AmeriCorps Member Support & Supervision

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Missouri Community Service Commission

June 15, 2017 (abridged)
Brief Compliance Overview: Member Management
There are two (2) web-based reporting systems in which Member management functions (e.g. enrollment, suspension/reinstatement, exit) are performed. What are they and what are the differences between the two systems?

**eGrants/My AmeriCorps Portal:**
The grants management system administered by CNCS; also includes My AmeriCorps Portal which is the Member management system within eGrants.


**OnCorps Reports:**
The web-based reporting system used by MCSC for sub-grantees (programs) to track Member service hours, submit performance measurement data, and submit financial reports. This system is not connected to eGrants.

*Link:* [http://mo.oncorpsreports.com](http://mo.oncorpsreports.com)
Federal regulations and MCSC policy require that AmeriCorps Member status updates are reported within a certain time frame. What is the compliant time frame?

The Program Director has **30 days** from the effective date of enrollment, suspension/reinstatement, and exit to report these status changes in both My AmeriCorps Portal and OnCorps Reports.

*This is required by federal and MCSC guidelines. Failure to adhere to this requirement will be considered non-compliant and the sub-grantee will be subject to corrective action.*
A Member slot may be refilled if all of the following criteria are met:

1. The program has fully enrolled all awarded slots;
2. The original Member has ended service prior to completing 30% of the minimum required number of hours for the term of service; and
3. The original Member is not eligible for a prorated education award based on a compelling personal circumstance (must be released for cause).
If the Program Director receives prior approval from MCSC, could one unfilled full-time slot be converted into 4 quarter-time slots?

No; 4 quarter-time slots do not equal 1 full-time slot.

<table>
<thead>
<tr>
<th>Slot Type</th>
<th>Number of MSY</th>
<th>Minimum Number of Hours Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full-Time</td>
<td>1.00000</td>
<td>1700</td>
</tr>
<tr>
<td>Half-Time</td>
<td>0.50000</td>
<td>900</td>
</tr>
<tr>
<td>Reduced Half-Time</td>
<td>0.38095</td>
<td>675</td>
</tr>
<tr>
<td>Quarter-Time</td>
<td>0.26455</td>
<td>450</td>
</tr>
<tr>
<td>Minimum-Time</td>
<td>0.21164</td>
<td>300</td>
</tr>
</tbody>
</table>
There are 3 circumstances for which a Program Director **must** suspend an AmeriCorps Member and at least 3 circumstances for which a Program **may** suspend an AmeriCorps Member. What are they?

A program **must** suspend the service of a Member:
1. Facing an official charge of a violent felony;
2. Facing an official charge of sale/distribution of a controlled substance; or
3. Convicted of possession of a controlled substance.

A program **may** suspend the service of a Member:
1. For disciplinary reasons;
2. For a compelling personal circumstance (*e.g.* medical or family leave); or
3. For initiation of a grievance procedure.
What circumstances would be considered compelling personal circumstances (CPC) for a Member exit? What circumstances do not qualify for CPC?

Example compelling personal circumstances include:

1. A Member’s disability or serious illness;
2. Disability, serious illness, or death of a Member’s family member if this makes completing a term unreasonably difficult or impossible;
3. Unforeseeable circumstances (natural disaster, strike, relocation of a spouse for work, or premature closing of the AmeriCorps program).

Compelling personal circumstances do not include:

1. Enrollment in school;
2. Obtaining employment (unless this is a stated and approved objective of the program’s design); or
3. Dissatisfaction with the program and/or service site.
There are 3 minimum objectives that must be assessed in the Member’s mid-year and/or end-of-year evaluation. What are they?

Member performance evaluations must include (at a minimum):

1. Whether the Member has completed the required number of hours;
2. Whether the Member has satisfactorily completed assignments; and
3. Whether the Member has met other performance criteria that were clearly communicated at the beginning of the term of service.
### Note: Guide to Member Evaluations:

Is it required?

<table>
<thead>
<tr>
<th>Slot Type</th>
<th>Mid-year Evaluation?</th>
<th>End-of-year Evaluation?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full-time</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Half-time</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Reduced Half-time</td>
<td>n/a</td>
<td>Yes</td>
</tr>
<tr>
<td>Quarter-time</td>
<td>n/a</td>
<td>Yes</td>
</tr>
<tr>
<td>Minimum-time</td>
<td>n/a</td>
<td>Yes</td>
</tr>
</tbody>
</table>
# Supervisory Functions of the Program Director

## Problem

<table>
<thead>
<tr>
<th>Administrative</th>
<th>Educational</th>
<th>Supportive</th>
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</thead>
<tbody>
<tr>
<td>Implementation of policies &amp; procedures</td>
<td>Knowledge, attitude, &amp; skills needed</td>
<td>Motivation, morale, and satisfaction with the term of service</td>
</tr>
</tbody>
</table>

## Goal

<table>
<thead>
<tr>
<th>Administrative</th>
<th>Educational</th>
<th>Supportive</th>
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</thead>
<tbody>
<tr>
<td>Ensure adherence to policies &amp; procedures</td>
<td>Gain understanding and develop skills</td>
<td>Motivate &amp; improve morale and/or satisfaction</td>
</tr>
</tbody>
</table>

Also applies to program coordinators and/or site supervisors providing on-site, ongoing support to AmeriCorps Members.
Program Director Competencies

Effective Grant & Program Management
- Program management
- Theory of Change & continuous improvement
- Site management
- Community engagement & strengthening

Member Management
- Member human resources
- Member support & supervision
Program Director Competencies

Fiscal Oversight &
Management

- Financial management
- Sustainability

Leadership Development

- Professional development
- Leadership & public policy
Program Director Responsibilities

Member Support & Supervision

Program Directors, at a minimum, are required to:

- Ensure each Member has the opportunity to successfully 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;
- Provide for direct and meaningful service activities;
- Provide performance criteria appropriate to the Members’ skill level; and
- Provide Members with adequate support and supervision.
Leaders are people who do the right thing: managers are people who do things right. Both roles are crucial, but they differ profoundly. I often observe people in top positions doing wrong things well.

Warren G. Bennis
Remember to use the Program Directors Handbook as a reference for the Member management requirements and network with your fellow Program Directors for ideas/example practices.