AmeriCorps Member
Supervision & Support

Rebecca Winters
AmeriCorps: Poplar Bluff’s Promise
Why must you provide Member supervision & support?

• Members must successfully complete hours and terms of service.
• Outcomes must be achieved.
How I spend my time....

- 65% of time is typically spent in Member Supervision and Support
- 20-25% of time spent monitoring outcomes & communicating with site staff
- 5-10% of time spent on paperwork/filing
- Less than 5% of time spent on fiscal management
Program Responsibilities

- Ensure Members have opportunities to successfully complete terms of service.
- Plan schedules, days of service, other service projects, extra service and collaboration opportunities, development exercises and trainings.
- Provide direct and meaningful service activities.
- Provide performance criteria.
- Provide adequate and ongoing support and supervision.
Service Planning

- You plan the service, but the Members have to serve the plan.
- You write the song, but the Members have to sing it.

Make sure it is reasonable, achievable, and manageable!
Pre Service Member Considerations

• Is the Member availability sufficient to meet the demand of the schedule?
• Can the Member handle the pressure of the service plan?
It all starts with orientation…..

- Member orientation should include a complete review of Member responsibilities, expectations, prohibited service activities, and potential pitfalls.
- Full review of Member contract, manual, evaluation materials, program service and outcome materials, etc.

*Expectations must be clear for achievement to be realized*
Member Service Training

• What is needed to effectively deliver planned services
• Provided during orientation
• Confidentiality, Behavior Management, Tutoring Strategies and Prompts, Diagnostic Tools, Learning Styles, MO GLEs and Assessments
Site Staff Orientation

• What is AmeriCorps?
• Program design, implementation plan and outcomes.
• Referral process and student progress tracking.
• Member responsibilities, expectations, prohibited service activities, and potential pitfalls.
• Site Supervisor responsibilities, expectations, and potential pitfalls.
• Member and program evaluations.
Member Site Introductions

• Site Assignment
• Introduction to Site Principal and teachers
• Participation in site trainings such as behavior management programs, curriculum, schedules and special services
• Team orientation and planning
• Site tour and walk through
Member Service Plans

- Weekly service schedule
- Service plan for year taking into account holidays, service projects, trainings, etc.
- Annual calendar of events
- Weekly and monthly targets
- Opportunities for additional service hours to make up time
- Outcome goals and milestones
Member Weekly Schedule Example

<table>
<thead>
<tr>
<th>Time--MWF</th>
<th>Teacher</th>
</tr>
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<tbody>
<tr>
<td>7:30-8:45</td>
<td>DeBerry 5</td>
</tr>
<tr>
<td>9:25-10:40</td>
<td>Tanner 6</td>
</tr>
<tr>
<td>10:40-11:20</td>
<td>LUNCH</td>
</tr>
<tr>
<td>11:20-12:20</td>
<td>Robinson 4</td>
</tr>
<tr>
<td>12:15-12:20</td>
<td>DeBerry 5</td>
</tr>
<tr>
<td>12:00-2:25</td>
<td>Tanner 6</td>
</tr>
<tr>
<td>2:30-3:30</td>
<td>PH Wills</td>
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## Member Service Plan Example

<table>
<thead>
<tr>
<th></th>
<th>TOT MO HRS</th>
<th>REG WKS</th>
<th>HRS/WK</th>
<th>TOT REG HRS</th>
<th>TRAINING</th>
<th>BIWEEKLY</th>
<th>CAMP DAY</th>
<th>EXT SERV</th>
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<tbody>
<tr>
<td>AUG</td>
<td>75</td>
<td>2</td>
<td>22.5</td>
<td>45</td>
<td>30</td>
<td></td>
<td>8</td>
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<td></td>
<td></td>
<td>Orientation</td>
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<tr>
<td>SEPT</td>
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<td>3.5</td>
<td>22.5</td>
<td>78.75</td>
<td>2</td>
<td>8</td>
<td>BGCD 9/1-4 HRS, 9/29-4 HRS</td>
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<tr>
<td>OCT</td>
<td>107.5</td>
<td>4</td>
<td>22.5</td>
<td>90</td>
<td>7.5</td>
<td>2</td>
<td>8</td>
<td>Citizenship 10/7-1.5, Statewide training 10/5 2.0, BGCD-10/26-4 HRS, 10/27-4 HRS</td>
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<tr>
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<td>3</td>
<td>22.5</td>
<td>67.5</td>
<td>4</td>
<td>2</td>
<td>8</td>
<td>Citizenship 11/1-1.5, CPR/1st Aid 2.5, BGCD 11/20-22, 11/27- 2.4 HRS</td>
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<tr>
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<td>22.5</td>
<td>56.25</td>
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<td>4</td>
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<td>4</td>
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<td>12</td>
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<tr>
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</tr>
<tr>
<td>MAY</td>
<td>114.25</td>
<td>3.5</td>
<td>22.5</td>
<td>78.75</td>
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<td>2</td>
<td>4</td>
<td>Citizenship 5/19-1.5, BGCD 5/4- 4 HR, Summ Training-5/25-6/1-18 HRS.</td>
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<tr>
<td>JUN</td>
<td>63.5</td>
<td>3</td>
<td>20</td>
<td>60</td>
<td>2.5</td>
<td>1</td>
<td></td>
<td>Citizenship 6/26-2.5</td>
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<tr>
<td>JUL</td>
<td>2</td>
<td></td>
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<td></td>
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<td>2 Exit</td>
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947.75
Annual Program Calendar
Annual Program Calendar

• All service projects, meetings, trainings, special events and deadlines for the entire program year.
• Events shared monthly with RSVP required by all Members.
• Provides Members with planning information.
• Provides Program staff with list of committed Members to events.
• Enables service hour planning.
• Provides reminders for all events.
Group Me Messages

• Group texting/messaging app
• Customize whole group and teams
• Whole group communication (everyone can see responses)
• Quick and easy for calendar and deadline reminders as well as other messages
# Monthly Hour Targets

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<tr>
<th>MONTH</th>
<th>TARGETS</th>
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<tr>
<td></td>
<td>HALF TIME</td>
<td>REDUCED HALF TIME</td>
<td>QUARTER TIME</td>
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<tr>
<td>AUG</td>
<td>95</td>
<td>95</td>
<td>89</td>
<td></td>
</tr>
<tr>
<td>SEPT</td>
<td>95</td>
<td>66</td>
<td>49</td>
<td></td>
</tr>
<tr>
<td>OCT</td>
<td>116</td>
<td>87</td>
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<td></td>
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<tr>
<td>NOV</td>
<td>73</td>
<td>50</td>
<td>37</td>
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</tr>
<tr>
<td>DEC</td>
<td>52</td>
<td>33</td>
<td>24</td>
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</tr>
<tr>
<td>JAN</td>
<td>101</td>
<td>71</td>
<td>49</td>
<td></td>
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<tr>
<td>FEB</td>
<td>84</td>
<td>61</td>
<td>36</td>
<td></td>
</tr>
<tr>
<td>MAR</td>
<td>100</td>
<td>71</td>
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<tr>
<td>APR</td>
<td>72</td>
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<td>36</td>
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</tr>
<tr>
<td>MAY</td>
<td>95</td>
<td>65</td>
<td>48</td>
<td></td>
</tr>
<tr>
<td>JUN</td>
<td>60</td>
<td>60</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>JUL</td>
<td>2/MAKEUP</td>
<td>2/MAKEUP</td>
<td>2/MAKEUP</td>
<td></td>
</tr>
<tr>
<td>TOTAL</td>
<td>945</td>
<td>710</td>
<td>472</td>
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</table>
### Monthly Time Reviews directly on Timesheets

<p>| | | | |</p>
<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>TOTAL HOURS FOR MONTH:</td>
<td>64.75</td>
<td>HOURS CARRIED FORWARD:</td>
<td>444.25</td>
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<tr>
<td>MONTHLY TARGET:</td>
<td>-63.75</td>
<td>TOTAL HOURS SERVED:</td>
<td>509</td>
</tr>
<tr>
<td>DIFFERENCE:</td>
<td>1.00</td>
<td>TARGET TYD:</td>
<td>-416.5</td>
</tr>
<tr>
<td>(Positive number is good,</td>
<td></td>
<td>TARGET DIFFERENCE YTD:</td>
<td>92.5</td>
</tr>
<tr>
<td>negative is bad)</td>
<td></td>
<td></td>
<td></td>
</tr>
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</table>
Site Visits & Monitoring Tools

• Regular unannounced site visits—I visit each site at least two times per month.
• Serve with your Members, get to know the students who are being served. When Members are absent, go fill in occasionally.
• Regular communication with teachers & site supervisors—face to face during site visits, emails, calls/texts, etc. Don’t wait for them to call you with a problem—they usually wait until too much time has passed.
• Timesheets and weekly youth service reports are audited monthly.
360 Evaluation tools

- Members complete 60 day, mid term and end of year self, program, and site evaluations.
- Teachers, site supervisors, and students complete mid term evaluations of Members
- Program staff (with input from teachers and site supervisors) complete 60 day, mid term and end of year Member evaluations.
Member Evaluation Criteria

• Contributes high quality service
• Willingly accepts responsibility and takes initiative
• Demonstrates understanding of work ethic—on time and reliable
• Completes tasks and projects as required producing accurate and consistent results, follows through on responsibilities
• Attends meetings/trainings and actively participates
• Functions well as a team member
• Demonstrates a commitment to program and site goals
• Gets along well with others including fellow Members, site staff, service recipients, etc.
• Accepts direction and feedback appropriately
Member Performance Plan

• Typically is required when warnings have been exhausted.
• Plan covers at least 10 days of service, or may extend to month’s end.
• Plan includes very specific expectations of behavior, with accountability tools for reporting.
• If Member does not meet any measure of the plan, immediate action can be taken.
• Works well for attendance issues, deadlines, etc.
Biweekly Meetings

• Biweekly Meetings include all Members
• Good things, pits and peaks, challenges, successes shared out
• Collect paperwork and required signatures on documents
• Discuss upcoming service projects and activities
• Group planning for service projects
• Review outcome reports
• Member recognitions
Team/Site Meetings

- Members assigned to common sites or service activities
- Plan for activities
- Discuss and review service documentation tools
- Review referral and outcome data
- Discuss challenges and strategies for success
- Discuss student or site specific information
- Address concerns
Member Meetings

- Members meet individually with program staff
- Address concerns, strategies for success, difficulties, etc.
- Review hours and service plans
- Review evaluation materials & outcome data
- Provide direction and feedback on service activities
- Frequency typically depends on the need of the Member
- 5 to 1 praise to criticism
Outcome Monitoring

• Members have individualized and team outcome reports
• Student referral information is provided prior to service
• Student progress data is obtained at least every 4 weeks
• Total service hours per student and student outcome data reviewed frequently
• Regular input from teachers and site supervisors for continuous improvement
Ongoing Trainings

- CPR/1st Aid, Orientation, Disaster Prep, Statewide and Citizenship are required
- All other trainings are voluntary
- 7 Habits of Highly Effective People, 40 Developmental Assets, Time Management, Stress Management
Citizenship Training

• Several sessions held throughout the program year
• Mini development trainings
• Goal is for Member to learn about self and service passions/strengths and achieve lifelong ethic of service
• Personality test; Orientation to Time, Activity, and Human Relationships; Reflection on Service; Engaging Volunteers; Conflict Management; The Value of Diversity
• Fun, interactive activities—potato exercise
• Group sharing about past experiences and future goals/plans
Corps Nights

- Fun, voluntary, monthly or bimonthly
- Team building activities—photo scavenger hunt, group sharing, service term hangman, Jeopardy, etc.
- Bonfires, visit local parks, road trips
- Builds comradery and team spirit
- Members get to know each other and program staff
Service Projects

• All Members come together for common goal
• Members get to know those who serve at other sites
• Members get to know students from other sites
• Ongoing examples—Good Habits Store, Club Days, Camp Days
• Special project examples—Career Fair, Project Christmas Promise, SantaLand, community non profit events
Member Recognition--End of Year Awards

• Members choose Spirit of Service, Tutor of the Year, Mr. and Ms. AmeriCorps
• Staff choose Citizenship, Great Stories, MVP, Most Changed, Mountain Climber, Volunteer Recruitment awards
• Recognition of Sophomore, Junior and Senior Members
• Some awards just for fun—Worst Timesheet, Always Late, etc.
• Awards ceremony at the end of the year with certificates and plaques provided, dinner served, guests invited
Important Points about Supervision & Support

• Building relationships with each Member—what are their needs, where do they want to go, how can I help them
• Lead by example—don’t expect Members to do anything you cannot demonstrate and don’t demonstrate regularly
• Emotional IQ—recognize and label your emotions as well as those of others appropriately
• Convey respect to all—you cannot expect to be respected if you don’t respect others
Important Points Continued

• Build trust by promising you will always outline your expectations and provide private and professional feedback
• Always do what you say you will do
• Refill your tank—take vacations and breaks, develop relationships with professionals in your site, community, etc. that will give you sound advice, will just listen when you need to vent, and will keep your confidence
• Read and practice 7 Habits for Highly Effective People and the One Minute Manager
Life is 10% what happens to you and 90% how you react to it.

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