



Member Management Systems





Agenda

1. Member Enrollment
2. Member Training, Support, and Supervision
3. Activity
4. Member Slot Changes
5. Member Status Changes
6. Member Evaluation
7. Member Exits





Member Enrollment

- Prior to enrollment, you (the program) will need to :
 - Created a Member File for each Member
 - Obtained an application and references
 - Retained a copy of the acceptance letter
 - Obtained signed forms, including:
 - Form I-9 and citizenship documentation
 - Federal and MO-State W-4 (if receiving a living allowance)
 - Insurance waiver (if applicable)
 - Media Release Form
 - Member Contract
 - National Service Enrollment Form
 - Initiated or completed the criminal record check process





Member Enrollment Cont.

- Members must be enrolled into:
 - My AmeriCorps Portal (<http://egrants.cns.gov>)
 - OnCorps (<http://mo.oncorpsreports.com>)
- Member **MUST** be enrolled into both of these online systems within **30 days** of their first day of service.
- A step- by –step guide to enrolling members in both online systems is included in the member Management Section of the Program Director Handbook.





Training, Support and Supervision

- Programs must:
 - Provide direct and meaningful service activities
 - Provide performance criteria appropriate to the Members' skill level
 - Ensure that each Member has the opportunity to complete the term of service
 - Plan the term of service taking into account holidays, national days of service, and opportunities to make up missed hours





Training, Support and Supervision

- Programs must:
 - Provide Members with the training, skills, knowledge, and supervision necessary to perform service activities
 - Required training included Disaster Response, CPR & 1st AID, and Citizenship
 - No more than 20% of hours may be dedicated to training.
 - Provide Members with adequate supervision
 - Establish and enforce a code of conduct for Members.





Activity

1. Do I know what is expected of me at work?
2. Do I have the materials and equipment I need to do my work right?
3. At work, do I have the opportunity to do what I do best everyday?
4. In the last seven days, have I received recognition or praise for doing good work?
5. Does my supervisor or someone at work seem to care about me as a person?
6. Is there someone at work who encourages my development?
7. At work, do my opinions seem to count?
8. Does the mission/purpose of my company make me feel my job is important?
9. Are my co-workers committed to doing quality work?
10. Do I have a best friend at work?
11. In the last six months, has someone at work talked to me about my progress?
12. This last year, have I had the opportunity at work to learn and grow?





Takeaways

- Clear Expectations=Better Results.
- Give people the opportunity to do what they do best.
- Be specific! Good compliments are priceless; bad compliments are expensive.
- Stop shielding others from adversity, challenge and consequence.
- You know more than you think you do.
- Find your comfort zone and stay out of it.
- Use different approaches based on what the person needs and the situation requires.
- A+ people surround themselves with A+ people.





Slot Changes

- Slot Conversions
 - Slot conversions are changes to the type of Member slot (e.g. full-time converted to up to 2 half-time).
 - Slot conversions **MUST** receive prior approval from MCSC.
 - Slot conversions may not add additional MSY to the program than what was originally awarded.
 - Slot conversions may not increase the amount of education award allocated to awarded MSY.





Slot Changes

- Conversions **MUST** be completed in My AmeriCorps Portal prior to Members being enrolled into the slot.
- Note: Converting a full-time to less than full-time:
 - Should not impact program quality
 - Should not be done to provide a partial education award
 - May have an impact on benefits eligibility





Slot Changes

- Slot Refill
 - If a Member leaves service early, then the program may refill the slot provided the following apply:
 1. The program has fully enrolled all awarded slots
 2. The Member has terminated service prior to completing 30% of the minimum required hours for the term of service
 3. The Member is not eligible for a pro-rated education award (based on a compelling personal circumstance).





Status Change

- Changes in Member Status Include:
 1. Suspension
 2. Reinstatement
 3. Transfer
- The program should notify (or obtain approval from, as applicable) MCSC prior to changing a Member's status.
- **Compliance:** Member status changes **MUST** be completed within **30 days** of the effective date in both the My AmeriCorps Portal and OnCorps.





Status Change

- Suspension
 - A program **MUST** suspend the service of:
 - An individual facing an official charge of a violent felony
 - An individual facing an official charge of sale/distribution of a controlled substance
 - An individual convicted of possession of a controlled substance.
 - A program **may** suspend the service of:
 - An individual for disciplinary reasons
 - An individual who initiated a grievance procedure
 - An individual with a compelling personal circumstance (e.g. short-term medical or family leave)





Status Change

- Suspension
 - The Member will not accrue service hours while in suspended status.
 - The Member may not receive benefits while in suspended status (e.g. living allowance, healthcare coverage, etc.)
- The program should have written policies outlining the suspension policy.
- Once reinstated, the Member MUST have a plan to complete the term of service





Status Change

- Reinstatement
 - If the Member will complete the term of service post-suspension, then the Member should have a plan to complete the term of service within the agreed upon extension of the term of service.
 - If the Member will be exited from the program, then the Member **MUST** be reinstated prior to completion of the exit in the online systems.





Status Change

- Transfer
 - The “transfer out” and “transfer in” must be documented and shared in writing between the two programs.
 - The Member must have a compelling personal circumstance as determined by Program A.
 - The Member must apply to and be accepted into Program B.
 - No funds may be transferred between programs.
 - The original service start date and maximum 12-month term will still be applicable.
 - The “transferred” slot will revert to unfilled for Program A, regardless of the number of hours the Member served.





Evaluation

- Mid-Term and End-of-Term Evaluations
 - Programs must conduct written evaluations for Members as follows:
 - Full-time and Half-time Members: Both a mid-term and end-of-term evaluation
 - Less than Half-time Members: At least an end-of-term evaluation
- Note: If a member exits the program early for any reason and End-of-Term Evaluation still need to be done.





Exit

- Members **MUST** be exited from:
 - My AmeriCorps Portal (<http://egrants.cns.gov>)
 - OnCorps (<http://mo.oncorpsreports.com>)
- Member **MUST** be exited from both online systems within **30 days** of their last day of service.
 - **Compliance:** Late exits will have an adverse effect on the program's Risk Assessment.





Exit

- Types of Member Exits include:
 1. Satisfactory Completion
 2. Compelling Personal Circumstance
 3. Release for Cause
 4. Release without Cause (OnCorps classification)





Exit

- Satisfactory Completion
 - The Member has successfully...
 - Completed all required number of hours
 - Completed all assignments, tasks, projects
 - Met all other criteria communicated at the beginning of the term of service
- Program will need to exit the Member “Eligible for Entire Education Award” in the My AmeriCorps Portal





Exit

- Compelling Personal Circumstance
 - A compelling personal circumstance:
 - Is an extraordinary circumstance beyond the Member's control
 - Cannot be accommodated by a leave of absence
 - Prevents the Member from completing the term of service
 - Examples include:
 - Personal injury/critical illness
 - Critical family illness for which the Member is the primary caretaker
 - Relocation of a spouse for work and a transfer to another program is not possible
 - Close of the AmeriCorps program





Exit

- Compelling Personal Circumstance
 - The Member should submit a written request and any supporting documentation.
 - The Member will be eligible for a pro-rated education award based on the percentage of hours completed(determined by the National Service Trust).
- Program will need to exit the Member as “Eligible for a Partial Education Award” in the My AmeriCorps Portal.





Exit

- Release for Cause
 - A Member may be released for cause due to:
 - Disciplinary action
 - Unsuccessful outcome of grievance proceedings
 - Committing or being found guilty of a violent felony





Exit

Reference

- A step-by-step guide to exiting Members in both online systems is included in the Member Management section of the Program Directors Handbook.





Q&A

