

# Member Support & Supervision



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June 16, 2016

# Pop Quiz!!!



Let's see what you remember about the administrative concepts of Member management.

# Question 1

- In which online system(s) should the Program Director enroll, change the status of, and exit an AmeriCorps Member?

# Answer

- My AmeriCorps Portal – <http://egrants.cns.gov>
- and
- OnCorps Reports – <http://mo.oncorpsreports.com>

**Program Directors should enroll AmeriCorps Members in both My AmeriCorps Portal (*which is CNCS's online Member management system*) and OnCorps Reports (*which is MCSC's online Member management system*).**

**The two systems are not connected. Member enrollment in one and not the other is considered non-compliant.**

## Question 2

- How many days does the Program Director have to enroll, change the status of, and exit an AmeriCorps Member in both the My AmeriCorps Portal and OnCorps Reports?

# Answer

- The Program Director has 30 days from the effective date of enrollment, change of status, and exit to enter these in both My AmeriCorps Portal and OnCorps Reports.

**This is required by federal and state guidelines. Failure to adhere to this requirement is considered non-compliant.**

# Question 3

- If the Program Director is uncertain of how to enroll and/or exit an AmeriCorps Member in My AmeriCorps Portal or OnCorps Reports, how can s/he find instructions?

# Answer

- Step-by-step instructions for how to enroll and exit an AmeriCorps Member in both My AmeriCorps Portal and OnCorps Reports as well as FAQs are in the Program Directors Handbook.

**Reference:**  
**2016 Program Directors Handbook,**  
**Member Management section**

# Question 4

- What criteria must be met in order for a Program Director to refill a previously enrolled Member slot? (*Hint: There are 3 criteria.*)

# Answer

- 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).

**The Program Director should notify the assigned MCSC Program Officer prior to the exit of the original AmeriCorps Member and prior to the refill of the vacated slot.**

# Question 5

- If the Program Director receives prior approval from MCSC, could one unfilled full-time slot be converted into 4 quarter-time slots?

# Answer

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

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

The Program Director should obtain approval from the assigned MCSC program officer prior to converting Member slots.  
Member slot conversions should be Trust neutral.

# Question 6

- 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?

# Answer

## ● 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.

**The Program Director should notify the assigned MCSC program officer prior to any change in Member status. Any change in status should have the appropriate documentation maintained in the Member records and be reflected in My AmeriCorps Portal and OnCorps Reports.**

# Question 7

- There are 3 minimum objectives that must be assessed in the Member's mid-year and/or end-of-year evaluation. What are they?

# Answer

- 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.

# *Note: Guide to Member Evaluations:*

## ● Is it required?

Slot Type	Mid-year Evaluation?	End-of-year Evaluation?
Full-time	Yes	Yes
Half-time	Yes	Yes
Reduced Half-time	n/a	Yes
Quarter-time	n/a	Yes
Minimum-time	n/a	Yes

## Question 8 *(final)*

- There are 3 general types of Member exit.  
What are they?

# Answer

- 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.

# Answer (cont)

- 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.

# Answer (cont)

- 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.

**The Program Director should ensure the appropriate documentation is maintained in the Member record/file for exits. Refer to the Member Management section of the Program Directors Handbook for details.**

# Supervisory Functions of the Program Director

	Administrative	Educational	Supportive
Problem	Implementation of policies & procedures	Knowledge, attitude, & skills needed	Motivation, morale, and satisfaction with the term of service
Goal	Ensure adherence to policies & procedures	Gain understanding and develop skills	Motivate & improve morale and/or satisfaction

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

# Member Support & Supervision

## *Program Director's Responsibilities*

- 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.

# Brainstorm Activity

## *Best Practices for Member Behaviors*

- Assemble into groups.
- Select a recorder and reporter.
- For the Member behavior provided, answer the following:
  1. At what point(s) in the term of service could the Member behavior surface?
  2. What support strategies would you offer to Members to turn negative responses into positives and encourage constructive attributes?

*Group Discussion Duration: 20-30 minutes*

# Brainstorm Activity

## *Share with the Group*

● For the Member behavior below, answer the following:

1. At what point(s) during 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.**

# Brainstorm Activity

## *Share with the Group*

● For the Member behavior below, answer the following:

1. At what point(s) during 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 appear discouraged with the results and believe expectations may be unrealistic.**

# Brainstorm Activity

## *Share with the Group*

● For the Member behavior below, answer the following:

1. At what point(s) during 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 have an understanding of tasks and begin producing results.**

# Brainstorm Activity

## *Share with the Group*

● For the Member behavior below, answer the following:

1. At what point(s) during 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 exhibiting the potential for “failure” by demonstrating behaviors contrary to the Member Contract, program’s code of conduct, etc.**

# Brainstorm Activity

## *Share with the Group*

● For the Member behavior below, answer the following:

1. At what point(s) during 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 or teammate's flaws, behaviors, etc.; interpersonal conflicts surface and/or escalate.**

# Brainstorm Activity

## *Share with the Group*

● For the Member behavior below, answer the following:

1. At what point(s) during 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 to disengage or lose motivation .**

# Brainstorm Activity

## *Share with the Group*

● For the Member behavior below, answer the following:

1. At what point(s) during 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 to demonstrate signs of being overwhelmed; unable to meet constant demands; emotionally, mentally, and/or physically exhausted.**

# Brainstorm Activity

## *Share with the Group*

● For the Member behavior below, answer the following:

1. At what point(s) during 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 to experience successes and achievements.**

# Food for Thought:

**“Supervision is an opportunity to bring someone back to their own mind, to show them how good they can be.”**

**-- Nancy Kline, Founder & President of Time to Think**

# *Conclusion*



## Are there any questions?

**Remember to use the Program Directors Handbook as a guide for the Member management requirements, and network with your fellow Program Directors for best practices.**