.

Slot Type	Midterm Evaluation Required?	End-of-term Evaluation Required?
Full-Time	Yes	Yes
Half-Time	Yes	Yes
Reduced Half-Time	No	Yes
Quarter-Time	No	Yes
Minimum-Time	No	Yes

Member Exit

Criteria

- Successful Completion (*eligible for full education award*)
 - The Member has:
 - Completed all the required number of hours;
 - Satisfactorily completed all assignments; and
 - Met other performance criteria that were clearly communicated at the beginning of the term of service.
- Compelling Personal Circumstance (*eligible for partial education award*)
 - The Member has a circumstance that:
 - Is an extraordinary circumstance beyond the Member's control;
 - Cannot be accommodated by a leave of absence; and
 - Prevents the Member from completing the term of service.
 - Examples
 - Personal injury or critical illness
 - Critical illness of a family member for whom the Member is the primary caretaker;
 - Relocation of a spouse for work and a transfer to another program is not possible;
 - Closure of the AmeriCorps program.

Member Exit

Criteria

- Release for Cause (*ineligible to receive an education award*)
 - Includes the following:
 - Disciplinary action;
 - Unsuccessful outcome of a grievance procedure;
 - Committing or being found guilty of a violent felony;
 - Unsuccessful completion of the required number of hours and/or service requirements;
 - Resignation from the program that does not fit the criteria of a compelling personal circumstance, including:
 - Leaving for a job (and the program is not a “welfare to work” program)
 - Enrolling in school
 - Dissatisfaction with the program, service site, etc.

OnCorps Reports has additional classifications for Member exits compared to My AmeriCorps Portal. Exit types may be selected at the program’s discretion.

Member Exit

Requirements

- Applicable Online Systems:
 - My AmeriCorps Portal (<http://egrants.cns.gov>)
 - OnCorps Reports (<http://mo.oncorpsreports.com>)
- Compliance
 - The program must exit Members in both online systems within 30 days of the effective date.
- Member File Documentation
 - National Service Trust Exit Form
 - Printed confirmation page from My AmeriCorps Portal
 - Documentation of a compelling personal circumstance (if applicable)
 - Includes a written request from the Member
 - Documentation of a release for cause (if applicable)

Communication w/ MCSC

When to Notify

- Programs must notify their assigned Program Officer of the following:
 - Member slot refills;
 - Member challenges;
 - Initiation of a grievance procedure;
 - Circumstances that may lead to a Member's change in status (e.g. suspension/reinstatement);
 - Circumstances that may lead to a Member's release for a compelling personal circumstance;
 - Circumstances that may lead to a Member's resignation;
 - Circumstances that may lead to a Member's dismissal.

Communication w/ MCSC

When to Obtain Prior Written Approval

- Programs must obtain prior written approval from their assigned Program Officer for the following:
 - Member position description changes;
 - Conversion of unfilled Member slots;
 - Conversion of filled Member slots;
 - Transfer of a Member to another program; and
 - System Help Desk request needs (see note below).

Programs may submit Help Desk tickets in My AmeriCorps Portal as needed (notify your assigned Program Officer).

Programs must obtain [verbal/written] approval from their assigned Program Officer prior to submitting a Help Desk ticket in OnCorps Reports.

Member Management

Practices

- Programs are responsible for:
 - Ensuring each Member has the opportunity to complete the term of service;
 - Planning the term of service, taking into account holidays, national days of service, and opportunities to make up missed hours;
 - Providing for direct and meaningful service activities;
 - Providing performance criteria appropriate to the Members' skill level;
 - Providing Members with adequate support and supervision

“Part of the Program Director's role is to support Members, optimally changing the negative responses into positives, while also encouraging constructive attributes.”

Member Support Strategies

Considerations

1. At what point(s) in the term of service could this Member behavior surface?
2. What support strategies would you offer to Members to turn negative responses into positives and encourage constructive attributes?

Members begin questioning (demonstrating uncertainty of the first steps to take in implementing service activities).

Members appear discouraged with results and start to believe expectations may be unrealistic.

Members have an understanding of tasks and begin producing results.

Members begin exhibiting the potential for “failure” (demonstrating behaviors contrary to the code of conduct)

Member Support Strategies

Considerations

1. At what point(s) in the term of service could this Member behavior surface?
2. What support strategies would you offer to Members to turn negative responses into positives and encourage constructive attributes?

Members become less tolerant of other people's flaws; interpersonal conflicts surface.

Members begin to disengage or lose motivation.

Members begin to experience successes and achievements.

Reflection: Lessons Learned

Evaluate Your Efforts

- You should regularly assess your Member management procedures as well as Member support and supervision strategies.

Strength

- What did I do well?

Weakness

- What problems could I have avoided?

Opportunity

- What could I improve?

Threat

- What mistakes could I avoid?



Conclusion

Reference: 2015 Program Director Handbook (Member Management section)