



**Indiana AmeriCorps\*State Grant  
Program Handbook  
2016**



**Indiana**  
A State that Works

## **PURPOSE**

The Indiana AmeriCorps\*State Grant Program Handbook has been specifically designed as a guide for those who administer Indiana AmeriCorps\*State programs. This handbook will assist in detailing the process for monitoring, supporting, and evaluating programs and, above all, for working collaboratively to make the AmeriCorps\*State programs in Indiana successful.

Please note that the information contained in this handbook does not include all the legal requirements of an AmeriCorps grant. Program Directors or individuals with particular legal questions should consult the regulations, laws and governing documents listed in the [law and regulation section](#) in this handbook.

It is important that sub grantees become familiar with all the information contained in this handbook. The program handbook will be revised as needed. Revisions will be posted on the Serve Indiana website. It is the responsibility of each Program Director to stay up-to-date and abide by all changes to policies and procedures. It is recommended that the program pull the most recent version of the handbook from the website each time it must be referenced.

*For questions, comments or concerns regarding this document, contact your assigned Program Officer or Elspeth O'Neil, Assistant Director at 317-233-0901 or [oneil@serveindiana.gov](mailto:oneil@serveindiana.gov)*

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## Key Terms and Definitions

**Service:** Serve Indiana refers to “service” in this document when references AmeriCorps members duties. AmeriCorps members “serve” they do not work or volunteer at their site. Service is considered the action of helping others in a structured program. AmeriCorps members receive a living stipend in exchange for their service but it is not considered a wage or based on the hours they serve.

**Volunteer:** An individual who gives of their time without monetary compensation for a community organization or cause. This person may or may not be in a structured program but they do not receive a living stipend and are not under contract.

**Corporation for National and Community Service (CNCS):** The federal agency that helps more than 5 million Americans improve the lives of their fellow citizens through service. Working hand in hand with local partners, CNCS invest funds into nonprofit and faith-based groups that are making a difference in local communities. They do so through several programs and initiatives: AmeriCorps, Senior Corps, the Social Innovation Fund, the Volunteer Generation Fund and more. Serve Indiana receives funding from the CNCS for AmeriCorps State programming and a commission support grant. Serve Indiana is not considered an AmeriCorps or CNCS office. CNCS has offices located in Washington DC as well as State Offices that oversee VISTA and Senior Corps programs within that state.

**Department of Workforce Development (DWD):** This is the state agency under which Serve Indiana is housed. DWD’s mission is to develop a premier workforce that will allow Indiana employers to flourish and entice businesses from outside of the state to relocate to Indiana.

**State Service Commission:** This is the state entity that distributes and manages AmeriCorps State funding and programs. Commissions are overseen by the CNCS and are required if a state is to receive AmeriCorps State funding. A commission refers to both the staff who work at the commission and the governing body that oversees the staff and funding approval process. Further information about commissions is found in Serve Indiana’s history section of this document.

**Serve Indiana Staff:** Serve Indiana currently has 4 full time staff and two part time staff. The organization is led by the State Service Director (SSD) who supervises the Operations Director (part-time) and the Assistant Director. The Assistant Director oversees the Program Officers and Program Coordinator. A Program Officer has a portfolio of programs and initiatives to oversee. Most Program Officers duties also include other responsibilities such as communication, training or the grant application review process. The Program Coordinator is the administrative assistant for the organization.

**Grant Application Review Process (GARP):** This is the process in which AmeriCorps State funding is reviewed and approved by a State Service Commission. It encompasses outreach to potential program organizations, the creation of the AmeriCorps State applications based on CNCS guidance and regulations, the review of said applications and the subsequent awards process.

**AmeriCorps State:** There are three types of AmeriCorps programs under the AmeriCorps umbrella, AmeriCorps VISTA, AmeriCorps State/National and AmeriCorps NCCC. Each has their own specific regulations and goals. AmeriCorps State focuses on direct service to meet an undressed community need. AmeriCorps State funds stay within one state and funneled through a state commission to nonprofit, government entities, faith based organizations or colleges/universities who then oversee the programming and AmeriCorps members.

**AmeriCorps Programs:** The organizations who receive AmeriCorps State funding have AmeriCorps programs. These programs include the AmeriCorps members who serve and the service sites in which they serve. Each program follows the AmeriCorps State and CNCS rules and regulations. In addition, they may have their own program policies and procedures based on these rules and regulations and their organization.

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**Sub grantee:** Indiana AmeriCorps\*State programs are considered sub grantees of Serve Indiana. (Note: the contract says Grantee because of state regulations that cannot be modified, but the term sub grantee is used by AmeriCorps, so we use it in the handbook to be consistent with what you will hear from other state and national organizations.)

**Program Director:** This refers to the person in charge of the AmeriCorps program. They are the main contact for the program.

**AmeriCorps member:** A service member who is completing the term of service for the AmeriCorps program. They are referred to as members and not volunteers or workers to enforce the service aspect of the program.

**Service Site:** The location where the AmeriCorps member is serving.

**Volunteer Center** Volunteer Centers act as the local “volunteer hub” where all citizens can go to get informed and connected to meaningful volunteer work that contributes to the solutions of serious community problems.

**eGrants/My AmeriCorps Portal/The Portal: programs** can utilize this CNCS sponsored website to recruit AmeriCorps Members. Programs *must* utilize the Portal to enroll members, manage members, exit members, apply for funding, and communicate with CNCS.

**OnCorps:** This is the system that Serve Indiana uses to manage programs. It is where programs house member and supervisor timesheets, submit progress reports and submit expenses reports.

**Service site:** Previously known as a service site, this is the organization(s) where a member provides service in the community. Typical service locations are schools, youth serving organizations, food banks, health clinics, community parks, etc.

**Vulnerable populations:** persons who are age 17 or younger, age 55 or older, or individuals with disabilities.

**NOFO:** Notice of funding opportunity. This is the notice CNCS or Serve Indiana sends out when AmeriCorps State funding is available for request.

**RFF:** Request for funds. AmeriCorps programs use Serve Indiana’s form to request funding from their grant after their PER is approved.

**PER:** Periodic Expense Report. This is the document used to document that funds drawn each month by a program. This is then reviewed by Serve Indiana for approval. If approved, the program can then submit a request for funds.

**AFR:** Aggregate Financial Report. Twice per year, AmeriCorps State programs must submit an AFR to Serve Indiana to note the amount of federal funding used. This report is then compiled and sent to the federal government on behalf of programs.

**FFR:** Federal Financial Report. Twice per year, Serve Indiana submits a FFR to the CNCS to note the amount of federal funding used, federal funds used as match, and program income. AFR’s are compiled in order to collect data to submit the federal government on behalf of programs.

**MSY:** One MSY is equivalent to one full-time member (1700 hours). AmeriCorps funds are contingent on the number of MSYs requested by the program. There are 5 types of AmeriCorps member terms or slots-full time (1700), half time (900), reduced half time (675), quarter time (450), and minimum time (300). The total MSYs a program requests depends on the number and type of slots/members positions included in a particular program design.

***For more key terminology and definitions, read through this [CNCS presentation](#) or see the AmeriCorps lingo handout in the appendix of this document.***

## History of National Service

In 1993, Congress enacted the National and Community Service Act, creating the Corporation for National and Community Service. President Clinton signed the legislation soon after, and AmeriCorps was launched the following year. In the 1997-98 program year, there were more than 40,000 members serving in all of the AmeriCorps programs, with approximately 15,000 of those in the Education Awards Program. When faced with challenges, our nation has always relied on the dedication and action of citizens. The Corporation for National and Community Service carries on a long tradition of citizen involvement by providing opportunities for Americans of all ages to improve their communities through service. The following is a brief history of national service:

### *1910*

American philosopher William James envisions non-military national service in his essay, "The Moral Equivalent of War." "...instead of military conscription, a conscription of the whole youthful population to form for a certain number of years as a part of the army enlisted against Nature, the injustice would tend to be evened out and numerous other goods of the commonwealth would follow."

### *1933-1942*

Through the Civilian Conservation Corps (CCC), created by Franklin D. Roosevelt, millions of young people serve terms of 6 to 18 months to help restore the nations' parks, revitalize the economy, and support their families and themselves. The GI Bill links service and education, offering Americans educational opportunity in return for service to their country.

### *1944*

The GI Bill, officially known as the Servicemen's Readjustment Act of 1944, is created, linking service and education and offering Americans educational opportunity in return for service to their country.

### *1960s*

The Retired and Senior Volunteer Program (RSVP), the Foster Grandparent Program, and the Senior Companion Program (which today comprise National Senior Service Corps) are developed to engage older Americans in the work of improving the nations.

### *1961*

President John F. Kennedy established the Peace Corps, with authorizing legislation approved by Congress on September 22, 1961. President Kennedy says, "The wisdom of this idea is that someday we'll bring it home to America."

### *1964*

As part of the "War on Poverty," President Lyndon B. Johnson creates VISTA (Volunteers in Service to America), a National Teacher Corps, the Job Corps, and University Year of Action. VISTA provides opportunities for Americans to serve full-time to help thousands of low-income communities.

### *1970*

The Youth Conservation Corps engages 38,000 people ages 14 to 18 in summer environmental programs.

### *1976*

California Governor Jerry Brown established the California Conservation Corps, the first non-federal youth corps at the state level.

### *1978*

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The Young Adult Conservation Corps creates small conservation corps in the state with 22,500 participants ages 16 to 23.

### *1980s*

National service efforts are launched at the grassroots level, including the Campus Outreach Opportunity League (1984) and Campus Compact (1985), which help mobilize service programs in higher education; the National Association of Service and Conservation Corps (1985), which helps replicate youth corps in states and cities; and Youth Service America (1985), through which many young people are given a chance to serve.

### *1989-1990*

President George Bush creates the Office of National Service in the White House and the Points of Light Foundation to foster volunteering.

### *1990*

Congress passes, and President Bush signs, the National and Community Service Act of 1990. The legislation authorizes grants to schools to support service-learning (Serve America, now known as [Learn and Serve America](#)) and demonstration grants for national service programs to youth corps, nonprofits, and colleges and universities.

### *September 1993*

President Bill Clinton signs the National and Community Service Trust Act of 1993, creating AmeriCorps and the Corporation for National and Community Service (CNCS) to expand opportunities for Americans to serve their communities. VISTA becomes part of AmeriCorps.

### *1994*

Congress passes the King Holiday and Service Act of 1994, charging the Corporation for National Service with taking the lead in organizing Martin Luther King Day as a day of service.

### *September 1994*

The first class of AmeriCorps members (20,000 strong) begins serving in more than 1,000 communities. In swearing in the Americans, President Clinton says, "Service is a spark to rekindle the spirit of democracy in an age of uncertainty...when it is all said and done, it comes down to three simple questions: What is right? What is wrong? And what are we going to do about it? Today you are doing what is right--turning your words into deeds."

### *1995*

A study commissioned by the IBM Foundation, the Charles A. Dana foundation, and the James Irvine foundation finds that every federal dollar invested in AmeriCorps results in \$1.60 to \$2.60 or more in direct, measurable benefits to AmeriCorps members and the communities they serve.

### *April 1997*

The Presidents' summit for America's Future, chaired by General Colin Powell, brings together President Clinton, former Presidents Bush, Ford, and Carter, and Mrs. Reagan to recognize and expand the role of AmeriCorps and other service programs in meeting the needs of America's youth.

### *1997*

AmeriCorps expands by introducing the Education Awards Program, which allows more organizations to join the service network--nonprofits, faith-based organizations, colleges and universities, welfare-to-work programs, and other groups. President Clinton and former President George Bush announced the resumption of the Daily Points of Light Award.

### *September 1998*

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The fifth class of AmeriCorps members is sworn in, bringing in the total number of current and former members to more than 100,000.

### *October 1999*

AmeriCorps celebrates five years and 150,000 members. General Colin Powell, Utah's Governor Mike Leavitt, Coretta Scott King, and Sergeant Shriver join President Clinton at the White House honoring the winners of the first All\*AmeriCorps awards.

### *June 2000*

The Foster Grandparent Program recognizes its 35th anniversary. As the Senior Companion Program enters its 26th year of service, and RSVP looks ahead to its 30th birthday in 2001, the three National Senior Service Corps programs engage more than 500,000 adults age fifty-five and older in sharing their time and talents to help meet local community needs.

### *October 2000*

AmeriCorps\*VISTA commemorates 35 years of fighting poverty in America. Since 1965, more than 130,000 VISTA members have used a hands-on, grassroots approach to empower individuals and communities throughout the country. With this AmeriCorps class, funded with 2000 appropriations, more than 200,000 individuals will have served in AmeriCorps since 1994.

### *January 2002*

In response to the September 11, 2001 terrorist attacks in New York and Washington, D.C., President George W. Bush created the USA Freedom Corps. During his State of the Union address, he called upon every American to commit to at least two years of their lives—the equivalent of 4,000 hours—to the service of others. Through the USA Freedom Corps, President Bush wants to help every American to answer the call to service by strengthening and expanding service opportunities for them to protect our homeland, to support our communities and to extend American compassion around the world. The USA Freedom Corps includes AmeriCorps, Peace Corps, Senior Corps, Learn and Serve America, Citizen Corps, and nationwide local volunteer opportunities.

### *July 2002*

CNCS awards first Homeland Security grants to engage citizens in public health, public safety, and disaster relief and preparedness.

### *2003*

President Bush creates the President's Council on Service and Civic Participation to find ways to recognize the valuable contributions volunteers are making in our nation. The Council creates the President's Volunteer Service Award program as a way to thank and honor Americans who, by their demonstrated commitment and example, inspire others to engage in volunteer service.

### *December 2003*

The Bureau of Labor Statistics of the U.S. Department of Labor reports that both the number of volunteers and the volunteer rate rose over the year ended in September 2003. About 63.8 million people did volunteer work at some point from September 2002 to September 2003, up from 59.8 million for the similar period ended in September 2002.

### *January 2004*

AmeriCorps receives record funding increase to allow programs to grow to 75,000 members.

### *2004*

AmeriCorps\*NCCC recognizes 10,000 alumni, 15.3 million service hours, 4,500 projects and 10 years of

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service during Legacy Weekends at all five campuses. In recognition of its 40th anniversary, AmeriCorps\*VISTA commences a study of its alumni and the impact national service had on their lives. More than 330,000 individuals have served through AmeriCorps. During the past decade, more than 1 billion volunteer service hours have been generated by Senior Corps volunteers. Senior Companion Program celebrates its 30th anniversary. More than 1.8 billion high school students participate annually in service-learning initiatives funded by Learn and Serve America.

*2006*

President's Higher Education Community Service Honor Roll launched by CNCS to honor the nation's top colleges and universities for their commitment to community service, civic engagement, and service-learning.

*2007*

AmeriCorps celebrates its 500,000 member. First annual AmeriCorps Week launched.

*2009*

President Barack Obama signed the Edward M. Kennedy Serve America Act. The Serve America Act reauthorizes and expands national service programs administered by the Corporation for National and Community Service, a federal agency created in 1993. The Corporation engages four million Americans in results-driven service each year, including 75,000 AmeriCorps members, 492,000 Senior Corps volunteers, 1.1 million Learn and Serve America students, and 2.2 million additional community volunteers mobilized and managed through the agency's programs.

*2010*

CNCS launches the Social Innovation Fund. SIF ensures that high-impact nonprofits are able to attract the resources they need to grow and improve the economic, education and health prospects of low-income communities.

*2012*

CNCS and the Federal Emergency Management Agency (FEMA) launch FEMA Corps. FEMA Corps is an innovative new partnership designed to strengthen the nation's ability to respond to and recover from disasters while expanding career opportunities for young people.

*2013*

President Barack Obama announces the creation of an interagency task force led by CNCS to develop strategies to expand national service to meet national needs through partnerships with other Federal agencies and the private sector. The National Service Task Force will make recommendations on policies to expand national service opportunities, recommend ways to coordinate volunteering and service programs across the Federal government, develop opportunities for interagency agreements between CNCS and other federal agencies, and identify public-private partnerships to expand national service.

## Corporation for National and Community Service (CNCS)

The Corporation for National and Community Service (CNCS) was created to connect Americans of all ages and backgrounds with opportunities to give back to their communities and their nation. CNCS empowers and supports Americans to tackle persistent challenges such as helping youth succeed in school, securing safe

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affordable housing for economically disadvantaged families, or helping communities respond to disasters. Through this work, CNCS achieves its mission of improving lives, strengthening communities and fortifying the civic health of our nation.

The 2011 -2015 CNCS Strategic Plan leverages the strength of grantees, sub grantees, participants, programs, state service commissions and the American public to build a network of programs that offer effective solutions in six priority areas:

1. Disaster Services
2. Economic Opportunity
3. Education
4. Environmental Stewardship
5. Healthy Futures
6. Veterans and Military Families

They will produce these results by investing in effective local initiatives, engaging more Americans in service, supporting evidence-based programs, and leveraging public-private partnerships.

## CNCS PROGRAMS

AmeriCorps: Through its programs, AmeriCorps provides opportunities for Americans to make an ongoing, intensive commitment to service.

- **AmeriCorps\*State and National**: AmeriCorps\*State and National offers grants that support a broad range of local service programs that engage thousands of Americans in intensive service to meet critical community needs. AmeriCorps\*State and National also administers grants for Indian tribes and U.S. territories who are eligible for funding that is set aside to address critical needs within their communities. *Serve Indiana administers the grants in Indiana. CNCS administers grant awarded to organizations that serve multiple states.*
- **AmeriCorps VISTA**: AmeriCorps\*VISTA provides full-time members to community organizations and public agencies to create and expand programs that build capacity and ultimately bring low-income individuals and communities out of poverty. *The CNCS State Office in Indiana administers this program in Indiana. [in@cns.gov](mailto:in@cns.gov)*
- **AmeriCorps NCCC**: The AmeriCorps\*National Civilian Community Corps is a full-time residential program for men and women aged 18-24 that strengthens communities while developing leaders through direct, team-based national and community service. *The closest NCCC campus is located in Vinton, Iowa. Jeff Moeur, 319-472-9664 x 49, [jmoeur@cns.gov](mailto:jmoeur@cns.gov)*

Senior Corps: Senior Corps connects today's 55+ with the people and organizations that need them most. It helps them become mentors, coaches or companions to people in need, or contribute their job skills and expertise to community projects and organizations. Volunteers receive guidance and training so they can make a contribution that suits their talents, interests, and availability. Conceived during John F. Kennedy's presidency, Senior Corps currently links more than 270,000 Americans to service opportunities. Their contributions of skills, knowledge, and experience make a real difference to individuals, nonprofits, and faith-based and other community organizations throughout the United States. There are three Senior Corps programs: Foster Grandparents, RSVP and Senior Companions.

Social Innovation Fund: The Social Innovation Fund (SIF), an initiative enacted under the Edward M. Kennedy Serve America Act, is a new way of doing business for the federal government that stands to yield greater impact on urgent national challenges. The Social Innovation Fund targets millions in public-private funds to expand effective solutions across three issue areas: economic opportunity, healthy futures, and youth

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development and school support. This work will directly impact thousands of low-income families and create a catalog of proven approaches that can be replicated in communities across the country.

**Volunteer Generation Fund:** The Volunteer Generation Fund, a new program authorized by the Edward M. Kennedy Serve America Act, is designed to increase the number of people who serve in meaningful roles as volunteers dedicated to addressing important needs in communities across America.

**Special Initiatives:** The Corporation supports a variety of special initiatives and innovation grants, including:

- United We Serve / Serve.gov
- Martin Luther King, Jr. Day of Service
- President's Volunteer Service Award

## SERVE INDIANA

Serve Indiana grew out of a long history of service and volunteerism in the state. The Office of Faith Based and Community Initiatives (OFBCI) became Serve Indiana in 2014 through Executive Order 14-07. This brought Serve Indiana under the Department of Workforce Development (DWD) and resulted in the current mission statement: "Our mission is to advance service and volunteerism by informing, connecting and promoting opportunities and resources that enrich the lives of Hoosiers".

Serve Indiana is considered a "State Commission" according to the Corporation for National and Community Service (CNCS). In the National and Community Service Act of 1990, in order for states to receive AmeriCorps\*State dollars, there must be a commission in place. Serve Indiana provides programs and initiatives in support of community service and volunteerism.

**Priorities** *Serve Indiana has three priorities to advance service and volunteerism in Indiana:*

1. Promoting Volunteerism and Service in Indiana
2. Building Volunteer Connector Capacity
3. Building Skills and Connections between Volunteerism/Service and Employment.

**Programs** The two main programs are AmeriCorps\*State and Indiana Kids.

**Special Initiatives:**

- Awards for Excellence
- Day of Service Mini Grants
- Volunteer Engagement Roundtable
- Disaster Response

**Serve Indiana Staff**

- State Service Director: currently being filled
- Executive Director : Debbie Pidgeon (becomes Operations Dir. after SSD filled-OD will be part-time)
- Assistant Director: Elspeth O'Neil
- Program Officer: Sharvonne Williams
- Program Officer: Ceceily Brickley
- Program Coordinator: Naejla Walton (part-time)

**The Serve Indiana Commission**

The Serve Indiana Commission (Commission), formerly known as the Indiana Commission on Community Service and Volunteerism (ICCSV), is the governor-appointed administrative agent of the Indiana AmeriCorps\*State programs for the Corporation for National and Community Service. The Commission awards and administers AmeriCorps grants under the provisions of the National and Community Service Trust Act of 1990. The Commission, through the staff, provides AmeriCorps programs with extensive training and ongoing technical assistance to support the development of high quality AmeriCorps programs.

For more information about Serve Indiana, please visit our website at [www.Serveindiana.gov](http://www.Serveindiana.gov).

# Laws, Regulations, and Governing Documents

AmeriCorps\*State programs are governed by many laws and regulations. Although this handbook highlights some of the applicable laws and regulations, it is not a substitute for reading and understanding those which govern the program. Please click on the links below to review the laws, regulations, and terms and conditions that will be crucial to your operation of a compliant program. If there is a conflict between the content of this handbook and the AmeriCorps terms and conditions, the terms and conditions are the controlling authority.

Additionally, you should re-read your grant agreement periodically to make sure you are in compliance and staying on track. If you have questions about something specific, please read through the law, regulation, or provision that applies to the subject first, consult this handbook second, and then always contact your Serve Indiana Program Officer to discuss how to apply the information if you have further questions.

Laws and regulations that govern and guide the Indiana AmeriCorps\*State program:

- ♦ [National and Community Service Act of 1990](#)
- ♦ [Serve America Act](#)
- ♦ [Code of Federal Regulations](#)
- ♦ [45 CFR Chapter XXV](#)
- ♦ [42 USC Chapter 66](#)
- ♦ [OmniCircular](#)
- ♦ State and Local Regulations
- ♦ [CNCS Terms and Conditions](#)
- ♦ Grant Agreement (incl. exhibits & attachments)
- ♦ Notice of Grant Award
- ♦ [Notice of Funding Opportunity](#)
- ♦ Grant Application Instructions
- ♦ Program Proposal & Budget

## Program Management

### UNDERSTANDING YOUR GRANT AGREEMENT

The grant agreement is a legally binding contract that establishes a program's relationship with Serve Indiana. A new grant agreement is signed each year, after a program has been approved for new or continued CNCS funding. It is the most essential document for an AmeriCorps program. Program Directors and key staff persons should become familiar with the full grant agreement.

The deliverables listed in the grant agreement *are not* intended to be an exhaustive list of all Serve Indiana and CNCS requirements. As stated in the grant agreement, there are referenced laws, regulations, provisions, and documents that govern the program. There may be additional requirements set forth by Serve Indiana or CNCS at any time during the program year. Program Directors are responsible for meeting all requirements.

Additionally, you should also keep in mind that as a sub grantee of Serve Indiana, your program is required to adhere to all requests for public records in accordance with [Indiana's Access to Public Records Act](#).

#### PROGRAM AMENDMENTS

Program amendments are defined as mid-year program changes (direct or indirect) that alter the scope or objective of the program, impact your program's performance measures, involve a turnover or extended absence or time reduction ([45 CFR§2543.25](#)) in a management/supervisory staff position, or propose any other material changes to the original executed grant agreement. These changes must be reported to a Serve Indiana program officer in writing.

**Any program considering making changes that will impact their grant approved performance measures should consult with their Serve Indiana program officer well in advance. Any changes to the program scope, objective or performance measures must be approved. Programs should not consider any request granted until written notification is provided to them from their program officer.**

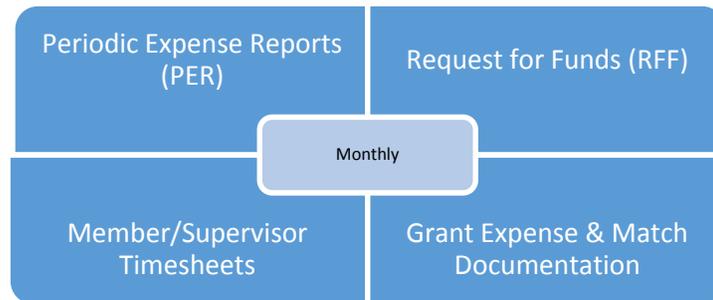
### Program Director Role

Program Directors have a unique role in program management. They are the main contact with Serve Indiana, grant manager, human resources director for members/sites and much more. This results in many types of duties that require their attention each month, quarter and year. Below are several diagrams to explain those roles to assist in understanding said role and the review of this handbook. These should be taken with the Serve Indiana yearly calendar to help Program staff plan their program year based on their organization's needs. For information about Serve Indiana's processes in some of these roles, please see the appendix for diagrams on those steps.

**Ongoing:** The below items are duties that continue throughout the program year that PD's must constantly watch and review.



**Monthly:** Each month, depending on the type of grant, PD's must be aware of the below items and their submissions.



**Yearly:** *The next page notes what a typical program year looks like for a sub grantee. Again, this is a guide for program and should be taken into consideration with the SI calendar, their program need and their organization's needs.*

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## Summer

- Grant awards announced by Serve Indiana
- Program Director Orientation
- Member/Site Recruitment
- Criminal History Checks for covered positions
- Update forms, policies, procedures
- Prepare orientation/training calendar
- Member exits and final performance evaluations

## Fall

- Orientation for members and site supervisors
- Enrollment of members/begin service year
- Complete end of year reports for previous program year
- Continue fall recruitment, plan for spring
- Plan and begin program evaluation
- Commission releases appl. instruct.: Review, write and manage
- Serve Indiana monitoring process begins

## Winter

- Member and site performance evaluations
- Grant application review managemnet
- Recruitment for summer/new program year
- Update policies/procedures for new year
- Collect and compile progress report data, submit report to Serve Indiana

## Spring

- Member performance evaluations
- Grant application review managemnet
- Recruitment for summer/new program year sites and members
- Update policies/procedures for new year
- Collect and compile progress report data, submit report to Serve Indiana
- Life after AmeriCorps training for members

## Program Environment

### COMMUNICATING AND ESTABLISHING THE ENVIRONMENT

To create a positive program environment, combine your unique AmeriCorps program style with a gratifying service experience. The Program Director's office should be a professional, confidential, and a safe place for individuals to communicate openly. The AmeriCorps logo should be posted in your office and in any common spaces utilized by members. Training spaces and all meetings should also be a safe place for attendees and it is imperative that the environment be unattached to religious, political, and other practices or beliefs.

As appropriate communication is important for the success of your program, e-mails should be timely and respectful, and conducted in a professional manner. For best practices on e-mail etiquette, a great resource for you or your members is <http://www.101emailtippetips.com/>.

When the Program Director is out of the office to attend a conference or away for a number of days, it is important to have an out-of-office (auto reply) e-mail and voice mail message. The message should reflect contact information of the staff covering your program duties and a time when you will return to the office. There may be situations when your Serve Indiana program officer needs to contact staff for information and timing may be crucial.

### WORK PLAN

Your members should know your program's vision, mission statement, and elevator speech. The elevator speech is a brief description of who, what, where, when and how of your program. Additionally, your program's work plan should include a statement of quantitative and qualitative reasons why this program is essential for the community. Researching, organizing, and evaluating service/service site locations as well as creating strong program objectives are all part of your program's work plan. The work plan should also include an annual calendar which includes Serve Indiana's calendar of deadlines and events for the 12-month grant period. All programs should have an established plan for how the calendar is maintained, updated and distributed.

The work plan should also include staff roles and development goals. It is a strategy for ensuring that your program has well trained staff members.

### SUSTAINABILITY

As economic trends differ yearly, each grant funding cycle is different. Being able to demonstrate your program's longevity and sustainability reassures funders of their investment.

The more support from members, volunteers, funding sources, staff, board members and the community that your program receives, the more sustainable your program becomes. Both a community needs assessment and an organizational chart are useful aids that can be used to create support and program buy-in. A community needs assessment is a functional tool that will allow you, your organization, and board members to realize the impact that your AmeriCorps program can have on your community. An organizational chart can be helpful in demonstrating the program design.

The Corporation's [Toolkit for Program Sustainability, Capacity Building, and Volunteer Recruitment/Management](#) can help you develop a program that is sustainable, builds organizational and local capacity, engages community volunteers, and produces outcomes beyond those accomplished by

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AmeriCorps members alone. It leads Program Directors through the processes for developing a sustainability and capacity building plan. See the [Sustainability Policy](#) for more information and requirements.

### Service Site Selection

Serve Indiana recognizes the key role partner organizations play in helping sub grantees fulfill their goals in addressing community needs. To further clarify the guidelines and expectations related to partnerships with community organizations to operate a successful AmeriCorps\*State program, Serve Indiana has set standards that are to be used in conjunction with the rules, provisions, and guidelines established by the Corporation for National and Community Service for the AmeriCorps program.

The sub grantee must establish written member service site selection criteria based on, at a minimum:

- ♦ Grant requirements
- ♦ Adequate service site capacity
- ♦ An alignment between the host organization's mission and the identified community need
- ♦ Past performance (if applicable)

In addition, the selected service site(s) must provide adequate member supervision and have the ability to comply with all AmeriCorps requirements. The sub grantee is responsible for service site development and support (including supervisor and staff training) and service site supervision and monitoring (including assurance of compliance, safety, and reporting).

The sub grantee must also secure signed contracts with each service site *prior* to placing a member. A Sample Service Site Agreement may be found in the appendix. Additional details about service site requirements may be found in the [Multi Site/Service Site Standards](#).

## Public Relations

### CREATING YOUR PROGRAM IMAGE

Establishing a strong program identity is extremely important to the sustainability and growth of your program. The purpose of public relations is building and promoting your program's image. Through media attention and social networking you can increase awareness of and generate support for your program within the community.

### PROGRAM IDENTITY

Promoting your program creates awareness of your involvement in the community. As an AmeriCorps program you belong to a national network which is an essential piece of your program's public relations plan. The Corporation for National and Community Service continues to provide an increasing number of resources for program promotion.

Serve Indiana provides programs support for promotion and connectivity. Programs must follow the guidelines documented in the grant agreement. All promotions and publications must use the AmeriCorps Indiana logo or the AmeriCorps program's logo and contain information as outlined in the grant agreement. Program promotion best practices include:

- Program Directors (and other AmeriCorps program management staff) to have business cards with the AmeriCorps Indiana logo;

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- Program Directors (and other AmeriCorps program management staff) to use an e-mail signature indicating that they are the Program Director of (Program Name), an AmeriCorps program.
- A program's web page linking to the AmeriCorps website for recruitment and advertising.

### MEMBER GEAR

The CNCS provides support for various member items known as “gear”. Serve Indiana does not have a requirement for how often members are in gear but encourages that all members and supervisors have at least an AmeriCorps pin to brand themselves. Regulations on the amount of gear that can be purchased are noted in the applications instructions updated annually each fall and available on Serve Indiana's website. Programs can purchase AmeriCorps specific gear for members from the CNCS sponsored vendor at <http://www.nationalservicegear.org/>. Although these items only have the national AmeriCorps logo, programs may also produce their own gear with their program name and the AmeriCorps Indiana logo on these items.

### LOGOS

AmeriCorps State programs should use the AmeriCorps Indiana logo on all marketing and branding materials. Upon request, CNCS will produce an AmeriCorps logo specific to a particular program that can be used for gear, publications, web sites, etc. To make a request, email [logos@cns.gov](mailto:logos@cns.gov).

### PROGRAM WEB PAGE

The organization that is the legal applicant on your grant should have a page on their website specific to your AmeriCorps\*State program. The tab or link to your program's web page should have the AmeriCorps Indiana logo next to your program link, or include a statement that identifies it as an AmeriCorps\*State program.

Program web pages should display several logos and note the program is possible through funding from CNCS and Serve Indiana. The website should display the AmeriCorps Indiana logo as a link to [AmeriCorps.gov](http://AmeriCorps.gov). Likewise, program web pages should also contain a CNCS logo and a link to their homepage at [www.nationalservice.gov](http://www.nationalservice.gov). Lastly, the webpage should include the Serve Indiana logo with a link to the Serve Indiana website.

Your AmeriCorps program web page should also contain information on your program's mission, current information about the program, and recruitment status. It should have as much information as possible to promote your program, including links to social media if you have Facebook, Twitter, etc. It is also helpful to think about key words for search engine optimization. If someone is interested in AmeriCorps programs in Indiana, a web search using key words should display your program at the top of the search list. For more information about search engine optimization, [see this guide](#).

### MEDIA

The story that a program director, service site or member tells is vital to the program's reputation. When speaking or writing, you should always use the phrases, “an AmeriCorps program” or “a member of the AmeriCorps National Service Network.” Additionally, marketing should incorporate appropriate AmeriCorps lingo to accurately tell the story of national service.

To get started, here is a list of marketing best practices:

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- *Keep and share a collection of stories and pictures.* Good stories resonate with people, and can be used in brochures, newsletters, and newspaper articles. Reporters want facts and stories.
- *Have a favorite story for speaking engagements.* It doesn't matter how old it is, if it has a message that captures what your experience with the program is about, then use it.
- *Think beyond traditional media sources* when distributing press releases. Send releases to your community newspapers, donors, volunteers, board members, parents and anyone who could potentially share with audiences you won't normally reach.
- *Know who your elected officials are,* from your city-county council persons, and school board reps, to your state and federal representatives. Elected officials consistently look for photo opportunities. Include them in your email marketing list so they get current information.
- *When writing a press release, keep all the pertinent information in the first paragraph.* Be sure to answer the question, "Why should I care about this," and include "who, what, when, and where." Most individuals reading press releases will only read the title and first paragraph. If it doesn't grab their attention, it's often tossed.
- *Market every event.* If you can answer the question, "why should people care about what we are doing?" then let people know.
- *Include Serve Indiana/Corporation for National and Community Service support on your website and marketing materials.*

Media attention and social networking are important tools to increase understanding and build support for your program within the community. If you would like to add links on your web page and social media pages to promote National Days of Service and AmeriCorps Week, [widgets are provided free from AmeriCorps and the CNCS.](#)

Social networking is a valuable tool for connecting to the community and getting your message out to a larger audience. Social media is being used by government and non-profits to recruit, train, fundraise, inform and create awareness of programs and services. Through online newsletters and blogs, programs can document and tell their success stories, allowing members and the community to feel connected to the program.

Press releases are an effective way to inform the community and potential funders of your program's achievements, how you are making a difference in the community, your program's awards/recognitions, and events. An example can be found in the appendix.

## LEGAL CONSIDERATIONS

AmeriCorps members must abide by the conditions outlined in the [CNCS Terms and Conditions](#) regarding media interviews. At the beginning of the program year, each child being served, AmeriCorps member, and volunteer should have a signed media release form granting your program the right to use the individual's name and image in media and publications.

### ADDITIONAL RESOURCES

- [CNCS Branding and Messaging Guidance 2016](#)
- [CNCS Public Engagement, Outreach, and Education Plan 2016](#)
- [Sharing Your National Service Story](#)
- [Building Communications Capacity](#)

# Program Monitoring and Evaluation

## SERVE INDIANA PROGRAM MONITORING

Serve Indiana is tasked with ensuring that its programs and affiliated service sites are operating in accordance with the obligations set forth in their grant agreements and are in compliance with all applicable federal regulations and provisions. All National Service programs face challenges as they administer their AmeriCorps programs. Serve Indiana is committed to addressing those challenges by working with sub grantees to find adequate technical assistance to meet their needs. To that end, Serve Indiana has developed a monitoring strategy that increases opportunities for guidance and intervention. To make monitoring as transparent as possible so we have included our monitoring tools in the appendix. Please refer to these tools to help guide your program.

### RISK-BASED MONITORING AND COMPLIANCE

The Risk-Based Monitoring Policy will guide Serve Indiana in determining a sub grantee's risk relative to monitoring and evaluation of the program for legal, financial, and programmatic compliance. An example of the Risk-Based Assessment Tool is included in the example appendix at the end of this handbook.

Serve Indiana shall complete a Program Risk Assessment (PRA) for each AmeriCorps sub grantee at the commencement of each program year, utilizing the standardized Program Risk Assessment Tool. Serve Indiana shall assign each sub grantee a risk level based upon the review and analysis of the PRA, based on considerations which may include, but are not limited, to the following factors:

- Funding cycle year
- Ability of the sub grantee to meet statutory, regulatory, and budgeted match requirements
- Turnover of key and/or experienced sub grantee staff
- Demonstration of a critical need for technical assistance or guidance
- Programmatic quality
- Accuracy of financial reporting in previous program years
- Timeliness in correcting previous programmatic and fiscal issues
- First-time recipient of an AmeriCorps\*State grant
- Organizational/financial stability of legal applicant
- Ability to achieve performance measure objectives
- Participation in staff and member meetings and trainings
- Challenges/issues identified during the sub grantee's last monitoring review
- Member recruitment/retention
- Member management

At the completion of each sub grantee's Program Risk Assessment, Serve Indiana shall assign one of the following levels of risk, and based on the assigned risk level, sub grantees must comply with the aligned review processes. All first year sub grantees (planning, operational, or hybrid), will be automatically deemed as high risk. Deadlines for completion will be established and communicated by Serve Indiana with a reasonable amount of time for programs to comply. The high risk level results in more monitoring activities. Programs should strive to keep their risk rating low.

#### ***Low Risk***

A sub grantee designated to be low risk shall comply with the following monitoring activities, at minimum:

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- **Training Calendar and Policy Review.** By the first thirty days of the program year, programs should submit their policy and training calendar by the stated Serve Indiana deadline. SI will review this in comparison to the information noted in the training section of this handbook. Feedback will be given to all programs on their policies and calendars. Depending on the results of this submission, low risk programs will not have to submit subsequent calendars/policies after 2016 if they continue to be low risk and no additional updates are communicated from Serve Indiana. Submission of this is required a minimum of once every three years.
- **Criminal History Check Review.** During the first thirty (30) days of the program year, completed Criminal History checks (NSOPW, FBI, State Limited) of 5 members and 1 new covered position (i.e. new service site supervisor) must be scanned and emailed to Serve Indiana by the deadline communicated, for thorough review. This must occur every program year. If there are any errors on this review, Serve Indiana will require the program to submit 5 more member and 1 more supervisor completed CHC in the spring by the communicated deadline. *If significant errors are found in either instance, Serve Indiana may expand its scope of review according to the Criminal History Check (CHC) Disallowance Procedure*
- **Fiscal Monitoring (may not be applicable to fixed grant programs).** At least one fiscal monitoring review will be conducted by Serve Indiana within the three year grant cycle. Please see the fiscal monitoring section later in this chapter for the details and requirements. Fixed grant fiscal monitoring is covered due to the review of eligibility and criminal history check reviews that are conducted on all sub-grantees.
- **Onsite Monitoring Visit.** At least one on-site visit will be conducted by Serve Indiana within the three year grant cycle. During that visit Serve Indiana will conduct the following:
  - **Member Contract Review.** One (1) member, at minimum, will be chosen by Serve Indiana to have their member contract reviewed. Sub grantees must email the full member contract, by the deadline provided, to Serve Indiana for review. Serve Indiana staff may elect to give the program the names selected at the time of the visit.
  - **Member File Review.** Serve Indiana will select, at minimum, five (5) member files to review during each on-site visit. The names of selected member files will be given at the time of the visit.
  - **Self-assessment survey.** The sub grantee must fully answer all programmatic and fiscal questions provided in the Monitoring Questionnaire and return it to Serve Indiana by the deadline provided by Serve Indiana.
  - **Service site Agreements/Memorandums of Understanding (MOUs).** Serve Indiana will select at least one program service site to review. The sub grantee must email this service site's executed agreement to Serve Indiana by the deadline provided. Serve Indiana staff may elect to conduct these checks on site by giving the service site contract name selected at the time of the visit.
  - **Policies and Procedures.** The sub grantee must provide Serve Indiana with written policies and procedures required according to the Grant Agreement, CNCS regulations, federal law, CNCS Provisions, and this handbook.
  - **Additional Documentation.** Serve Indiana may review living allowance distribution schedules, healthcare rosters and supporting documentation, child care documentation, and other documents required for the AmeriCorps program.
- **Miscellaneous Reviews.** Serve Indiana may ask to review other documents throughout each program year, and sub grantees must submit the requested documents by the deadline provided (for ex., training agendas, position descriptions, volunteer tracking tools, supporting documentation, etc.)

### **High Risk**

A sub grantee designated to be high risk shall comply with the following monitoring activities, at minimum:

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- **Training Calendar and Policy Review:** By the first thirty days of the program year, programs should submit their policy and training calendar by the stated Serve Indiana deadline. SI will review this in comparison to the information noted in the training section of this handbook. Feedback will be given to all programs on their policies and calendars. If a program continues to be high risk, this will be submitted each year.
- **Fall Criminal History Check Reviews.** During the first thirty (30) days of the program year, completed Criminal History checks (NSOPW, FBI, State Limited) of 10 members and 3 new covered position (i.e. new service site supervisor) must be scanned and emailed to Serve Indiana by the deadline communicated, for thorough review. This must occur every program year. *If significant errors are found in either instance, Serve Indiana may expand its scope of review according to the Criminal History Check (CHC) Disallowance Procedure.*
- **Spring Criminal History Check Reviews.** During the spring of the program year, completed Criminal History checks (NSOPW, FBI, State Limited) of 10 new members and 3 new covered position (new=since the first fall check) must be scanned and emailed to Serve Indiana by the deadline communicated, for thorough review. This must occur every program year.
- **Fiscal Monitoring (may not be applicable to fixed grant programs).** At least one fiscal monitoring review will be conducted by Serve Indiana every program year. Please see the fiscal monitoring section later in this chapter for the details and requirements. Fixed grant fiscal monitoring is covered due to the review of eligibility and criminal history check reviews that are conducted on all sub-grantees.
- **Onsite Monitoring Visit.** At least one on-site visit will be conducted by Serve Indiana every program year the program is designated as high risk. During that visit Serve Indiana will conduct all of the following:
  - **Member Contract Review.** Three (3) members, at minimum, will be chosen by Serve Indiana to have their member contract reviewed. Sub grantees must email the full member contract, by the deadline provided, to Serve Indiana for review. Serve Indiana staff may elect to give the program the names selected at the time of the visit.
  - **Member File Review.** Serve Indiana will select, at minimum, five member files to review during each on-site visit. The names of selected member files will be given at the time of the visit.
  - **Self-assessment survey.** The sub grantee must fully answer all programmatic and fiscal questions provided in the Monitoring Questionnaire and return it to Serve Indiana by the deadline provided by Serve Indiana.
  - **Service site Agreements/Memorandums of Understanding (MOUs).** Serve Indiana will select at least three (3) program service site to review. The sub grantee must email this service site's executed agreement to Serve Indiana by the deadline provided. Serve Indiana staff may elect to conduct these checks on site by giving the service site contract name selected at the time of the visit.
  - **Policies and Procedures.** The sub grantee must provide Serve Indiana with written policies and procedures required according to the Grant Agreement, CNCS regulations, federal law, CNCS Provisions, and this handbook.
  - **Additional Documentation.** Serve Indiana may review living allowance distribution schedules, healthcare rosters and supporting documentation, child care documentation, and other documents required for the AmeriCorps program.
- **Miscellaneous Reviews.** Serve Indiana may ask to review other documents throughout each program year, and sub grantees must submit the requested documents by the deadline provided (for ex., training agendas, position descriptions, volunteer tracking tools, supporting documentation, etc.).

### FISCAL MONITORING

In addition to the programmatic monitoring activities listed above, programs will participate in fiscal monitoring which will be done by a fiscal consultant, Serve Indiana staff or Department of Workforce

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Development staff. The risk level assigned to the program determines how often the program will participate in fiscal monitoring. To limit fiscal monitoring, all programs should strive for a low risk rating. Fiscal monitoring will consist of a review of at least one month of expense activity, regardless of risk level. Fiscal monitoring will not be conducted on fixed-amount grant programs unless deemed necessary by Serve Indiana. Additionally, a Fiscal Self-Assessment tool will be provided to programs to self-assess their program's fiscal controls. For these reviews, sub grantees will be asked to provide (at minimum) the following information. Serve Indiana may also request additional information not listed here:

1. General Ledger report that includes income and expenses for MONTH/YEAR that support the expenses submitted for reimbursement.
2. If the reports from the General Ledger do not exactly align with the expenses submitted for reimbursement, please complete a reconciliation to the PER for either/both MONTH/YEAR
3. All supporting documentation for MONTH/YEAR for both federal and non-federal share PER separate by line item. Be sure to include staff timesheets, member timesheets, beginning enrollment dates for all members listed on those two PER reports, payroll registers for both staff and members, any in-kind documentation including letters or vouchers.
4. List of ending payroll date for all exited members
5. Liability Insurance Certificate (that properly covers organization, staff, and members)
6. Agency fiscal policy and procedures
7. Agency most recent audit report and management letter
8. Agency annual budget
9. Agency cost allocation plan
10. Separation of duties completed form (Form to be provided)
11. Self-assessment form (Form to be provided)

### **CORRECTIVE ACTIONS**

#### *Observations vs. Findings*

At the conclusion of each of the monitoring activities, Serve Indiana shall inform the program of any findings and/or observations discovered during the review process through a formal, written communication to be issued no later than 30 business days after the visit. Any failures to adhere to policy or compliance infractions shall be designated as either a finding or observation by Serve Indiana. These designations will be made taking into account factors such as (this is not an exhaustive list):

- the severity of the infraction
- the prevalence of infraction (ex., every file vs. one out of five files)
- the program's past history in adhering to a specific policy (repeat infractions will automatically be deemed as findings)
- the potential and/or real consequences of the infraction

Consistency across sub grantees when designating findings or observations will be maintained whenever possible by Serve Indiana.

#### *Response*

Observations will not require a response from the sub grantee, unless explicitly requested by Serve Indiana. If a compliance finding(s) is/are noted, a sub grantee shall have no more than thirty (30) calendar days to make corrections acceptable to Serve Indiana. If acceptable compliance is not achieved by the required due date, a sub grantee shall be determined to be in a status of non-compliance. Serve Indiana may withhold grant funds until evidence of correction is submitted and accepted. A sub grantee's non-compliance status shall be a determining factor in future funding decisions. If additional finding(s) is/are discovered when Serve Indiana concludes its final analysis and before the final monitoring response is issued, then Serve Indiana may require a sub grantee to submit: (a) additional documentation in an effort to prove compliance; or, (b) a corrective action plan. This policy shall not preclude Serve Indiana from conducting a site visit or a desk

review at any time or requesting any pertinent programmatic or fiscal information as Serve Indiana may deem appropriate.

### PERFORMANCE MEASURES

Performance measurement is the systematic, ongoing tracking of your program's outputs and outcomes. Performance measures are used to gauge your program's progress toward addressing its defined community need. Program staff must have detailed and accurate procedures for tracking performance measures. Program Directors, key staff, and AmeriCorps members should be informed about the program's performance measures and how that data is collected, maintained, and assessed. Each initial funding application must include at least one set of aligned performance measures. These should include at least one output and one intermediate outcome. Performance measures will be monitored by your Serve Indiana program officer on a semi-annual basis through Progress Reports.

Sub grantees whose data indicates at any point in the year that performance targets will not be achieved must take action to address the issue(s). One of the following two steps may be taken in order to address performance measures that are behind target:

1. Develop and submit to Serve Indiana a corrective action plan that includes:
  - a. The factors negatively impacting performance goals
  - b. The strategy and corrective action the sub grantee is using to get back on track toward the established performance measure target(s)
  - c. The timeframe for getting back on track with the performance measures.
2. Submit a request to amend the approved performance measures.

If, after a period of corrective action, a sub grantee continues to under-perform, or fails to collect appropriate data to allow accurate performance measurement, the CNCS, the Commission, or Serve Indiana may: reduce or suspend the AmeriCorps grant, use the information to assess any application from the sub grantee's organization for new a new AmeriCorps grant, or any other corrective action deemed appropriate by CNCS, the Commission, or Serve Indiana.

There are many resources provided by CNCS to help you with [performance measurement](#).

### PROGRESS REPORTS

Serve Indiana requires semi-annual progress reporting from AmeriCorps sub grantees. Reports are to be submitted either through email (word document template) or OnCorps on or before the due date(s) specified in your program's grant agreement and the program calendar. A sample progress report is available in the appendix-this should be used as a guide for data collection and training sites/members. The Progress Report process is updated annually by Serve Indiana and the submission process and tool will be released to programs at least one month before the due date. With the report data, programs will be asked to submit each PM support documentation of aggregate materials and sample of completed tool of at least one beneficiary.

It is expected that all reports will be received by the due date provided. Late submissions may lead to delayed or withheld reimbursement.

Serve Indiana will then review and analyze the measure results as well as data collection tools (logs, pre/posttests). Within one business week, Serve Indiana will respond to the progress report and tools. If further clarifications are needed, Serve Indiana will update the program and the program will have 3 business

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days to submit responses. After the clarifications are received and approved, Serve Indiana will communicate that no further information is needed until CNCS reviews the data.

### PROGRAM EVALUATION

All AmeriCorps programs are required to conduct a program evaluation within each 3 year grant cycle. The AmeriCorps regulations require AmeriCorps\*State and National sub grantees receiving more than \$500,000 of Corporation grant funds to conduct an independent evaluation (45 CFR§2522.700-740). Independent evaluations must use an external evaluator with no formal or personal relationship to the organization. All other AmeriCorps\*State formula and competitive programs in Indiana may submit an internal evaluation.

The evaluation report is based on the program's prior 3 year cycle and is required to be submitted with the grant application in any re-compete year. Applications submitted without an evaluation report will be considered incomplete and will not be reviewed or considered in the grant competition. Guidance on submission will be outlined in the appropriate year's grant application instructions. Organizations should use the completed evaluation report as tool to enhance their program in future years. Please see the [CNCS Evaluation Resource Page](#) for more information.

### GRANT CLOSEOUT

All sub grantees must close out their grants at the end of each program year. Closeout documentation may include submission of final budget and progress reporting. Serve Indiana will provide clear instructions for any required procedures and will provide a reasonable amount of time to complete the required task(s).

## Training and Technical Support

### PROGRAM STAFF TRAINING AND SUPPORT

Training and technical assistance priorities for CNCS include improving the programmatic quality of national service programs, enhancing programs' capacity to successfully administer CNCS grants, advancing programs' ability to measure results, and providing outreach and support to rural and underserved communities.

In order to ensure that you have the tools for success, Serve Indiana provides required trainings, events, conference calls, and/or workshops. Serve Indiana trainings are a chance to connect with AmeriCorps\*State program staff and others from the National Service network. By applying shared best practices, Program Directors can more effectively guide members throughout their AmeriCorps experience. A calendar of events is updated yearly and distributed to programs on or shortly after program orientation.

Serve Indiana sub grantees are required to attend several events throughout the program year. Most years, Serve Indiana provides 3 in person trainings (summer orientation, winter, and spring), monthly new staff/program calls, annual fiscal webinar and quarterly all program calls. Sub grantee staff are considered new for the first two years of their time with the program. Similarly, programs are considered new for the first two years. New staff/programs are required to attend all "new staff/program" events as designated by Serve Indiana. Sub grantees are also required to send one person to each required training. In most cases this will be the Program Director but if that person is unavailable then another staff member should attend. Serve Indiana encourages other organizational staff to attend trainings and may require that Executive

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Directors of organizations attend at least one training per year in person. All required trainings and dates will be listed on the Serve Indiana calendar distributed before the start of the new program year.

# Community Development

One of the primary goals of AmeriCorps is to strengthen and develop communities by engaging Indiana residents in service. Now more than ever before, AmeriCorps\*State programs must seek additional avenues to sustain their efforts. Volunteer participation, outreach at AmeriCorps events, and the resulting collaborations and partnerships can advance a program's impact on target community needs.

## AMERICORPS EVENTS

Annually, there are many events celebrated both locally and nationally across the National Service Network. Each occasion is an opportunity to spotlight your program's impact while fulfilling programmatic needs. Some examples of what can be achieved during these events are: raising member morale, inspiring Indiana residents, recruiting new individuals, and expanding your program's reach in communities. A few CNCS-sponsored events are described below.

### **National Day of Remembrance**

By pledging to volunteer, perform good deeds, or engage in other forms of charitable service during the week of 9/11, you and your organization will help rekindle the remarkable spirit of unity, service and compassion shared by so many in the immediate aftermath of the attacks. And you'll help create a fitting, enduring, and historic legacy in the name of those lost and injured on 9/11, and in tribute to the 9/11 first responders, rescue and recovery workers, volunteers, and our brave military personnel who continue to serve to this day. For more information [click here](#).

### **Make a Difference Day**

Sponsored by USA TODAY and Points of Light Foundation, Make a Difference Day is held each year on the fourth Saturday in October. See [www.makeadifferenceday.com](http://www.makeadifferenceday.com) for more information.

### **Martin Luther King, Jr. Day**

"A day on, not a day off" occurs on the day of observance of the federal holiday honoring Dr. King's birth. CNCS promotes this day as a day of service to honor the life and teachings of Martin Luther King, Jr. See <http://www.nationalservice.gov/mlkday> for more information.

### **Global Youth Service Day**

Over the past decade, Global Youth Service Day has brought together more than 13 million people in thousands of communities nationwide. For more information, visit [www.ysa.org](http://www.ysa.org).

### **National Conference on Volunteering and Service**

The National Conference on Volunteering and Service is a wonderful way for Program Directors to gain knowledge, be inspired, learn best practices and find opportunities to network with other states regarding AmeriCorps and volunteerism. Convened by CNCS and Points of Light, this annual event provides attendees with a wide range of exciting informational plenary sessions, workshops, special events, service projects, exhibits, specialized learning tracks and more. For more information, visit <http://www.volunteeringandservice.org/>.

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### VOLUNTEERS

All active AmeriCorps programs are expected to recruit volunteers to assist in community projects. Volunteers are a key component for building stronger organizations and communities. It is up to the Program Director and other key staff to utilize volunteers effectively to maximize community impact. Volunteers recruited by AmeriCorps programs can be leveraged to meet community needs. Volunteers add to a program's pool of skills, expertise and talents.

Program Directors oversee the recruitment of volunteers. Regardless of how volunteers are recruited, Program Directors are responsible for integrating volunteers into a service environment where everyone is supported. During the member recruitment process you may find candidates who are not the right fit for your program, but who might be a good fit for volunteering with your organization.

Depending on the nature of your program, members (under the supervision of the Program Director) may have volunteer management responsibilities. If so, outlining the duties of volunteers, training volunteers to understand their role, and instructing members on how to direct volunteers are necessary measures to ensure effective and compliant member-driven volunteer management. Individuals who volunteer with your AmeriCorps program are bound by the same regulations as members, especially when considering prohibited activities. There may be instances where a specific task, function, responsibility, directive and/or expectation are the same for a member and a volunteer. Hence, it is important to establish clear distinctions between their roles. A Program Director's supervision style for volunteers should remain consistent for all volunteers. To effectively connect volunteers to the program, make each individual feel like they are an integral part of the team. A service environment with a team atmosphere creates a positive, fun, and united volunteer experience for everyone.

## Disability

### DISABILITY COMPLIANCE

Serve Indiana encourages individuals of all abilities and backgrounds to participate in Indiana's National Service programs, and any program receiving federal funds is required to comply with the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act. To be in compliance with federal law, all AmeriCorps programs must prohibit any form of discrimination against persons with disabilities in recruitment and service. A qualified individual with a disability must not, solely due to his/her disability, be excluded from, denied benefits of, or subjected to discrimination by the services, programming, or activities of a CNCS program.

### DEFINING DISABILITY

The Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act defines a person with a disability as an individual who has a physical or mental impairment that substantially limits one or more major life activities. "Major life activities" refers to anything a person without a disability can do with little or no difficulty. Major life activities include, but are not limited to: caring for oneself, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning, working, sitting, standing, lifting, reaching, sleeping and mental/emotional processes such as thinking, concentrating and interacting with others. The Americans with Disabilities Act Amendments Act (ADAAA) has added the operation of major bodily functions such as the immune system, normal cell growth and the endocrine system as major life activities that are subject to impairment and legally covered under the definition of disability.

## REASONABLE ACCOMMODATION

A reasonable accommodation is any adjustment or modification in a service position that enables a qualified person with a disability to receive an equitable service opportunity and/or experience. Programs have a legal obligation to provide reasonable accommodations, and to secure any resources necessary to meet this obligation. Reasonable accommodations include, but are not limited to:

- Modifying an application process, an interview, or a test
- Modifying a service site to make existing facilities accessible to and usable by an individual with a disability (e.g. distraction reduction or clutter removal)
- Modifying a policy or procedure
- Modifying training materials or supervisory methods
- Restructuring a position, including:
  - Adjusting how or when an essential function is completed.
  - Dividing, exchanging, reassigning, or eliminating marginal functions.
  - Allowing a fellow member or volunteer to assist an individual.
  - Reassigning an individual to a vacant service position.
  - Providing flexible work/service schedules or leave policies.
- Providing or modifying equipment, assistive technology, or auxiliary aids (devices that enable effective communication for people with disabilities) and services
- Ensuring all program activities are held in accessible locations

All AmeriCorps\*State programs are required to report the number of reasonable accommodations requested, the number of reasonable accommodations provided, and the number of disability disclosures at the end of each program year, or when requested by Serve Indiana. In addition, documentation to substantiate this disability-related data should be securely filed and available for review at any time.

There are federal funds available for programs to make reasonable accommodations for members. Details for how to apply are in the file below:



Recruiting  
Members with Disat

## Inclusion

Inclusion is about ALL of us living full lives and learning to live together. Inclusion is promoting diversity and building community. Inclusion is about our abilities and how to share them.

Promoting inclusion in service means respecting and treating every person as an individual. No two people experience things in the same way. Two individuals with the same backgrounds, culture, gender, or disabilities may have very different perspectives, attitudes, interests, and skills. Inclusion sees individuals, not stereotypes. Where accommodations are about providing access to facilities or programs, inclusion is about providing access for all people to the greatest extent possible without the need for adaptation or specialized design.

Inclusion is an essential element of Indiana AmeriCorps success. National service is for everyone because everyone has the ability to serve. Programs should be intentional about inclusion when developing recruitment strategies, creating program activities and structure, and managing member experiences.

For some great ways to incorporate inclusion into the environment of your program or to improve your existing inclusive practices, see the [Inclusion Rubric form](#).

## Grievance Policies

### Member, Service site, and Other Individuals

Each program is required to use one of the grievance policy forms provided by Serve Indiana in member contracts, service site agreements, and all other MOU's or contracts utilized for the AmeriCorps program. Additionally, the program must provide the grievance procedure to other interested parties/individuals and the grievance must be listed publicly by all programs (i.e. on the program's AmeriCorps webpage). The wording cannot be altered without prior written approval from Serve Indiana. Each program is also responsible for developing a procedure for handling grievances that ensures the program meets the basic requirements. Specific elements that need to be incorporated into your procedure are dictated by the grant agreement, CNCS regulations, and provisions. The grievance policy is included in the appendix.

### Serve Indiana & Program Officers

If an AmeriCorps\*State program has a grievance with Serve Indiana or one of its employees, they must follow the grievance procedure given to them by Serve Indiana. This procedure is only for the sub grantee and should not be distributed to members or service sites. The Serve Indiana grievance procedure is available on the Serve Indiana website.

## Member Management

### Recruitment

An AmeriCorps\*State program is responsible for proactively recruiting qualified individuals who are interested in contributing their knowledge, experience, skills and service to the program's target community.

### Member Qualifications

Knowing and determining who is eligible for AmeriCorps service is essential to recruiting the right applicants. A member is an individual:

- 1) Who has been selected by a grantee or sub grantee to serve in an approved national service position;
- 2) Who is a U.S. citizen, U.S. national, or lawful permanent resident alien of the United States;
- 3) Who is at least 17 years of age at the commencement of service, unless the member is out of school and enrolled in a full-time, year-round youth corps or full-time summer program as defined in the Act (42 U.S.C.§12572 (a)(3)(B)(x)), in which case he or she must be between the ages of 16 and 25, inclusive, and
- 4) Who has received a high school diploma or its equivalent, agrees to obtain a high school diploma or its equivalent (unless this requirement is waived based on an individual education assessment conducted by the program), and who did not drop out of an elementary or secondary school to enroll in the program, or is enrolled in an institution of higher education on an ability to benefit basis and is considered eligible for funds under section 1091 of title 20.

## Position Descriptions

Creating a written service position description sets the foundation for the recruitment process by outlining specific member functions and activities. Also, this description can help identify individuals that may be a good match for your program's service opportunity based on education, life experience, attitude, temperament, potential, and motivation.

Be careful to make sure the position description does not include anything that would violate the prohibited activities, non-duplication, and non-displacement requirements. Do not include phrases such as "other duties as assigned" and "etc." when creating a service position description; be descriptive and clear about the duties. Make sure position descriptions carry the correct AmeriCorps lingo. It is not a "job description" and they are not "potential employees," it is a "position description" and they are "potential members."

The way service position descriptions are presented can strongly impact how your program is perceived – especially by those who have no prior knowledge of your organization or AmeriCorps. The recruitment process from an applicant's perspective generally begins when one views a service position description in an advertisement. A prospective applicant should be able to get a clear sense of your program's expectations and be able to assess if the role suits their goals and interests. Once a service position description is created, it can be easily added to flyers, brochures, newsletters, group/mass e-mails, posters, websites and a wide variety of other mediums where your target applicants are likely to take note of this information.

Program staff must ensure that service position descriptions are carefully written and that the CNCS provisions including, but not limited to, the public notice of non-discrimination are upheld.

In addition, all AmeriCorps Member Service Position Descriptions should include the following:

- An accurate service position title.
- A description of your organization's mission and work.
- A brief summary of the service opportunity and what your program is looking for in a member.
- A list of duties and/or responsibilities that clearly distinguishes between the essential functions and marginal functions. (Descending order from most to least important is recommended.)
- A list of required and preferred skills.
- A list of required and preferred qualifications.
- A description of the benefits of serving as an AmeriCorps member.
- A description of the unique benefits and opportunities your program and/or service site provides.
- Equal Employment Opportunity Council language. For example: At Program X we do not discriminate against members on the basis of race, color, religion, ancestry, union affiliation, etc.
- The amount of hours and the duration of available service terms.
- Contact information for Program Director or hiring manager.
- Text stating that reasonable accommodations for the selection process and during service are available upon request. Include contact information for the person who handles accommodation requests and the deadline for such requests.

When writing a service description, the position should be analyzed to determine the following:

- **Purpose** – the reason for the position
- **Essential Functions** – the tasks or duties that are fundamental and critical to the performance of the position
- **Marginal Functions** – those activities that are seldom or intermittently performed. The position does not exist to perform these functions and their removal would not fundamentally alter the nature, purpose, or result of the essential tasks to be accomplished by the member
- **Setting** – the work station and/or conditions where the essential functions are to be carried out
- **Qualifications** – the minimal skills an individual must possess to perform essential functions

It is helpful to describe the purpose and results of the essential functions (what needs to be accomplished) rather than HOW the function must be performed. These elements are important to creating an inclusive program.

### Implementing a Plan

Since each AmeriCorps\*State program is different, an individualized recruitment plan is necessary to gain members who are enthusiastic about service and to ensure member retention. Your program may find creating a timeline of recruitment activities useful. Regardless of the chosen strategy, your program's process should include planning, revision when necessary, and commitment to the intended recruitment goals. Serve Indiana strongly encourages AmeriCorps\*State programs to create their final recruitment plans in writing. Developing a typed document allows your recruitment plan to be easily accessed, shared, and modified if necessary. Further information is available through the [CNCS Recruitment Manual](#).

### My AmeriCorps

The My AmeriCorps Portal is an online member management system supported by the Corporation for National and Community Service. Among many functions, this resource gives AmeriCorps programs the opportunity to recruit nationally, free of charge. Serve Indiana highly encourages the use of the My AmeriCorps system as a part of a program's recruitment strategy. Since My AmeriCorps is a component of eGrants, all new AmeriCorps programs are required to first register with eGrants.

My AmeriCorps' recruitment features include the ability to:

- Create, post, and edit a service opportunity
- Search for applicants based on specific programmatic needs
- View applications
- Approve or reject an application
- Select applicants
- Contact applicants

The Corporation for National and Community Service provides a step-by-step instructional video, *My AmeriCorps-AmeriCorps\*State Programs Member Recruitment*, on how to use the features mentioned above at (<http://www.nationalserviceresources.org/member-recruitment-state>).

For additional information on using My AmeriCorps for recruitment purposes, please refer to <http://www.americorps.gov/fororganizations/members/index.asp>.

If you need technical assistance concerning My AmeriCorps Member Recruitment, you can contact a Corporation Technical Assistance provider at 1-800-942-2677 or <http://www.nationalservice.gov/questions/app/ask>.

### Selection Process

Once you have implemented your recruitment plan, you should receive completed member applications. Review applications to narrow down applicants, and then contact potential members to schedule an interview. The interview is the best time to explain your program's selection process and the criminal history check requirements. It is also important to explain what AmeriCorps is, define the goals of your specific AmeriCorps program, and describe your selection criteria.

The interview is a critical part of member retention, as well. It is important that you accurately describe the member role and assess whether the potential member is a good fit. Program Directors should be honest and

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up front about the commitment required to serve in an AmeriCorps program, and should especially emphasize that serving as a member is different from traditional employment. Setting realistic expectations at this point in the process will increase retention for your program and ensure that members do not feel misled.

Program Directors **must** ensure that each applicant understands that if selected s/he will:

- Be a member of your program, as a participant who has committed to a specific term of service.
- **Not** be an employee of your organization who receives payment for hours worked.
- Receive certain benefits as outlined in their Member Agreement, over the course of the program year and/or upon successful completion of their service term. Note: Some member benefits vary from program to program. Consult your program's grant agreement and/or your Serve Indiana Program Officer for clarification. For general information on all AmeriCorps\*State benefits see the [Member Benefits](#) section.

## Interviewing

Program Directors and staff involved in member selection should be aware that anything that is asked, requested, required, or done for one applicant must be asked, requested, required, or done for all applicants. Interviewer(s) should uphold the right for all individuals to be evaluated based on merit and potential.

When interviewing, a Program Director *should*:

- Interview in facilities that are accessible to everyone and provide confidentiality
- Use the service position description as a guide that can be referred to when necessary
- Ask each interviewee the same questions and record responses
- Ask about education, experience, skills, licenses and/or certificates that are relevant to the service position
- Be clear about the essential functions and expectations of a service opportunity
- Be willing to consider alternative ways an essential function, marginal function or task can be performed
- Focus on what an interviewee can contribute to the needs of the service program and target community
- Focus on what an interviewee can gain from participating in your program's service opportunity
- Adhere to interview etiquette such as showing respect to all interviewees, facing the person being interviewed, providing an interviewee your undivided attention, and maintaining eye contact with the interviewee, even if he/she is blind, using an interpreter, etc.
- Use appropriate language
  - "disability" instead of "handicap"
  - "person with a disability" instead of a "disabled person"

When interviewing, a Program Director *must not*:

- Make assumptions about an interviewee's abilities or about the type of accommodations an interviewee may need
- Make medical inquiries, even if it was disclosed by the interviewee. Medical inquiries and/or requests for medical documentation must occur only after an applicant is officially offered a service opportunity.
- Allow the disclosure of a disability during an interview to be used as a factor in the consideration of your selection decision
- Ask direct or indirect questions related to the existence, nature, severity, or cause of an illness or disability. This includes questions concerning past attendance and leave from work related to illness or disability.

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- Ask personal questions related to an interviewee's marital, family, and/or financial status
- Inquire about an interviewee's non-professional affiliations (i.e. clubs, social organizations, union membership, etc.)
- Ask race-related questions
- Make biological sex and gender related assumptions about an interviewee's abilities

When an interviewee reveals information that is illegal for an interviewer to ask, inappropriate, and/or information you would rather not be aware of, the interviewer should always change the course of the conversation back to an appropriate topic. Information of this nature should not be noted nor serve as a factor in your selection decision.

### Reasonable Accommodations Recruitment Considerations

A Program Director should communicate reasonable accommodation rights to all current program staff (and the larger agency if applicable) prior to start of the recruitment process. Throughout the recruitment process all applicants should be informed about their reasonable accommodation rights, including their right to request a reasonable accommodation at any time during the selection process for any portion of the selection process.

If an applicant discusses, discloses, and/or requests a reasonable accommodation unrelated to the selection process a Program Director should not discuss, inquire, nor use this information when selecting members. To address this situation a Program Director can redirect the conversation. For example, one could say, "Thank you. I appreciate the fact that you felt comfortable enough to express X information. Here at Y program we encourage the participation of every individual who has the skills and abilities required to execute the responsibilities of this service opportunity, and we will provide the accommodations necessary to ensure inclusive participation." A Program Director could also briefly explain their program's accommodation process. Prohibiting disability, illness, and medical information questions (or discussions) prior to the official offer of a position helps to minimize the risk that an interviewer will be perceived as someone who offered or denied a service position to an applicant based on the applicant's disability/illness/medical history. Once selection decisions have been made, and if the member is offered a service opportunity, then a confidential conversation can occur regarding the best way to accommodate the member's needs.

### Making a Selection

The members chosen should have interests and abilities that relate closely to the goals and activities of your service positions. Establishing and fostering a connection between the needs/desires of members to their service opportunity allows members to gain satisfaction and further development from their service. Although each member will find fulfillment in different ways, addressing the motivations that influence member fulfillment (recognition, making a difference, learning, growth, being a part of something greater than one's self, etc.) will help programs increase member retention. Additionally, be sure that members are committed to national service and understand that while your program will include professional development opportunities, it is distinctly different from a "job" and requires a strong commitment to intensive service.

### Service Position Offer

After selecting the best potential members for a program, it is up to each organization to determine the best way to offer the position to the member. Remember to clearly explain that all offers are contingent on the results of the individual's criminal history check.

## Conducting Criminal History Checks

All AmeriCorps\*State programs are required to conduct complete and accurate criminal history checks on all **covered positions**. Coverage is not dependent on the type of service the individual is performing, the individual's access to vulnerable populations, or whether the grantee or sub grantee program is using federal share or sub grantee matching share funds to pay the individual. CNCS has a very specific definition for "covered position". Each program must refer to the [materials distributed by CNCS](#) and the law to determine which individuals in the program, at service sites, and employed by partner organizations will be in covered positions.

For grant types such as full-cost, fixed-amount AmeriCorps programs where the program is exempt from submitting budgets or financial reports, the test used to determine covered positions is different. Please thoroughly read the Criminal History Check resources distributed by CNCS, as well as the [Knowledge Network FAQ for Fixed grants](#).

**Before conducting a background check, programs should take two steps:** Create a background check policy and waiver form. The policy should mirror this handbook and the CNCS regulations. It should also note your program's review process and the steps you will take if an individual is listed as unqualified. In addition, all programs should have a form for individuals to sign off on the criminal history check. Although the NSOPW (sex offender check) does not require an authorization signed by the covered individual, a **signed authorization from the member or staff being checked is required prior to initiating the FBI/Indiana state check**. Examples for each of these items are available in the appendix.

If a covered individual needs to begin service/employment prior to the program receiving results of a full criminal history check, please refer to the FAQs (link below) and your Program Officer for further guidance before proceeding.

Please read and become familiar with the entire process on [executing criminal history checks](#). These resources are updated as needed and outline the processes and regulations required to be compliant. Failures to adhere to the current criminal history check requirements are automatically deemed as findings when discovered during monitoring.

Any deviations from this policy can result in **significant financial consequences** for the sub grantee as noted in the disallowance policy listed in the Serve Indiana policies section. *If an organization would like to apply for an "Alternative Search Procedure" or "ASP" they must contact their Serve Indiana Program Officer before conducting any searches. If a program does not have an approved ASP in place they must use the approved vendors noted by CNCS and Serve Indiana.*

**All sub grantees must conduct at least a three-part\* National Service Criminal History check on all CNCS covered individuals. A three-part check includes:**

- 1. National Sex Offender Public Website check (NSOPW).** Conducted by visiting <http://www.nsopw.gov/en-US>. Programs should run a national name-based search, and print the results, ensuring the printout has a computer-generated date stamp, all geographic regions are reporting, no states are indicated as missing, and the name is spelled correctly with no typos. In addition, programs should sign off on the check noting that any "hits" do not match the person's date of birth/name.
- 2. FBI fingerprint-based check.** The Indiana repository approved by the CNCS is the Indiana State Police which has an agreement with identogo (Morpho Trust). They will conduct checks 2 & 3 for AmeriCorps programs. The combined check (#s 2 and 3 here) should be initiated by visiting

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<http://www.identogo.com/>. Programs should use the system to schedule an appointment for each member's background check.

To access identogo/Morpho Trust, a program must register with the Indiana State Police. You will need to ask that your agency be added to the list prior to running the search. Serve Indiana has provided the criteria for the check to identogo/MorphoTrust so you must ensure to note that your agency runs checks for your *AmeriCorps* program. The contact for the Indiana State Police is Inez Ford [IFord@isp.IN.gov](mailto:IFord@isp.IN.gov).

Once your agency is registered, go to the [identogo/morpho trust website](#). Click on the state of Indiana on the map, and then on Online Scheduling. Several screens will prompt you from there to schedule the individual's appointment and payment. Appointments can be scheduled by location in the state but cannot be scheduled outside of Indiana. In addition, at the time of scheduling, the person must be 18 years old. When the individual attends the appointment, they will have their fingerprints taken and they must have identification for the appointment.

The date the fingerprint appointment is scheduled is considered the "initiated date". Results are sent to the program electronically and in the mail and will read "qualified" or "unqualified". Qualified notes the individual is approved for AmeriCorps service or supervision. For more information about an unqualified results and why the member or staff may not be allowed to participate in the AmeriCorps program, review [CNCS regulations and the laws governing AmeriCorps](#). If a program has issues with the appointment system or receiving results, they should contact the Indiana State Police.

### 3. Indiana state criminal history check (automatically included in the FBI check (#2) when identigo/morphotrust is used.)

If the covered individual claims **residency in a state other than Indiana**, a state based check for that state (through an approved vendor) must be conducted in addition to the 3 steps above. CNCS has approved official criminal history information repositories for each state or territory. Programs must use approved vendors to obtain criminal history check information, unless CNCS approves an Alternate Search Protocol (ASP). The list of approved vendors can be found [here](#).

#### **Criminal History Check Reminders/Tips:**

1. Programs should create a policy that mirrors this handbook and the CNCS regulations. It should also include how results will be reviewed and steps taken if the person is unqualified.
2. Before an individual's criminal history check is completed, ensure they understand the program policy and complete a signed form.
3. **NSOPW searches must be completed prior to the start of the member service. Criminal history checks (FBI/State) for all covered individuals must be initiated prior to the start of the member service.**
  - a. *It is a best practice for program's to complete the NSOPW when the individual applies.*
4. Both the initiation documentation and results should be kept in a separate file from the individual's background waiver form and other paperwork. These files should be kept in a locked location separate from the member/program files.

***The procedures outlined above are provided as a starting point only and are not an exhaustive list of all the elements of a background check. Each program is responsible for knowing and implementing the correct criminal history check requirements. Up-to-date information should be obtained from [CNCS' website](#).***

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### Enrollment

Program Directors must make sure members are enrolled in the **My AmeriCorps Portal (eGrants)**, <https://my.americorps.gov>, **within 30 days of beginning their service**. A delay in enrollment can be costly for both the program and the member.

Programs are required to invite members to enroll themselves in eGrants after they have accepted an offered service position. The member should receive an email with a link to complete their enrollment. They then complete their part of the enrollment and submit it back to the program via my.americorps. After it is received, the program can complete and officially enroll the member in eGrants. CNCS requires that programs enroll members electronically in this manner. There are instances where the program can request an exemption, and enter members manually, but it must be done through a formal process. Contact your program officer if you need further information.

If an individual signs a member contract and serves hours within the term represented on that contract, then they are an AmeriCorps member and must be entered as such in eGrants. If an AmeriCorps member exits prior to being entered into eGrants or within the first 30 days, programs must not withhold that member's name from eGrants in order to enhance their retention rates. Accurate enrollment is necessary for CNCS to track members, education awards, and predict future funding needs.

In addition to enrolling a member in eGrants the member must be enrolled **in OnCorps**. The member is not involved in this system's enrollment. Serve Indiana will enter all programs into the new program year before they begin their program. Programs will then need to set up their program in the OnCorps system if they are new. In addition, they will need to create login information and share that with members and supervisors. Indiana has a specific website for their OnCorps access which can be found here: <http://in.oncorpsreports.com/>. OnCorps provides several tutorials and technical assistance for new programs. To access those, login to OnCorps or contact the help desk: [help@oncorpsreports.com](mailto:help@oncorpsreports.com)

When it comes to slot enrollment, there are minimum standards that must be met. Every program should aim for 100% enrollment. Member enrollment technically refers to the number of slots filled divided by the number of slots awarded. Refill slots are included in the enrollment rate. Programs will report their enrollment rate on each progress report. Enrollment rates can be found by running the Enrollment Rate Report in eGrants.

If a program is concerned it will not be able to achieve 100% enrollment, the Program Director should contact his/her Serve Indiana Program Officer. Serve Indiana may be able to transfer those slots to another Indiana AmeriCorps program. This would help reduce the loss of AmeriCorps funding given to Indiana in the next funding cycle due to nonuse. The possibility of slot transfers between programs is determined by the eligibility of the slot to be refilled; this is discussed in more detail in the Terms and Conditions.

Fixed-amount grant programs should be exceptionally concerned with keeping enrollment and retention at 100% so they are eligible to draw down the entire grant award. The rate of draw down is determined by the number of hours served by the members. Therefore, any open slots will reduce the amount of grant dollars fixed-amount grant programs are able to use.

### Refilling Slots

Slots can be refilled through My AmeriCorps Portal. Not all slots are eligible to be refilled. Refill eligibility depends on whether or not the exiting member is eligible to receive an education award. Programs may not refill the same slot more than once. Additionally, the information provided in the chart below can be used as a quick reference to see if the slot may be eligible for refill.

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If, the member has completed...	AND...	then...
less than 15% of their term	exits due to compelling personal circumstances	their slot <b>can</b> be refilled
more than 15% of their term	exits due to compelling personal circumstances	their slot <b>cannot</b> be refilled
less than 30% of their term	exits for reasons that do not qualify as compelling personal circumstances	their slot <b>can</b> be refilled
more than 30% of their term	exits for reasons that do not qualify as compelling personal circumstances	their slot <b>cannot</b> be refilled

When refilling a slot, a program should consider whether or not the new member would have enough time to complete his/her service term. It is best to determine whether a slot can and will be refilled before the current member leaves in order to give the program the best chance of filling the slot. The program may be able to convert 1 full time slot to 2 half time slots or a combination of reduced half, quarter, or minimum time slots.

Programs must receive approval and instruction for conversion of slots from their Serve Indiana program officer *prior* to conversion. First review the terms and conditions for a change in term of service. Then send a request to your Serve Indiana Program Officer that includes the information below.

- What is your rationale for converting slots?
- What are the total number of slots you have available for conversion?
- Are they refill or unfilled slots?
- How many slots are you requested for conversion?
- What would you like to convert them to?
- What is your plan to fill these new position if approved?

The Program Officer will review the submission and provide an approval or denial in less than one business week. The approval will note the program must make the conversion in egrants and notify the Program Officer that their end is complete. Then, the Program Officer will complete the conversion in eGrants.

Fixed-amount grant programs are eligible to convert slots. For further guidance on member status and refilling slots, programs should consult their Serve Indiana Program Officer.

There may come a point when CNCS restricts slot refilling nationally to ensure that CNCS resources are available. At that time, CNCS will not permit refilling if either (1) the total national AmeriCorps program enrollment reaches 97% of the awarded slots; or (2) the number of refills reaches 5% of the awarded slots. These restrictions apply to AmeriCorps programs as a whole. Unless otherwise notified, individual programs should strive to keep 100% enrollment and will be notified if the CNCS restrictions are activated.

### Change of Term

If a situation arises where a program is considering changing a member's term of service, first review the terms and conditions for a change in term of service. Then send a request to your Serve Indiana Program Officer that includes the information below.

- What is the member's current term of service? (include start & end date)
- How many hours have been completed already?
- What is the barrier that is preventing the member from completing the required hours? Or what is happening that the program wants to increase the number of hours the member is to complete?
- How has this changed from the beginning of the service term?
- How does this change the program design, and will outputs and outcomes be impacted?

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- Does the service site approve of the change in term request? Does the program approve of this change in term request?
- What is the requested effective date of the change?

The Program Officer will review the submission and provide an approval or denial in less than one business week. The Program Officer will complete the change of term in eGrants, if approved.

## Retention

Retention begins in the interview process. Tune in to the individual's main reason for serving and honor this throughout his/her time with you. Understanding individual motivations can help your organization select the members best suited to serve alongside your employees.

There are several key components in a program that enhance retention. These include: placement, orientation, training, supervision, evaluation, and recognition. Providing methods of feedback for members to express concerns, frustrations, likes, and dislikes, followed by strategic action responding to the feedback can help reduce the likelihood of members leaving service without cause. Each program should strive to retain 100% of its members. Each program will report its retention rate (the percentage of AmeriCorps members who successfully complete the AmeriCorps Program with either a full or pro-rated Education Award) on its progress reports to Serve Indiana. Retention rates can be found in eGrants by running the Retention Rate Report.

### Additional Resources:

- [Recruiting for Retention](#)
- [Volunteer Management Practices and Retention of Volunteers](#)
- [Member Recruitment and Placement](#)

## Establishing Member Files

After you have selected a corps of individuals to serve in your program and enrolled them in eGrants and OnCorps, you must establish member files. The organization and maintenance of member files is perhaps the most essential administrative function performed by a Program Director. The documents maintained in these files provide evidence that members are eligible for their positions at the time of enrollment and qualify to receive member benefits. All required member documentation must be retained as required by 45 CFR§2541.420. It is also imperative that these documents are kept in a safe and secure location, with access granted only to essential program staff persons. If a member submits a written request to view the contents of their file, they must be permitted to do so. Both the My AmeriCorps Portal (eGrants) and the member file must match. Updates made to one must also be made to the other.

A copy of the "*File Checklist (for member files)*" can be found in the appendix of this handbook and should be updated for each member during enrollment. Your Serve Indiana Program Officer will use the checklist to make sure proper procedures were followed during future monitoring. Some of the documents referenced on the form are described in more detail below. Be certain that you fully understand the "[Member Records and Confidentiality](#)" section of the grant provisions.

- 1. Member Application:** If a member completed a paper application, the original application (not a copy) submitted by a member to apply for the AmeriCorps position and any related materials must be included in the member's file. The application should have been signed and dated at the time of application. If the member completes their application in egrants a printed version does not need to be stored in the member file. However, this should be noted on the file checklist.
- 2. CNCS Enrollment and Exit Forms:** As all members are enrolled in egrants electronically, programs no longer need to keep a paper copy of the enrollment form. However, if an official exemption is made for the program, then the paper copy must be kept in the file.

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3. **Eligibility documentation:** CNCS does not require programs to make and retain copies of the actual documents used to confirm eligibility as long as they program has a consistent practice of identifying the documents that were reviewed and maintained a record of the review.
  - a. A consistent practice for documenting eligibility should:
    - i. Identify the specific original document reviewed
    - ii. Identify the eligibility criterion or criteria that the document confirms
    - iii. Include any identification number for the document reviewed
    - iv. Include the signature of the reviewer confirming the review and the date of the review
    - v. Birth certificates, driver's licenses and passports are examples of documents that confirm a member is old enough to serve. In some cases, the same document, such as birth certificate issued by one of the state, can be used to confirm both age and citizenship.
4. **SSN and Citizenship Verification:** When you enroll your new members into eGrants, their SSN, Name, DOB, etc. will be sent automatically to CNCS for verification. If you do not hear a response from CNCS, no further action is needed. However, if the member's information cannot be verified, you will receive an email with instructions for further action. For more information [click here](#).
  - a. It is important to note that if an email is received from CNCS it will ask the program to produce the member's original SSN card within a short timeframe. This should be communicated to members and included in your program's documentation process as noted above.
5. **Member Contract/Service Agreement:** A member's term of service should begin with the signing of their member contract/service agreement. The member contract serves as a legally-enforceable agreement between your organization and the person with whom you've offered the AmeriCorps service position, and needs to be signed and dated by both the member and Program Director no later than their first day of service. The minimum requirements for the member contract are contained in the [CNCS provisions](#) and your grant agreement. An example member contract can be obtained from your program officer upon request.
  - a. Your organization is responsible for finalizing the contents of this contract and obtaining the necessary signatures prior to the member's start of service. Keep in mind that you must tailor your contract to suit the specific needs of your program, while ensuring that applicable requirements from your grant agreement, grant provisions, and federal law are met.
6. **Criminal Background Check Form:** Instructions for conducting the [criminal history check](#) were found earlier in this section. Template forms and policies can be found in the appendix. The documentation for the criminal history check must be kept in a separate locked file cabinet (not in the same location of the member's file).
7. **Health and Child Care Enrollment or Waiver:** This requirement applies to full-time members only (or less than full time members serving in a full time capacity). All full-time members must be offered both health care and childcare benefits. This choice needs to be documented (Yes, I elect coverage or No, I decline coverage) on a form that is signed and dated by the member. If a member elects coverage for either or both benefits, the program must retain proof of their enrollment. For proof of enrollment, programs may retain the member's signed and approved benefit application form. Typically rosters are provided which specify covered members by name. For details on specific health care and childcare benefits, refer to the [Member Benefits](#) section.
8. **Publicity Release Form (signed):** Programs must obtain the prior written consent from all members before using their names, photographs, videos and other identifying information for publicity, promotional or other purposes.
9. **Tax Documents**
  - a. W-4 (beginning of year) and WH-4 (beginning of year)
  - b. W-2 (end of calendar year)
10. **Mid-Year Performance reviews/evaluations** are required for all AmeriCorps members. Full-time and part-time members must receive both a mid-term and end-of-term evaluation. Less than part-time members must receive at least one end-of-term evaluation. The format of the evaluation is

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determined by each individual program, but the evaluation must be reviewed and signed by the AmeriCorps member as well as their assigned site supervisor. The evaluation must meet the requirements specified in the provisions, and include:

- a. Whether the member has completed the required number of hours;
  - b. Whether the member has satisfactorily completed assignments; and
  - c. Whether the member has met other performance criteria that were clearly communicated at the beginning of the term of service.
  - d. See [Supervising Members](#) for more information.
- 11. End of Term Performance Review:** All AmeriCorps members must receive one end-of-term evaluation. The format of the evaluation is determined by each individual program, but the evaluation must be reviewed and signed by the AmeriCorps member as well as their assigned site supervisor, and at minimum include: 1. If the member has completed the required number of hours, 2. If the member has satisfactorily completed assignments, and 3. Evaluate whether the member has met other performance criteria clearly communicated at the beginning of the term of service. See [Supervising Members](#) for more information.
- 12. Exit Form:** The exit form is provided in eGrants. All members must be exited from eGrants within 30 days of when they actually complete their service. The document does not need to be located in the member files as it is stored there but it is best practice to have some documentation to show the exit was completed in case there is any discrepancy later.
- 13. CNCS Exit Survey:** Program Directors should encourage all exiting AmeriCorps members to enter the Portal themselves during close-out to complete both their Exit Forms and the Member Exit Survey. The survey covers 4 topic areas, and members should complete the survey within 60 days of service completion. As with the other electronic submission, some sort of documentation of completion or communication to the member is recommended but not required.
- 14. Disciplinary/Change in Service Documentation**

## Suspension/Release/ Exit

Throughout the program year there may be cause to change the status of a member's term of service. There are strict rules that govern the *release of a member from participation*. Refer to your grant agreement and CNCS Terms and Conditions for rules. Program Directors are responsible for notifying Serve Indiana within 30 days of a member's selection for or completion of, a term of service (this is done via the Portal/eGrants, as explained previously). If a member is going to be placed on suspension or released from service for cause or for compelling circumstances, Serve Indiana must be contacted for approval *prior* to the suspension/release as noted below. In addition, the program should keep all documentation in the member's file.

Serve Indiana may suspend or release members early from participation for two reasons: (a) for compelling personal circumstances; and (b) for cause. See [45 CFR § 2522.230](#) for requirements. Failure to follow the requirements set forth in regulation (e.g., releasing an individual for compelling personal circumstances when the individual is leaving to go to school) is considered non-compliance with grant requirements and may result in disallowed costs and other remedies for non-compliance. If a member is to be exited for compelling personal circumstances, documentation should be sent to the Serve Indiana Program Officer for approval. **Programs should consult their Program Officer at Serve Indiana before taking action to suspend/release/exit a member.** All members must be [properly exited](#) regardless of the reason for exit.

To request a suspension/early release of a member, the program should contact their Program Officer via email with the below information. Serve Indiana will respond to the request within one business week.

1. Name of the member
2. Service term, hours completed, start date and original end date
3. Rationale for suspension/early exit

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4. How does this affect your program (enrollment, retention, etc.)?
5. Include any documentation that supports this claim
6. Official date program would like to suspend/exit member
7. What steps have been taken to communicate with the member? Site?
8. If disciplinary, have you followed the program's disciplinary procedures?

### *Service Activity Definitions:*

#### *In-Service*

After enrollment is complete in My AmeriCorps, a member's status is listed as in-service. This indicates that the member is actively completing their service hours as required. Members will remain in-service until an authorized party makes a change through that system.

#### *Member Leave*

Members are not employees and thus are not entitled to the traditional sense of what most would consider vacation, holiday, or sick time. However, all programs should plan accordingly and leave room for occasions where members must be absent from service. The number of days of leave permitted will vary with each program. Members must adhere to the policies of their specific service site. Program Directors should establish a clear system for members to make such a request and explain those procedures to members as early as possible. *Members should not record zero hours during any pay period. Unless the member is suspended (see below), the member must still receive their normal living allowance.*

#### *Suspension*

Suspension is defined as any extended period during which the member is not serving, accumulating service hours or receiving AmeriCorps benefits. Suspension can be used as both a disciplinary action against a member who has violated the terms of their member agreement (as outlined in the grievance procedure and member contract) and a means to address extenuating circumstances in the life of member who has otherwise performed satisfactorily. Under personal and compelling circumstances (as determined by the Program Director and/or site supervisor), a member may be suspended for up to two (2) years from the date of suspension. It is advised that Program Directors document the rationale behind a member suspension, and retain it within the member's secured file. Serve Indiana approval is required before any member is placed under suspension, steps are included in the next section. The process is listed in the next section in full. Program Directors should send documentation to Serve Indiana to document the suspension, including a letter from the member with the effective date and reason for the suspension, as well as a letter from a doctor or other authority validating the purpose for suspension.

#### *Exit*

AmeriCorps members can be exited for two reasons: (1) they successfully completed their term of service or (2) they did/could not satisfy program requirements and were released from service. Programs must provide members with sufficient opportunity to complete their terms of service. They must also notify Serve Indiana and the Corporation within 30 days of a member's end of term by exiting the member in eGrants.

#### *Member Injury or Death*

Programs should contact Serve Indiana immediately if a member has any serious injury or death.

## Supervising Members

The method used to supervise members must be unique since members are not volunteers or paid staff. AmeriCorps supervisors should focus on the required tasks of each service position and develop members in their charge. The duties of AmeriCorps members are restricted to activities specified in your programs

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approved grant application. Setting the tone and explaining your expectations as a supervisor is a key to member success. A good management style for supervising AmeriCorps members combines coaching, directing, supporting and delegating, rather than creating a dictatorial atmosphere. Program Directors should ask the following questions in order to create a positive supervising experience:

- How do I help members understand what is supposed to be done and how to do it?
- What additional training might the members need that I cannot provide?
- How do I consider the needs of members throughout their term (at the beginning, in month six when their enthusiasm dips, and at the end when they leave)?
- What can I do to inspire members to commit to a life of service?

Remaining consistent while providing members guidance is a great way to be effective as a supervisor and role model.

### CREATING A PLAN

Paperwork is a necessary, but at times overwhelming, part of a supervisor's job. All paperwork must be kept in a safe and secure location to maintain confidentiality. Every supervisor has their own unique style and organization techniques.

Keeping track of the hours a member spends on direct service, training, and fundraising activities is a huge component of member supervision. In order to be eligible to receive member benefits (living allowance, education award, health care, child care, etc.), members must have submitted timesheets in OnCorps which have subsequently been reviewed and approved by their designated supervisor. In the instance that paper timesheets are used, these should have a member signature as well as the designated supervisor's signature showing approval. All meetings, correspondence and disciplinary actions must be documented for legal credibility. Remember that your program is funded under a Federal grant, so policy and procedures are subject to review.

Members should not log "outside" volunteering as service time. Any self-initiated volunteering outside the scope of the program and the member's position description should not be counted towards the member's term of service. Programs should inquire with Serve Indiana if this situation arises *prior* to the member logging the hours in question.

### EVALUATING MEMBERS

Evaluating members through performance reviews can improve performance, clarify duties and provide members with constructive feedback. Formal evaluations are necessary for the retention, re-enrollment and/or termination of members.

Supervisors should complete the program's member evaluation form and give members the opportunity to review the document. When conducting member evaluations, it is best to schedule a mutually convenient time for the meeting. Supervisors should tell members to bring the completed evaluation form and come prepared to discuss any issues. At the evaluation meeting, review the ratings together while discussing each component. When you reach an agreement about the appropriate rating, document the ratings on a joint form. Work with the member to document of the member's strengths and areas for improvement. For any areas that are deemed unsatisfactory, jointly develop an action plan to improve performance. All parties must sign the document.

Performance evaluations are required for all AmeriCorps members. Full- and part-time members must receive both a mid-term and end-of-term evaluation. All less than part time members must receive at least one end-of-term evaluation. The format of the evaluation is determined by each individual program.

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The CNCS Terms and Conditions state that performance evaluation should address, at a minimum, the following factors:

- a. Whether the member has completed the required number of hours;
- b. Whether the member has satisfactorily completed assignments; and
- c. Whether the member has met other performance criteria that were clearly communicated at the beginning of the term of service.

This may be the first time that the member has ever received constructive criticism in a professional setting; therefore how you communicate this information is important. In addition, it is a best practice for program's to use the same evaluation form for a member's mid-year and end of year evaluation to measure growth.

### DISCIPLINARY ACTION

Programs should create disciplinary policies and procedures that can be implemented in an objective, consistent, fair and equitable way that will result in the desired outcome. If an incident occurs that warrants disciplinary action for a member or service site, the Program Director should notify their Serve Indiana Program Officer. Program Directors should take great care to communicate with a member before an issue rises to the level where a disciplinary action would occur. All disciplinary steps must follow the discipline procedure outlined in your member or service site contract. Serve Indiana must approve all suspensions before a program moves forward.

Serve Indiana does not discipline or mediate internal conflicts with members, volunteers, or program staff. However, we may provide assistance through resources and options. When appropriate, Serve Indiana can provide management training upon request. AmeriCorps\*State programs are encouraged to collaborate and share best practices, while maintaining confidentiality. The process of supervising a wide range of personalities can be stressful, and having the ability to express concerns to fellow Program Directors can be beneficial.

### TRAINING & DEVELOPMENT

Serve Indiana requires that between 12-20 percent of AmeriCorps members' time is to be spent in training, whether preparing for service or enriching their personal and professional development. A majority of the member's development can be provided through formal trainings. Training is a time when a Program Director can educate members on a variety of topics and provide them with the tools necessary to be successful during their service. It is also a time to connect to members on more professional and personal levels.

Well-trained individuals provide high quality, high impact service and increase the value of the AmeriCorps program. Training helps members develop skills in areas that they might not have been introduced to prior to AmeriCorps (e.g. effective communication, conflict resolution, diversity and inclusion, leadership, CPR/first aid, volunteer management, resource mobilization, and partnership development). In training, members can learn more about the community they serve and what national service entails. Training can also broaden attitudes and perspectives and increase their sense of empowerment, civic values and service ethic. Lastly, training can promote retention and a lifelong engagement in service.

Lastly, making sure members and staff understand allowable and prohibited activities is very important. Additionally, experience has shown that when members are provided training on the program's performance measures, they are better equipped to help the organization accomplish those goals and communicate great stories to their supervisors. Incorporating former program members into orientation can help create member buy in. Ask other staff, peers who work with other organizations, and other experts to share knowledge and best practices.

## Training Standards

Serve Indiana has training standards that all programs must follow. This will allow all members, regardless of the program in which they serve, to have a similar experience. All programs must train all members on the required programs listed below. In addition, they must create and maintain a training policy and calendar.

**Standards:** Through their trainings, programs should develop members who:

1. discuss and explore their community and the people, processes, and institutions most effective in improving community conditions;
2. develop the skills to help plan effective service projects that respond to real community needs and emergencies;
3. foster within themselves and others positive attitudes regarding the value of lifelong citizenship and service for the common good;
4. increase life and/or employment skills; and,
5. Gain a greater appreciation and understanding of those from different backgrounds.

**Training Policy:** To ensure these trainings are conducted, Serve Indiana asks all programs to create and submit a training policy before they begin their program years. This submission will be noted on the Serve Indiana calendar and will be required of all programs each year. Serve Indiana will take one business week to review this document and send it back to the program with edits or final approval.

All training policies should include the following information:

1. **A training calendar:**
  - a. All Serve Indiana required trainings (as noted below) including the type of training (in person, webinar, etc.), who is required to attend and when they will take place.
  - b. All program additional trainings outside of required SI trainings
  - c. Number of hours each training will take (SI and program) with a total number of hours of training and the percentage the program offers to members.
2. **Additional training options:** If the program cannot offer the 12% minimum to members, the policy must include information on how the members will complete training on their own as well as how that will be documented as completed.
3. **Documentation of trainings:** Serve Indiana requires that all program led/organized trainings have a detailed agenda and participant sign in sheet at a minimum.
4. **Program requirements:** Information about who is required to attend trainings and what action is taken if a member is unable or does not attend.

**Required Trainings:** Programs must offer the below trainings to members/staff in some format. The program may decide to combine several topics into one training but this must be documented on the training calendar submitted to Serve Indiana.

1. *Member Orientation:* Orientation is the first training that provides members with the necessary tools to be successful during their service. During orientation, create and build teamwork through a wide range of activities and strategies. As a manager and mentor, orientation is an opportunity to express your expectations to members and volunteers in a professional and fun way.
  - a. *Orientation should include:*
    - i. An overview and history of national service
    - ii. Expectations of members, sites, program
    - iii. Specific trainings to prepare for service term
    - iv. Overview of community served
    - v. Program rules, regulations, and expectations (code of conduct, prohibited activities, requirements under Drug Free Workplace, suspension/termination, grievance procedure, sexual harassment, nondiscrimination, etc.)
    - vi. Review of member benefits including loan forbearance and the [public student loan forgiveness program](#)

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- vii. Key staff/other introductions
  - viii. Review of the member contract contents
  - ix. Design of AmeriCorps program
  - x. Program-specific training related to AmeriCorps member service activities, including responsibilities and requirements related to performance measurement and progress reporting
  - xi. Team building
  - xii. Diversity and Inclusion training
2. *Supervisor Orientation:* Service Site Supervisors should also receive orientation before members begin at their site. The above information should be covered there as well. Programs can include supervisors and members in the same orientation.
3. *Ongoing Supervisor Training:* Service Site supervisors should come some ongoing training and/or communication from the program. This can be conference calls, email updates or additional in person trainings.
4. *Site Specific Orientation:* Members should also be given a site specific orientation from their service site which includes an overview of placement site, introduction of key contacts, policies and procedures for placement site, roles, duties, tasks, etc.
5. *Leadership & Professional Development:* Serve Indiana requires that programs assess their members at the beginning of each term. The minimum assessment should include DWD's [employability skills](#) as a skill benchmark. These benchmarks will help the program offer trainings/opportunities for members to grow. The tools and method of assessment and further leadership/professional development options are to be created by the program based on their program model.
6. *Ethic of service/civic responsibility:* Part of AmeriCorps is learning the role of service and civic responsibility now and beyond the term of service. Members should understand this is part of their service and programs can decide how the training is offered.
7. *Reflection/Service Learning:* Reflection is key to members' growth as it helps individuals understand their role and a large picture of service. Reflection trainings can be incorporated into other trainings offered by the program or as part of a specific training for members.
8. *Disaster Preparedness, Response and Recovery* Serve Indiana requires the availability of AmeriCorps Indiana members to acquire basic skills in, and to provide assistance with, disaster preparedness, response and recovery as needed by the State of Indiana. Waivers to this requirement will be considered on a case-by-case basis.
  - a. *Levels of training:* There are two levels of training for program disaster training, basic and advanced. Serve Indiana will provide programs with options for the basic training or programs can partner with other agencies in their area. **The type of disaster training should be noted on the program's training calendar.**
    - i. **Basic training** includes training members on disaster preparedness, response, and recovery on an annual basis. This may happen through partnering with local (city/county) emergency managers, members of their local COAD (Community Organizations Active in Disaster), the Indiana Department of Homeland Security (IDHS), or similar agencies.
    - ii. **Advanced:** Programs may also elect to provide additional training in a specific disaster focus area (for example, volunteer and/or donations management, disaster medical operations, mass care/shelter operations, etc.). In this approach, programs must offer the basic training to members in addition to the advanced approach. *Programs who choose to go beyond basic disaster training must inform Serve Indiana of how they train members. This information will help Serve Indiana be most informed if IDHS requests assistance from qualified programs.*
9. *Safety training:* Young professionals could especially benefit from training that helps them understand basic safety practices, such as walking to their car with a co-worker if they are leaving the site late at night, checking with their supervisor if they believe a task may be dangerous, and how

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to handle aggressive clients. Safety practices include proper use of equipment, what to do in an emergency, CPR and much more.

10. *Volunteer Recruitment/Coordination:* All AmeriCorps members are required to recruit and coordinator volunteers in some capacity. Programs should offer training to members to help create a successful volunteer experience.
11. *Life after AmeriCorps Training:* This is a training to help members transition from the AmeriCorps experience, including resume writing, interview skills, job resources, graduate school programs, using the education award, etc. This should be conducted near the end of the member's term of service. It should include information about resume building, using the Education Award, accessing the Education Award, successfully completing a service term and options for next steps. Serve Indiana
12. *Sustainability:* As AmeriCorps positions are not long term or permanent, it is important that both sites and members understand how to keep their projects sustainable after the program finishes. Programs should train and prepare members/sites for this transition.

## Member Benefits

### LIVING ALLOWANCE

All full-time AmeriCorps members must be provided with a living allowance (member stipend). Though not required, programs have the option to provide an allowance to part-time members. All living allowances must be provided within the minimums and maximums which are provided in each year's application instructions and must align with the budget outlined in your executed grant agreement. If your program is a professional corps or education award only program, it is important that you understand the specific regulations that guide those unique programs. For more information about the living allowance please review the [CNCS FAQ](#) and/or contact your Program Officer at the beginning of the term.

AmeriCorps members are not employees and a living allowance is not a wage. Thus, living allowances are not distributed based upon the number of hours served during each pay period. Living allowances must be dispersed to members in equal amounts throughout their term of service. Deductions should be made for federal and state income taxes, where applicable, and FICA (Social Security and Medicare taxes). The pay periods for living allowances are determined by each program.

As long as a member is enrolled and has in-service status, they must receive their living allowance, listed in their member contract, in equal increments throughout the program year. If a member is released early for any circumstance (including a compelling personal circumstance) they may not receive a lump sum of the remaining balance of their living allowance.

If you receive an order of wage garnishment from a court seek legal counsel for how to best handle the situation. The federal portion of the living stipend is protected from garnishment, but different conditions may apply to the match portion. A member may also approach you for help if their bank account has been levied. They *may* have some protections, but must seek legal counsel. Some sample wording for [Verification of Federal Funding](#) has been included in the appendix.

To document and verify that members are completing their service hours, accurate timesheets that are properly approved and signed must be processed for each pay period. Timesheets are to be maintained in a safe and secure location. Improper documentation of hours can lead to serious consequences for members, so great care must be taken in properly documenting activities and time.

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### Federal Benefit Eligibility

The National and Community Service Act of 1990 provides that allowances, earnings, and payments to participants in AmeriCorps\*State and National programs “shall not be considered income for the purposes of determining eligibility for and the amount of income transfer and in-kind aid furnished under any federal or federally-assisted program based on need, other than as provided under the Social Security Act (SSA).”

Temporary Assistance for Needy Families (TANF) is a block grant program provided under the SSA. Because TANF is under the SSA, the AmeriCorps\*State and National living allowance may be considered income for the purposes of determining eligibility for and the amount of aid under TANF.

Additionally, under the Heroes Earnings and Relief Tax (HEART) Act of 2008, the Social Security Administration will ignore an individual’s receipt of AmeriCorps benefits for purposes of SSI eligibility. The HEART Act contains a provision that excludes AmeriCorps benefits from being counted as income for purposes of eligibility for Supplemental Security Income (SSI). This extends the long-time AmeriCorps VISTA income disregard for SSI to all AmeriCorps positions. While the law does not extend to Social Security Disability Insurance (SSDI), it removes a significant barrier to participation for SSI recipients. The Heart Act excludes “any benefit (whether cash or in-kind)” which covers the living allowance, health insurance, child care and the education award (and related interest payments).

For more detail or questions, Program Directors should consult the [AmeriCorps\\*State and National FAQs](#) and/or contact their Serve Indiana Program Officer.

### Health Care

CNCS has released specific requirements for programs in regards to providing health insurance to members. Please read through the Health Care section of the CNCS Terms and Conditions carefully to ensure your program fulfills the criteria. CNCS has additionally released a Health Care FAQ found on the [CNCS Grant Management Page](#) that is updated occasionally based on questions posed by state commissions. If you still have questions after reviewing these resources, please contact your Serve Indiana Program Officer.

### Child Care

Child care must be made available for full time members. Programs must maintain a copy of the member’s completed child care application in the member’s file. Programs must notify the child care provider when there are specific changes. Please refer to the [CNCS FAQs](#) for specific requirements regarding eligibility and notification. Costs incurred due to the failure to notify the child care provider of the changes outlined by CNCS may be charged to the sub grantee.

### Eli Segal Education Award

Upon successful completion of their term of service, members are eligible to receive an Eli Segal Education Award. The amount of the award received is aligned with the member’s minimum service hours. Members have up to seven years after the completion of service to make use of the award. The award is considered taxable income in the year that it is used. Members age 55 and over have the option to transfer the education award to a child, grandchild, or foster child. Education award amounts fluctuate each year. The amounts are included on the below website and in the grant application instructions released by Serve Indiana each fall. For more information about the Education Award, visit the CNCS [Segal AmeriCorps website](#).

Members access their Education Awards through the my.AmeriCorps system, the system used to apply and enroll in AmeriCorps. It is important that members understand how and when to use their award, something

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that should be covered during a program's Life after AmeriCorps training. Program Directors should visit [this page](#) for topics that should be covered while speaking with or training members about the education award.

### Loan Forbearance and Interest Accrual

Enrolled Full Time AmeriCorps members are also eligible for forbearance and interest accrual payments for most federally-guaranteed student loans. Less than full time members may be eligible but the program should review the CNCS terms and conditions and encourage the member to discuss this option with their loan officer. Applying for forbearance gives members the opportunity to postpone repayment for qualified student loans. While in forbearance, interest will continue to accrue. However, if the member successfully completes their term of service, the National Service Trust will pay all, or a portion of, the accrued interest. The interest accrual payment is considered taxable income in the year that it is provided to the member.

To gain access to the necessary forms, members must use their own My AmeriCorps account. Instructions for members are available at: [http://www.americorps.gov/for\\_individuals/online/index.asp](http://www.americorps.gov/for_individuals/online/index.asp).

Members should also be aware of the Public Student Loan Forgiveness program. This federal program can help students who have a large amount of public debt. AmeriCorps service can be included in qualification for this program and this should be communicated to members during their orientation. [For more information click here.](#)

# FINANCIAL MANAGEMENT & REPORTING

## Accuracy, Documentation, & Controls

Program Directors are ultimately responsible for the overall administration of the program. Effective financial management is essential to your AmeriCorps program. Ineffective financial management will have a negative impact on the success of your program, such as bad publicity, or major audit findings leading to funding being delayed, withheld or having to be repaid. Program Directors need to take an active role in understanding and monitoring the financial systems.

Having accurate information, supporting documentation, an efficient accounting system, internal controls, cash management and budgetary controls, and following policies and procedures will help as you work to establish and maintain a high quality AmeriCorps program.

Program Directors and financial managers should be familiar with the financial components of their program's grant agreement. This agreement outlines the approved budget and budget narrative, as well as key financial and programmatic reporting requirements. The parameters set forth there will provide much of the information needed to establish systems and policies at the program level. Serve Indiana should be notified of any potential financial problems. Please contact your Serve Indiana Program Officer if any financial concerns arise during the program year.

## Understanding your budget

Your AmeriCorps program budget (as approved in your grant agreement) is the blueprint that will help your organization meet its goals and objectives and ensure that match requirements are met. It is the responsibility of the program to review and compare the budget to actual expenses, assure that any necessary budget changes are properly approved, and verify that any movements between line items fall within provision guidelines. It is crucial to have a reliable and accurate accounting system that will enable you to keep track of the program's financial progress. **Programs should utilize Serve Indiana's "Financial Management Getting Started Checklist" located in the appendix to help start their program off on the right foot.**

### **An organization's accounting system must be capable of:**

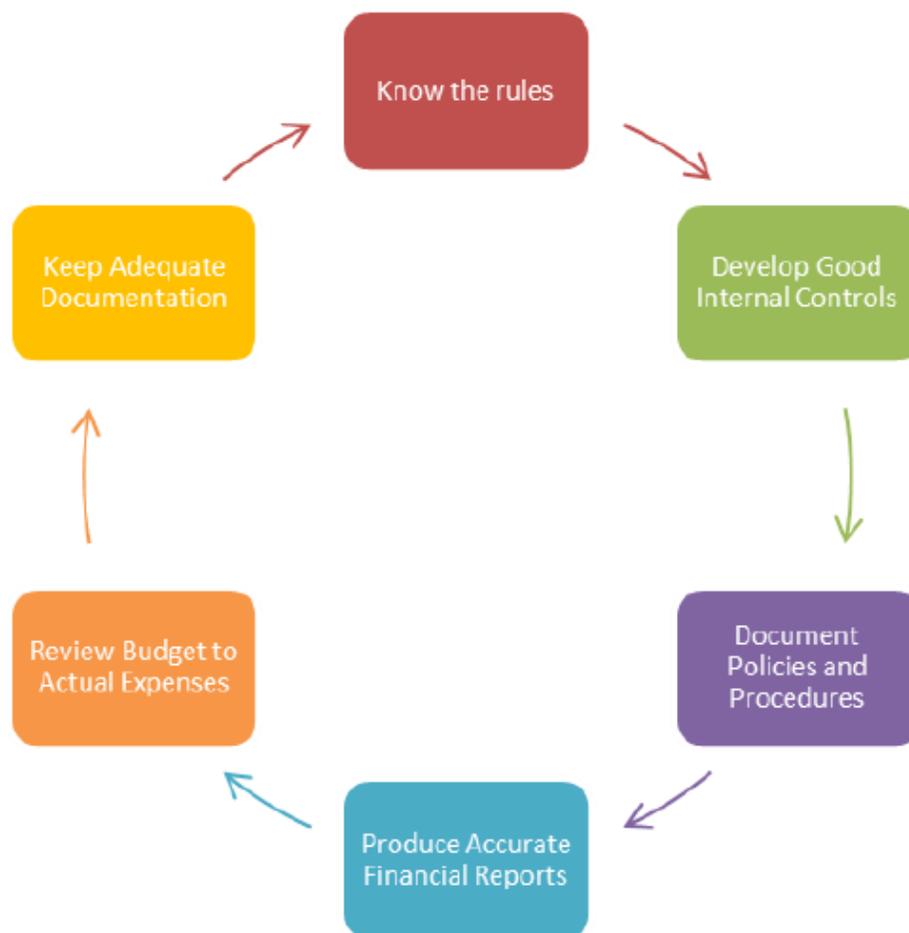
- Distinguishing grant vs. non-grant related expenditures
- Identifying costs by program year
- Identifying costs by budget category
- Differentiating between direct (program) and indirect (administrative) costs
- Accounting for each award/grant separately
- Maintaining Federal/non-Federal matching funds separately from grant funds
- Recording in-kind contributions as both revenue and expense
- Allowing management to easily obtain financial reports at both the summary and detailed levels
- Correlating to financial reports submitted to Serve Indiana or CNCS

### **Having Good Internal Controls Means:**

- Documented policies and procedures
- Adequate review process for financial reports and budgets
- Adequate cash management procedures (e.g. monthly bank reconciliations)
- Physical safeguarding of assets
- System to track members' & employees' activities
- System to follow-up on problems identified to ensure resolution

**Documented Policies and Procedures Include:**

- Master calendar of all grant reporting deadlines
- System to communicate effectively between staff
- Tickler for grant file outlining programmatic requirements
- Tickler for financial components of grant to ensure compliance
- Cross training notes for daily, monthly, quarterly, semi-annual and annual duties in case of turnover



### Allowable Expenses

When planning activities for your members or staff paid through the grant, it is important to understand what an allowable expense is and what will not be covered by the grant funding. All sub grantees are responsible for reading and utilizing the [OmniCircular](#) titled Uniform Administrative Requirements, Cost Principles, and Audit Requirements for federal awards.

To be allowable under a grant, a cost must be reasonable and allocable for the performance of the award, conform to grant award limitations or cost principles, be consistent with policies and procedures that apply to both federally-financed and other activities of the organization, be given consistent treatment, be in accordance with Generally Accepted Accounting Principles (GAAP), not be included as a cost or used to meet cost sharing or matching requirements of any other federally-financed program, and must be adequately documented.

### Meeting Your Match

Your match requirement is dictated by Serve Indiana's sustainability policy, federal regulation, and is outlined in your grant agreement. It is essential that the match is appropriately documented. Document the basis for determining the value of personal services, material equipment, building, and land. Give the donor a receipt signed by donor that includes name of donor, date of donation, description of item/service and estimated value. All matching funds must be verifiable from the recipient's records, meaning, entered into the general ledger and supported with documentation.

#### **There are several ways to meet your match:**

- Staff time spent on program; including training, member/volunteer supervision and program oversight as well as other staff time working on necessary staff functions relating to meet the goals and objectives of the program. Be sure to keep track of actual time and use salary and benefits paid.
- Space devoted to the AmeriCorps project. If an AmeriCorps member is using a specific area you may calculate the square footage of that space and multiply by the rate the space costs. For staff not 100% on the AmeriCorps grant you should take the square footage of that individual's work space, multiply by the actual percentage of time that person spends on the grant in a given month, and multiply by the rate the space costs. The value of utilities and maintenance for that space can also be counted as match.
- Variety of supplies necessary to run program including: photocopying, office supplies and materials, postage, AV equipment, phone, fax. Use the amount that you would have to pay.
- Indirect or Administrative costs. Organizations that have a federally approved indirect cost rate can use it as match (less the amount in sub grantee share), organizations that do not have a negotiate rate can use 10% of total costs.
- Cash or in-kind contributions, from community organizations or individuals.
- Transportation provided at no cost to the project, possibly bus, truck or car transportation, you can use the state approved mileage rate multiplied by the number of miles traveled.
- Donation of project supplies including items necessary to accomplish program goals and objectives. For example plants, seeds, trees, film, masks, gloves, books. Use the amount that you would have to pay.
- Additional discounts above and beyond those available to the general public provided by local vendors. It is best to get the vendor to note the additional discount directly on invoice.
- Grants or other funds that are obtained and used to further the goals and objectives of the service learning project

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- Program Income. Either asking community partners to contribute funds towards program in exchange for an AmeriCorps Member or providing a service such as clearing trails in exchange for a fee.

**Fixed-Amount Grant Exceptions:** A fixed-amount grant is not required to track or document match. Please see the [CNCS fixed-amount grant FAQ's](#) for more information.

### **In Kind Match:**

In-kind match support is defined as the value of a non-cash contribution provided to the program by non-Federal third parties. Third party in-kind contributions may be in the form of real property, equipment, supplies, and the value of goods and services directly benefiting the program and specifically identifiable to the project or program.

*Some examples:*

- Volunteer "staff" that help plan and supervise the volunteer activities. These are people who are donating their time to set up the project. (This does not include volunteers just participating in volunteer activities.)
- Staff time to plan, set up and run the service activity (as long as the staff are not paid with federal funds).
- Supplies used in the service activities (e.g., paint, construction materials, computers, office supplies, etc.).
- Transportation costs related to the service activity.
- Any snacks or meals provided to the volunteers during the days of service.
- Building costs if doing an indoor project (e.g., people's time to open the building, cost of renting out such a space, security costs, cost of using the space for the time of the project).
- Advertising and outreach costs for getting the word out about the project.
- Donated equipment, buildings, and/or land
- Evaluation services
- Donated staff time for planning, set up, and implementation from collaborating organizations. Shirts or equipment created for the event, whether donated or purchased with non-federal funds.
- Donated professional and technical services such as accounting, consulting, training, legal services, etc.

An organization must record the value of the in-kind contribution in the general ledger as revenue and as an appropriate expense. In other words, the in-kind contribution must be verifiable in the organization's accounting system. The contributor or donor must always complete, sign, and submit an in-kind contribution form. An organization should never book the delivery of the good(s) or service(s) in the general ledger if documentation to support the contribution does not exist.

In the absence of an internal in-kind contribution form, a host organization may tailor the in-kind contribution form, provided on Serve Indiana website, to fit its needs.

## Time and Activity Reporting

Proper time and activity reporting can be tricky and great attention should be spent making sure it is completed correctly by all members and staff involved. All sub grantees will need to write their own policy to distribute to staff individuals whose salaries and fringe are paid in whole or in part through the AmeriCorps\*State grant as well as for all AmeriCorps members.

Time and activity should never be based on the percent allocated in the AmeriCorps\*State project budget. Rather, an employee or employees must [report](#) actual (after-the-fact) time spent on one or more grant activities.

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The project budget merely sets a cap, or ceiling, for each employee whose salaries are direct expensed. For example, a project may cap the Program Director's percent of time at eighty-percent (80%). This means the sub grantee organization estimates that the program may claim up to that percentage on the grant. However, based on actual activities and hours worked, the organization may exceed the budgeted percentage or be well below it. In the case of the former, the sub grantee organization should submit a budget modification request to Serve Indiana if the amount is over 10% of the total budget.

Under no circumstances should an employee or employees "make work" in an effort to meet budgeted percentages for its AmeriCorps\*State program.

The example appendix includes a resource to help develop a time reporting policy.

**Common Problems:** Sometimes organizations run into problems. Below is a list of common problems Serve Indiana has found from working with programs:

- ❖ Missing timesheets or documentation for staff hours charged to the grant
- ❖ Unsigned timesheets
- ❖ Timesheets signed weeks later by the supervisor
- ❖ No designation of time/allocation
- ❖ Allocated 100 percent even though staff is an officer of the organization who performs other functions not solely related to the grant
- ❖ Lack of activity reports for staff charged to more than one grant

## Reimbursement

All sub grantees (except fixed amount programs, see below) submit a "Periodic Expense Report (PER)" monthly to Serve Indiana via OnCorps as a first step to receive reimbursement for grant expenses. PERs are due on the 10<sup>th</sup> of each month. Unless otherwise noted on the SI calendar, if the program submits after the 10<sup>th</sup>, the program is considered late. The submitted PER is then reviewed by Serve Indiana. If approved, the program can submit a completed and signed "Request for Funds" (invoice) to Serve Indiana. Requests for Funds (RFFs) may not be submitted prior to a PER being approved and must be submitted with an attached *approved* PER reflecting those expenses. In addition, the RFF must be completed properly with the correct signatory authority, requested dates and PO number. RFFs are due by the 30<sup>th</sup> of each month unless otherwise noted by Serve Indiana.

Once the Request for Funds form is received, it is processed at Serve Indiana and then submitted to the financial department at DWD. Once processed it is then sent to the Indiana State Budget Agency (SBA). Once approved and processed by the SBA, a reimbursement is issued via direct deposit to the sub grantee organization. This process typically takes 30-60 days after Serve Indiana has received a correct and complete Request for Funds from the sub grantee.

**FIXED AMOUNT GRANTS ONLY:** Instead of submitting a PER, programs must attach a calculation to the Request for Funds showing how it arrived at the requested dollar amount (see instructions in appendix). This calculation should take into account approved member hours, maximum number of hours per slot, and any grant funds already received/requested to date. Requests for Funds for fixed amount grants (with attached calculation) will be due by the 15<sup>th</sup> of each month. Please ensure that your calculation is accurate and does not request funds beyond what you are eligible for.

## Aggregated Financial Reports

Each organization must submit two Aggregated Financial Reports (AFR) that captures the information submitted on the organization's PERs during a designated period. They are due in OnCorps and deadlines are provided in the AmeriCorps Calendar issued to programs. This information is compiled and submitted as a Federal Financial Report (FFR) to the CNCS by Serve Indiana.

## Budget Modification

A budget modification may be necessary if your program wants to claim more expenses in a particular line item than were originally budgeted in your approved grant agreement. Budget modifications will allow you to decrease your budget in one or more line items so that you can increase the budget of another line item.

Serve Indiana acknowledges that budget modifications are sometimes unavoidable and sometimes are required more than once in a program year. Unless the CNCS share of the award is \$100,000 or less, changes to cumulative and/or aggregate budget line items that amount to 10 per cent or more of the total budget must be approved in writing in advance by Serve Indiana. The total budget includes both the CNCS and grantee shares.

Grantees may transfer funds among approved direct cost categories when the cumulative amount of such transfers does not exceed 10 percent of the total budget. The program **must** make a notation in each one of the PER's to notify their Program Officer of the changes that they are making, including the rationale, and which line(s) the funds will be subtracted from so the program will not exceed the total budget.

All budget changes must be in compliance with all applicable standards and requirements articulated in the grant agreement, NOFO, OMB Circulars, and AmeriCorps Regulations (45 CFR§2543.25), and Provisions.

## Distribution of Living Allowance

The living allowance is not a wage; it is designed to help members meet the necessary living expenses incurred while participating in the AmeriCorps program. Programs must not pay a living allowance on an hourly basis and it should not fluctuate based on the number of hours members serve in a given time period. Programs should pay the living allowance in increments, such as weekly or bi-weekly.

A program cannot disburse the full living allowance to a member who completes his or her required hours before the end of the agreed-upon term of service or play "catch up" when starting late.

Example One: A member completes 1700 hours in 9 months instead of the program's anticipated 11-month term of service. Even if a program may provide the living allowance in semi-monthly allotments, it cannot pay the remaining 2 months of the living allowance as a lump sum payment as the member exits the program.

Example Two: A member who starts late cannot receive a "catch up" amount for the first three months so that the member will receive the same living allowance as other members who started earlier but will end at the same time.

Neither of these two examples reflects the intent of the living allowance distribution guidance. The living allowance is "designed to help members meet the necessary living expenses incurred while participating in the AmeriCorps

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program.” In addition, members who complete hours on an abbreviated schedule may be depriving the service site of important service it needs for the expected term of service.

A member who completes his or her service early or starts service late should receive the portion of the living allowance that would be provided for that period of participation under the program’s living allowance distribution policy. The amount should not vary based on number of hours served during a particular time period. For example, if the program is designed to run for 11 months, and the living allowance is paid monthly, a member who starts in the second month will receive 10/11ths of the total living allowance, unless the member serves a month longer than the members who started in the first month of the program.

The member contract should reflect that the living allowance is provided for expenses while serving and should not be linked to completion of hours. The contract should specify how the living allowance is distributed (e.g., bi-weekly, semi-monthly), and in what increments, and should note that members will receive the living allowance as long as they are serving. The contract should also delineate the expected term of service (e.g., 10 months, 12 months).

### FAQs – Member Living Allowance & Expenses

1. **What happens if a half-time member finishes early?** If a half-time member receives a living allowance, the same rules apply as for a full-time member who leaves the program early. The member should not get a lump sum payment for the balance of the living allowance if the member completes the required hours before the end of the agreed-upon term of service.
2. **Can we change a member’s contract so the member serves less than the full term and provide the full living allowance?** If your program design is for a specified period for all members, you should specify in the contract how the living allowance will be paid out. You cannot change an individual member’s contract so he or she receives a higher living allowance than other members who will serve for the full period. For example, if your program design is for 10 months of service, the living allowance for that year is \$10,600, and you choose to provide it on a monthly basis, each member would receive \$1,060 per month for 10 months. A member who completes the required hours in nine months would only receive 9/10s of the living allowance, or \$1,060 per month for 9 months. This applies only to a program with fixed start and end dates. Other programs can choose to have a member serve an additional month at the end if the member starts the program a month late. **How does this affect the minimum member living allowance?** If a member does not serve the full term of service, the member will not receive the full minimum living allowance.
3. **Can a member in an 11-month program who starts in month 2 serve the extra month at the end and receive the whole living allowance?** Yes – if the program’s design allows it to extend the member for an extra month, the program may do so, and pay the member the entire living allowance.
4. **Can we meet last year’s program obligations with this year’s admin/operating funds?** Yes, this is already common practice. Many programs have rolling admission and members who start in one year, complete in the next as a matter of course. The staff costs for supervising those members are current costs.
5. **The members in our program routinely complete their hours before the end of the 12 month program period, and our program design does not necessitate their staying until the end of the 12 months. Can we change our program design?** Yes, a full-time term of service must be between 9 and 12 months, during which members must serve at least 1700 hours. Within those parameters, a program should design its term of service to best meet the needs of the community. Programs that work in schools during the academic year only, for example, might have a 10-month program.

6. **We pay our living allowances on a monthly basis. How should we handle situations in which members come on board late in the month or exit early in the month at the end of their term?** You should establish a written policy that is reasonable. For example, if a member comes on board within the first two weeks of the month, you might set policy that gives them the entire living allowance. If they start service later than that, you could prorate the amount based on the number of days in the month they will serve. The same would hold true for the end of service. If they leave within the first two weeks of the month, their living allowance is based on the number of days in the month they served. If they serve over the 2-week cut-off, they would get the full living allowance. You can establish different cut-off points as long as they are reasonable, documented in policy and followed consistently.
7. **Can you give us examples of how the living allowance distribution policy could play out for members that start at different times?** See the chart below. The program design is a 10-month program with a living allowance of \$10,900, paid on a monthly basis of \$1,090 per month.

Member Situation	Length of Service	Amount per Month	Total Living Allowance Provided
Member A starts and finishes on time	10 months	\$1,090	\$10,900
Member B starts on time and finishes early	9 months	\$1,090	\$9,810
Member C starts late and finishes late	10 months	\$1,090	\$10,900
Member D starts on time and finishes late	11 months	\$1,090	\$10,900
Member E starts late and finishes on time	9 months	\$1,090	\$9,810

8. **What do I do if I receive an order for wage garnishment or levy for a member?** Please refer to the [Living Allowance Section](#) under benefits for specifics and remember the living stipend is not a wage.

## Asset utilization

About half way through each program year, Serve Indiana will ask each program to note the amount of funds they will not use for the remainder of their grant period. This information is requested of SI by CNCS and helps SI plan for the reallocation of funds if necessary. Programs should be realistic in their amounts as this could result in a decreased or amended award.

Each year, Serve Indiana will also complete an assessment on each program’s asset utilization with pre-post data from Serve Indiana grant records, by comparing the previous program year’s Asset Utilization rate to the current program year’s Asset Utilization rate; asset utilization will be measured after all final payments have been made to sub-grantees for the program year (typically finalized and analyzed each December). Sub-grantees will be expected to show at least one of the following achievements:

- 1) decrease in deobligated funds at midyear
- 2) increase in final Asset Utilization rate from previous program year or
- 3) a perfect 100% final Asset Utilization Rate overall

## Property Management/Surplus Property Policy



DWD Property  
Management-Surpl

### Grant Close Out

At the end of the program year, Serve Indiana will send instructions to the program for closing out the grant. The close out process will include a financial reconciling to ensure all payments have been received and the program and Serve Indiana have no outstanding payments. It is important that the Program Director and the Fiscal staff work together to complete it by the due date communicated by Serve Indiana. This is where programs will include their commission 1% included in their budget to Serve Indiana. Information on that and the full close out information will be included in the close out packet. The program is generally given 2-4 weeks to complete the close out packet. For a sample close out packet, see the appendix of this document.

# Serve Indiana Policies & Procedures

## Program Expectations

### Overview:

The goal of this document is to outline the expectations that Serve Indiana has for itself and its Indiana AmeriCorps State sub grantees. The end objective is to help create and maintain successful AmeriCorps\*State programs so all Indiana AmeriCorps members have consistent and successful terms of service. These expectations are not meant to take the place of the Indiana AmeriCorps Handbook or the CNCS guidelines and regulations.

For further assistance in understanding program expectations, programs should review Serve Indiana's Standards list located on the website [www.serveindiana.gov](http://www.serveindiana.gov)

### Grantee Expectations:

All Serve Indiana sub grantees are required to abide by the below list of expectations. Further information on these can be found in the Serve Indiana handbook available on the website. It is important for programs to understand these expectations and communicate with their assigned Program Officer if there are any questions or concerns.

### Federal Rules and Regulations:

Sub grantees are required to read and become knowledgeable of all the applicable federal rules and regulations governing their program. This include but are not limited to:

- **National and Community Service Act of 1990**
- **AmeriCorps Regulations**
- **AmeriCorps Term and Conditions**
- **AmeriCorps State and National Policy Frequently Asked Questions**
- **National Service Uniform Guidance Resources**
- **Other Legislation:**
  - Appropriation Bills
  - Cross-cutting laws and regulations
  - Kennedy Serve America Act of 2009
- **Codes of Federal Regulation**
  - 45 CFR 2520-2528 for CNCS
  - §2510 Overall Purposes and Definitions
  - §2520 General Provisions: AmeriCorps Subtitle C Programs
  - §2522 AmeriCorps participants, programs, and applicants
  - §2525-2528 National Trust & Education Awards
- **Programs should use the CNCS website to access these documents:** <http://www.nationalservice.gov/build-your-capacity/grants/managing-ameri-corps-grants>
- **OMB Circulars**
  - [https://www.whitehouse.gov/omb/circulars\\_default](https://www.whitehouse.gov/omb/circulars_default)

### Serve Indiana/State Rules and Regulations:

Sub grantees are required to read and become knowledgeable of the Serve Indiana handbook and their Serve Indiana grant agreement. Sub grantees are expected to use the knowledge from the above listed documents to make

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productive decisions for their programs. Serve Indiana Program Officers are willing and able to assist programs but programs are expected to research questions before reaching out to their Program Officer. The handbook is available on the Serve Indiana website: [www.serveindiana.gov](http://www.serveindiana.gov) in the AmeriCorps section. Grant agreements are processed with the Department of Workforce development and sent out in the early fall to programs.

### **Champions for National Service in Indiana:**

Serve Indiana expects all programs to be champions of national service. This means sub grantees are educated on CNCS/AmeriCorps to properly educate their communities about the importance of service and volunteerism in Indiana. In addition, programs are expected to educate their members on the larger network of national service during their service and foster lifelong civically engaged individuals. It is expected that this role will include partnerships and collaborations with other national service entities in the state. This includes networking at Serve Indiana events, sharing best practices and coordinating with other programs, service sites and/or members in your community to creative innovative approaches to meeting your needs.

### **Communication with Serve Indiana:**

Serve Indiana expects programs will update Serve Indiana with their Executive Director (or similar), Program Director and Fiscal contacts. (It is feasible that the program/fiscal person will be the same person at the organization.) If there is any turn over in these positions, it is expected that Serve Indiana will be updated and introduced to these new contacts. Serve Indiana will work to meet with the new contact within 30 days of their start to introduce their role. The Program Director is the main contact for Serve Indiana and it is expected they will communicate updates to their Executive/Fiscal staff. Lastly, if a Program Director is out of the office for an extended period of time, Serve Indiana should be kept updated with whom they can speak with instead.

### **Training Expectations:**

Serve Indiana expects programs to fully participate at all Serve Indiana events. This includes sharing of resources and best practices with other programs. Serve Indiana requires programs send at least one representative to each required training/event. If said person is unable to attend, another staff from the organization should attend in their place. New programs/staff have additional requirements under which they must abide. Serve Indiana expects a new program/staff to participate in all "new" trainings/events for the first two years.

### **Serve Indiana's Role:**

*Along with sub grantees, Serve Indiana staff is expected to abide by the below items when working with and for AmeriCorps programs.*

### **Professionalism and Responsibility:**

SI staff will work to be impeccable with their word and always strive to do the best work at all times. This means representing Serve Indiana, AmeriCorps and Volunteerism in a positive light at all events.

### **Mission Focused:**

Serve Indiana staff will follow the State Service Plan (SSP) as their guide in their work. This document is the division's strategic plan is updated every 3 years. Staff will consistently follow the mission and vision of Serve Indiana, striving to propel service and volunteerism in the state. As with AmeriCorps programs, Serve Indiana staff will be champions for national service. They will do so through their outreach efforts and partnerships locally and nationally.

### **Resource Knowledge and Connections:**

Serve Indiana will connect programs to state and federal resources as shared and discovered. Serve Indiana staff will be knowledgeable in all AmeriCorps, CNCS and Serve Indiana rules and regulations. They will work to discover new

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and innovative approaches to serve programs through new partnerships as available. In addition, when guiding programs, staff will cite the resource for programs to all parties have the correct information to be successful.

### **Serve Indiana's Method of Communication:**

- **Effective Communication:** Each SI staff will listen well, speak clearly and to be certain the other staff/client understands before sending him or her on their way. In addition, all staff will be comfortable with questions, comments about current processes or activities.
- **Annual calendar:** Serve Indiana will create and update a yearly calendar each year. It will be distributed at orientation for all programs. While topics may shift, Serve Indiana will work to keep dates the same to help programs plan their year. All updates will be properly communicated to programs in advance.
- **Response time:** The Serve Indiana handbook notes response times for each submission period from sub grantees. Serve Indiana staff will abide by those timelines and communicate to their respective programs if it will be longer.
- **Training and Technical Assistance:** Serve Indiana will also communicate with programs on a regular basis through training and technical assistance. In the annual calendar these trainings will be communicated and unstructured assistance will be available to programs.

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### Grant Application Review Process (GARP)

AmeriCorps has an extensive application process that starts in the fall and ends in early June. There are several due dates and types of application submissions so it is important to understand each. This section explains the basic definitions, review process and policies Serve Indiana follows. If there are any specific questions about GARP, contact the GARP Program Officer.

#### ***Definitions***

Competitive Funds is an award to organizations operating in a single state (Indiana) that are nominated to participate in a nationwide competition. Successful applicants receive grants to fund a portion of program costs and member's living allowance.

Formula Funds means an award to organizations in Indiana through a statewide competition. Successful applicants receive grants to support AmeriCorps member positions and other program costs.

Cost Reimbursement Grants (non-fixed-amount) require a minimum match of 24 percent for the first three-year funding period. Starting with year four, the match requirement gradually increases every year to 50 percent by year ten.

Fixed-Amount Grants have no match requirement. However, the fixed-amount grant does not cover all costs. Fixed-amount sub grantees provide the additional resources needed to operate the program, but are not required to track or report on them.

Full-time Fixed-amount Grants (Non-EAP) are awarded to organizations operating in a single state (Indiana) through either Formula or Competitive funds. Full-time fixed-amount grants are available for programs that enroll full-time members only. Applicants apply for a fixed amount per Member Service Year, (MSY), and use their own or other resources for the remaining cost of the program. There is no match requirement for fixed-amount grants, but organizations must still raise the additional funds needed to run the program. Full-time fixed-amount grants are only available for new and re-competing applications. Continuation applicants with cost reimbursement grants are ineligible for fixed-amount grants. Programs can only change to a fixed grant model through a re-compete application. Fund draw-downs for fixed amount grants are based on percentage of total member hours served.

Education Award Program (EAP) Funds are awarded to applicants that apply for a small fixed-amount grant and use their own or other resources for the majority of members' living allowance and program costs. There is no match requirement for EAP grants. Unlike full-time fixed-amount grants, EAPs may enroll less-than-full-time members in addition to full-time members.

Planning Grant recipients receive funding to spend one year developing an application for an AmeriCorps program that would be submitted in a subsequent grant competition. Funds are typically used to cover expenses such as staff salary, consultants, travel to similar established programs or topical conferences, and any reasonable costs supporting the development of an operational program.

Grant Application Review Process refers to the processes employed by Serve Indiana and The Serve Indiana Commission (Commission) for the review and selection of AmeriCorps\*State host organizations (programs).

Sub grantee means the host organization with legal and fiscal responsibilities for an AmeriCorps\*State Formula, Competitive, or Education Award program and its members.

### **Process:**

#### **A. *Types of Applicants.***

- (1) New Applicant
- (2) Continuing Formula Sub grantee (in the midst of a 3-year Fixed-Amount or Cost Reimbursable Formula grant period)
- (3) Continuing Competitive Sub grantee (in the midst of a 3-year Fixed-Amount or Cost Reimbursable Competitive grant period)
- (4) Re-compete Formula Sub grantee (in the last year of the 1st 3-year Fixed-Amount or Cost Reimbursable Formula grant period)
- (5) Re-compete Competitive Sub grantee (in the last year of a 3-year Fixed-Amount or Cost Reimbursable Competitive grant period)
- (6) Planning Formula Sub grantee
- (7) Current Planning Grant applying for formula operational funding

#### **B. *Grant Application Review, Selection, and Appeals Process Schedule.***

Serve Indiana will develop a schedule relative to the Grant Application Review, Selection, and Appeals Process prior to or near the start of the program year that clearly outlines anticipated GARP activities for the year. The schedule will include submission deadlines for all applicant activities and proposed time frames for the Commission and Serve Indiana staff functions.

#### **C. *Distribution of Indiana's AmeriCorps\*State Formula Funding Allocation.***

- (1) Each year, funding will be set-aside from Indiana's Formula allocation for continued support of Continuing Formula Sub grantees, pending The Serve Indiana Commission (Commission) approval and Corporation for National and Community Service (Corporation) funding support.
- (2) The remainder of the Formula allocation will be made available to applicants through a public Request for Proposals process.

#### **D. *Renewal Process for Indiana's AmeriCorps\*State Continuing Formula Sub grantees.***

- (1) Serve Indiana will release a renewal request process for Continuing Formula Sub grantees.
- (2) Continuing Formula Requests will be reviewed by Serve Indiana staff and the Commission's Program Committee, taking into consideration past performance.
- (3) Recommendations will be presented to the Commission.
- (4) The Commission may decide to renew or to not renew the Sub grantee, based on formal and informal criteria established by the Commission for the given year.
  - (a) If the Commission decides not to renew the Sub grantee, the funds that were set-aside for the Sub grantee may be added to the pool of available Formula funds.

#### **E. *Renewal Process for Indiana's AmeriCorps\*State Continuing Competitive Sub grantees.***

- 1) Serve Indiana will issue the renewal request process for Continuing Competitive Sub grantees, as directed by the Corporation.
- 2) Continuing Competitive Requests will be reviewed by Serve Indiana staff and the Commission's Program Committee. Staff and Committee members may, in addition to reviewing the proposal, aggregate past

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performance from information compiled through monitoring reports, quarterly program progress reports and monthly and quarterly fiscal reports.

- 3) Recommendations will be presented to the Commission.

### **F. Application Process for New and Re-competing AmeriCorps\*State Applicants.\*\***

- (1) Serve Indiana may issue instructions for a Concept Paper as a first step in the application process. The Concept Paper will serve as a Notice of Intent as well as an introduction and overview of the proposed program. Those interested in applying for a planning grant will simply submit a brief Notice of Intent, as per the instructions.
- (2) Serve Indiana will issue a full application Request for Proposals for AmeriCorps\*State Competitive funds and available AmeriCorps\*State Formula funds, as directed by the Corporation.
- (3) Application Instructions will be distributed to all applicants specific to the type of grant they are applying for, New/Re-compete, Continuation, and/or Planning.
- (4) Serve Indiana staff will determine which submitted full applications will be submitted to CNCS as part of the competitive funding process, and which applications will be considered for formula funding.
- (5) All New and Re-compete applications, regardless of whether they are competing for competitive or formula funding, will be subject to the following Review Process:
  - (a) Upon receipt, Serve Indiana staff will review proposals for submission accuracy and compliance. Incomplete proposals will not be considered.
  - (b) Serve Indiana will utilize a peer review process to evaluate AmeriCorps proposals. Peer review teams may be comprised of three to five grant readers who evaluate and score each New and Re-compete proposal. All reviewers will be required to sign conflict of interest forms to ensure unbiased evaluation of proposals. Once proposals have been read and scored, the peer review committee will convene to discuss results, rank proposals, and to formalize recommendations to the Commission.
  - (c) Serve Indiana staff will conduct a review of all AmeriCorps proposals. Staff may analyze the results of the peer review and further scrutinize the strengths and weaknesses of all proposals, taking into consideration the past performance of re-competing applicants.
  - (d) Following the peer and staff reviews, Serve Indiana staff and the Program Committee will prepare formal funding recommendations to be presented to the Commission for consideration.
- (6) The proposals for new and Re-competing grants may be ranked and/or evaluated based on score and/or other formal and informal criteria as determined by the Commission.
- (7) The Commission may select one of the following recommendations/decisions relative to the proposals:
  - (a) Fund the proposal at the amount requested, with no changes.
  - (b) Fund the proposal at the amount requested, with contingencies.
  - (c) Fund the proposal at less than requested, with contingencies.
  - (d) Do not fund the proposal.
  - (e) Fund the proposal at the amount requested with contingencies, including that applicant institute a 3-month development period followed by 9 months operating in Year 1 (new applicants; formula funding only).
  - (f) Fund the proposal at less than requested with contingencies, including that applicant institute a 3-month development period followed by 9 months operating in Year 1 (new applicants; formula funding only).
  - (g) Fund as a planning grant.
- (8) New Applicants are not eligible to receive a recommendation/decision of "Fund the proposal at the amount requested, with no changes," until a Pre-Award Risk Assessment has been conducted and it is determined that the applicant is capable of successfully managing an AmeriCorps grant.
  - (a) Serve Indiana will conduct a Pre-Award Risk Assessment regarding financial and organizational capacity to administer federal grants with each new AmeriCorps\*State applicant. Applicants will be asked to submit the most recent audit if available, as part of the assessment.

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- (b) If the Pre-Award Risk Assessment is satisfactory, the applicant's proposal will remain in the pool of proposals. If the assessment results in an unsatisfactory conclusion, the proposal may be dismissed from consideration altogether.
- (9) Once the Commission receives notice of Competitive funding decisions from the Corporation, the Commission will finalize funding awards relative to Indiana's available AmeriCorps\*State Formula funding. Proposals declined by the Corporation for Competitive funding may be eligible for Formula funding consideration.
- (10) Applicants will be notified in writing within three business days of final funding decisions.

***\*\*It should be noted that the above information also applies to current planning grants applying for operational funding as well. It should be noted that planning grants will not submit a concept paper and their due date may be different than other new applicants. This will be communicated in the planning grant program process.***

### **G. Special Note about Continuing Formula Sub grantees.**

- (1) Continuing Formula Sub grantees may request to be considered for Competitive funds by submitting a proposal in accordance with the Request for Proposals guidelines.
- (2) If the proposal is awarded Competitive funds, the Formula funding reserved for the Sub grantee will be added to the pool of available Formula funding.
- (3) If the Sub grantee's Competitive funding proposal is declined, the Sub grantee will continue to receive Formula funding for the remainder of the three-year grant cycle (assuming all renewal conditions are met).

### **H. Appeals Process.**

The Commission (through Serve Indiana) offers an appeal process for AmeriCorps grant applicants whose request for funding has been denied or reduced. This process offers dissatisfied grant applicants an avenue to appeal an award decision and assures that the Commission peer review process and subsequent grant award decisions are accurate, fair, and reasonable. Such a process encourages confidence in the Commission grant process.

The Commission strives to assure that all grant awards fully reflect sound judgment and compliance with all RFP terms and conditions and all appropriate AmeriCorps federal, state and Commission regulations. Therefore, grant applicants may appeal an award decision based on substantive issues of fact concerning bias, discrimination or conflicts of interest, and/or non-compliance with procedures described in the RFP document, such as significant computational errors or contextual omissions.

If a grant applicant has substantive objections to the results of the peer review process and wishes to appeal the decision made by the Commission, the applicant may request reconsideration. A request for reconsideration must be made by the applicant in writing within 10 business days of the date of the notice of the Commission funding decision via a letter of appeal submitted to the State Service Director of Serve Indiana.

The letter must:

- (1) Describe the factor(s) or fact(s) concerning bias, discrimination, conflict of interest or non-compliance that cause the applicant to conclude that the proposal should have been approved.
- (2) Outline the specific area(s) in the proposal that applicant believes significantly addresses the RFP requirements.
- (3) Identify specific information in the proposal that the applicant believes the Commission overlooked or misinterpreted.

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Serve Indiana State Service Director and/or other designated staff will review the appeal request within five (5) business days of its receipt to ensure that it is in compliance with this policy and merits further review by the Commission. If the State Service Director or designee determines the appeal letter substantiates material issues concerning bias, discrimination, conflict of interest or non-compliance with procedures set forth in the RFP, the State Service Director and the Commission Chair will re-review the proposal and submit the request to the Commission for a vote.

Applicants will be notified in writing within three business days of final funding decisions. The Corporation for National and Community Service (CNCS) has final approval rights for all grant proposals.

## Multi-Site (Service Site) Standards

*Programs with several sites have a unique role in running an AmeriCorps program. This section helps explain the definitions, policies and procedures Serve Indiana follows with these types of programs. Most programs have more than one service site but there are some who only place members within their organization.*

### **Definitions.**

Sub grantee means the host organization with legal and fiscal responsibilities for an AmeriCorps\*State formula or competitive program and its members.

Multi-Site Program refers to an AmeriCorps\*State program in which the Indiana AmeriCorps\*State sub grantee organization works with one or more partner organizations where AmeriCorps members are placed to complete their term of service.

Service Site means the partner organization hosting AmeriCorps members. A partner organization must have legal status as a state or local government, an Indian Tribe, a non-profit organization (religious organizations are permissible), or an educational institution and provide one or more types of eligible programs as defined in C.F.R. §2522.110.

### **B. Service Site Requirements**

#### **Service Site Recruitment and Selection.**

- (1) The sub grantee must establish written service site selection criteria based on, at a minimum:
  - a. Grant requirements
  - b. Adequate service site capacity
  - c. An alignment between the host organization's (sub grantee) mission and the identified community need
  - d. Past performance (if applicable)
- (2) Programs must be accessible to persons with disabilities.
- (3) The sub grantee must have a documented method for selecting service sites based on the established service site selection criteria.
- (4) The sub grantee must secure signed agreements/contracts with each service site partner organization hosting AmeriCorps members. At a minimum, the agreement/contract must contain the following:
  - a. Number of members and hours for term of service
  - b. Intended program activities, outputs, and outcomes at the service site
  - c. Roles and responsibilities of sub grantee and service site related to:
    - Member recruitment, member development, and member supervision
    - Training and orientation
    - Site monitoring
    - Reporting and communication
    - Program evaluation/performance measurement

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- In-kind and cash support, if applicable
  - Consequences for non-compliance with applicable AmeriCorps rules, provisions, and guidelines established at the federal, state, and sub grantee levels
- d. Reference to all applicable AmeriCorps rules, provisions, and guidelines established at the federal and state levels
  - e. Prohibited activities
  - f. Other program-specific requirements

### **Service Site Development and Support.**

- (1) The sub grantee must develop and implement a plan to effectively orient and train service sites, so that service sites may adequately support and engage members.
- (2) The sub grantee must establish a written attendance policy to ensure service sites benefit from the orientation and training provided by the sub grantee.
- (3) The sub grantee must conduct a service site supervisor orientation and provide ongoing training and support to service sites.
- (4) The sub grantee must communicate with service sites regarding changes or updates in policy, procedure, program activities, training/event notices and invitations, member status, etc. in a timely manner.
- (5) Programs must ensure that service sites demonstrate an understanding of national service and recognize and encourage members' participation in sub grantee, statewide, and national events through the following activities:
  - a. Service site support of member participation in sub grantee and AmeriCorps trainings and events
  - b. Members wear AmeriCorps logos during service hours
  - c. Service site posting of AmeriCorps signage prominently
  - d. Service site posting of drug-free workplace notice prominently
  - e. Service site use of AmeriCorps logo on program recruitment materials, recruitment ads, and other program materials
  - f. Service site use of required non-discrimination language on program materials
- (6) The sub grantee must establish and maintain a procedure for the filing and adjudication of grievances from service sites and other individuals concerning the program.

### **Service Site Supervision and Monitoring.**

- (1) The sub grantee must establish and utilize a documented method of ensuring that service sites are in compliance with all applicable AmeriCorps rules, provisions, and guidelines established at the federal, state, and sub grantee levels.
- (2) The sub grantee must conduct a formal compliance visit of each service site at a minimum of annually. Informal compliance visits should be conducted as needed. Documentation of the visit(s) must be maintained.

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- (3) The sub grantee must create and carry out, as applicable, a written procedure for addressing service site non-compliance.
- (4) The sub grantee must provide evidence that compliance issues have been addressed, as applicable.
- (5) The sub grantee must work with service sites to develop an effective method of tracking and reporting program activities, outputs, outcomes, and "Great Stories."
- (6) The sub grantee must ensure that service sites institute safeguards as necessary and appropriate to ensure the safety of members.
- (7) The sub grantee must establish a process to ensure it receives timely notifications from service sites regarding any serious injuries or death sustained by members in the performance of their service responsibilities.

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### Signatory Authority

All programs must submit a signatory authority form annually. This can be found in the appendix of this handbook and is also sent out by Serve Indiana near the due date noted on the calendar. Programs who have no changes in their signatory authority may note this when the request for submission is sent out. This form denotes which individuals at the organization have authority to sign which documents for the program and fiscal management. It is important for programs to understand this authority and update Serve Indiana if staff responsibilities change throughout the year.

#### **A. Definitions.**

Authorized signatory denotes an individual or individuals designated by the board of directors to execute agreements, contracts, and other AmeriCorps\*State related documentation.

Board of directors refers to a legally organized body with oversight of a sub grantee's fiscal and organizational responsibilities.

Sub grantee means the host organization with legal and fiscal responsibilities for an AmeriCorps\*State formula or competitive program and its members.

Service Site means the partner organization hosting AmeriCorps members. A partner organization must have legal status as a state or local government, an Indian Tribe, a non-profit organization (religious organizations are permissible), or an educational institution and provide one or more types of eligible programs as defined in C.F.R. §2522.110.

#### **B. Authorized Signatory.**

- (1) It shall be the responsibility of the sub grantee organization to determine which individual or individuals may execute one or more of the following AmeriCorps\*State documents:
  - a. State grant agreement
  - b. Member contracts
  - c. Member-related forms
  - d. Program application
  - e. Program management forms
  - f. Quarterly Progress Reports
  - g. Financial Status Reports (FSR)
  - h. Grant closeout package
  - i. Request for reimbursement
  - j. Service site agreement(s)
  - k. Correspondence
  - l. Other requests or documentation
- (2) The sub grantee organization shall complete the Sub grantee Signatory Authority Form at the commencement of each program year. See a copy of the **AmeriCorps Signatory Authority Form** in the Forms Section.
- (3) It shall be the responsibility of the sub grantee organization to revise the above-referenced form and return it Serve Indiana if a change or changes occur on the original or revised form filed with Serve Indiana.

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- (4) The sub grantee organization shall authorize one (1) primary and a minimum of one (1), but not more than two (2), secondary signatories.

## Sustainability

### A. Eligible Applicants.

(1) The following institutions are eligible to receive AmeriCorps\*State formula and competitive funding under 42 U.S.C. 12571(a).

- (a) A State;
- (b) Subdivisions of States;
- (c) A public or private nonprofit organization (including religious entities and labor groups);
- (d) An institution of higher education; or,
- (e) A Federal agency.

(2) For purposes of this policy, the terms *eligible applicant*, *eligible entity*, *sub grantee*, and *sub-recipient* are interchangeable.

### A. Application Consideration.

(1) Under guidelines outlined in Serve Indiana Communication 2006-P-10 (effective October 2, 2006), the Commission shall determine solely the appropriate funding source – formula or competitive – for a particular eligible applicant.

### C. Award Limitations.

(1) An eligible entity in receipt of AmeriCorps\*State competitive or national direct funds is ineligible to receive a formula award.

### D. Matching Requirements.

(1) A recipient of formula funds shall adhere to the basic matching requirements set forth by the CNCS.

(2) A recipient of formula funds shall provide a single match for the AmeriCorps\*State program beginning in the first year of the first three-year grant. The single match percentage shall increase over the previous period by two-percent in the first year of a second three-year grant and by four-percent (4%) over each of the previous periods in years two (2) through ten (10). A recipient shall contribute a dollar for dollar match for the tenth year of funding and any year thereafter.

	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10+
<b>Sub grantee Share Requirements</b>	24%	24%	24%	26%	30%	34%	38%	42%	46%	50%

(a) If a sub grantee receives two non-consecutive formula awards, then Serve Indiana shall hold the entity to the level of overall match it provided in the previous competitive grant cycle.

(b) A sub grantee must contribute matching resources by the end of the grant period in an amount equal to the share requirements for each year of the grant period, according to the table above.

(c) If a sub-recipient fails to receive formula or competitive funds for a period of five (5) or more years, then the minimum overall share defaults to year one of a three-year grant cycle upon the sub grantee’s receipt of AmeriCorps\*State funds.

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- (d) A sub grantee may be eligible to receive a waiver from the minimum overall share provided it meets the requirements set forth in 45 C.F.R. 2524.60(3) (c)-(f) (2) and 2521.70.

**(E) *New or Replacement Applicants.***

- (1) If an entity is a new or replacement applicant for an existing program funded under 42 U.S.C. 12581(a)(1), then it shall provide matching resources at the level the previous legal applicant had reached at the time the new or replacement applicant assumed responsibility for the program.

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## Unemployment

### A. Policy.

- (1) Indiana Code 22-4-8-2 states: “Service performed after December 31, 1971, by an individual in the employ of this state or any of its instrumentalities (or in the employ of this state and one (1) or more other states or their instrumentalities) for a hospital or institution of higher education located in this state; and,
- (2) Service performed after March 31, 1981, by an individual whose service is part of an unemployment work relief or work training program assisted or financed in whole by any federal agency or an agency of this state or a political subdivision of this state, by an individual receiving such work relief or work training is excluded.” (Emphasis added).
- (3) An AmeriCorps\*State sub grantee organization shall not remit unemployment insurance taxes payable to the Indiana Department of Workforce Development (IDWD) on behalf of an AmeriCorps\*State Member.
- (4) Under Indiana law, AmeriCorps\*State service is deemed ineligible from those periods of employment for which an AmeriCorps\*State Member may be eligible to receive unemployment benefits.
- (5) eVerify: AmeriCorps\*State and National members are not considered to be employees of the program with which they serve, or of the Federal government, and service in an AmeriCorps\*State and National program does not count as Federal service. All AmeriCorps members undergo Social Security Administration verification checks for eligibility.

## Workers Compensation

While it is not a direct function of Indiana’s worker’s compensation law that those participating in this program be covered. By default of the condition of participating in the program members would be covered by whatever coverage mechanism is held by the sponsoring organization.

## Indiana National Service Criminal History Check Disallowance Procedure

### Overview

In August 2015, the Corporation for National and Community Service published [interim guidance on National Service Criminal History Check \(NSCHC\) disallowances](#). Rather than disallowing expenses based only on the timeframe for non-compliance, the guidance includes a flowchart dictating disallowed amounts per occurrence based on risk level and mitigation factors. The following outlines Serve Indiana’s internal process for when a Sub-grantee has a cost disallowance under the interim guidelines.

### Documenting and Processing the Disallowance

1. The Serve Indiana Program Officer (PO) (Monitoring Official) will follow the steps outlined by CNCS in the Interim Disallowance Guidance in order to: 1) assess the level and severity of the non-compliance and whether an expanded review must be completed 2) initiate any corrective action required, and 3) calculate the disallowance amount based on existing mitigation and risk level using the CNCS provided disallowance matrix. Serve Indiana amounts will mirror the CNCS disallowance matrix.
  - a. Serve Indiana will uphold the amounts identified in the disallowance matrix. Sub-grantees should consider themselves the “grantee” in the guidance while Serve Indiana should be viewed as the “monitoring official”. Therefore, if the sub-grantee (grantee in this case) self-reports non-compliance then the reduction in disallowable expenses will be reviewed by Serve Indiana. If Serve Indiana as the monitoring official identifies the non-compliance then the disallowance matrix will be followed. If Serve Indiana identifies compliance issues during monitoring then the CNCS disallowance matrix will be used without consideration for a reduced amount. Sub-grantees are encouraged to institute self-checks of the criminal history checks in order to be able to self-report to Serve Indiana.
2. Depending on who finds the noncompliance (Serve Indiana or sub-grantee), the amount of the disallowance needs to be calculated by using the “IN.NSCHC Noncompliance Template” form found in the template of this handbook. If Serve Indiana finds the noncompliance the amount will be communicated to the sub-grantee. If the sub-grantee finds the non-compliance then the completed form should be submitted to your Serve Indiana program officer.
3. The PO will provide the sub-grantee instructions on how to complete the OnCorps PER:
  - Sub-grantees should complete an OnCorps PER and should fill this PER out as they would normally but also enter the total disallowance in that section.
4. Operational sub-grantees: After the Sub-grantee submits the PER with the disallowance to Serve Indiana, the PO enters it into the monitoring compliance deadline spreadsheet, reviewing the PER to verify the following in addition to the standard PER criteria:
  - a. The disallowance is the correct amount and is entered into the CNCS Share column on the correct line.

Fixed Price sub-grantees: The sub-grantee will reduce the next request for funds (RFF) amount clearly identifying the disallowance and the purpose. The PO will verify the amount is accurate and process the RFF.

5. Serve Indiana will not allow the Sub-grantee to replace the disallowed costs with other costs (either by moving match or adding new costs not yet charged to the grant). However, this can be reviewed and waived by Serve Indiana in exceptional circumstances if a sub-grantee is otherwise unable to pay the disallowance. Alternatively, Serve Indiana may work with grantees to develop a payment plan, as needed.
6. In most cases, Serve Indiana will apply the disallowance to the current year even if the issue occurred during a prior grant year. However, this decision is made by the PO in consultation with the Executive Director on a case-by-case basis. If this does change, the PO would following these steps:
  - a. If the year of the issue is still in the same prime, the Sub-grantee will submit a “Supplemental PER” matching the final PER dates and including the disallowance amount.

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- b. If the year of the issue is not within the same prime, then the PO must determine if another Sub-grantee is within the same prime as the disallowance.
  - i. If yes, then submit the disallowance PER with the PER of a Sub-grantee within the same prime.
  - ii. If no, then follow steps in the Grantee Repayment Process. CNCS requires notification when this is the case.
  - iii. Once the NSCHC Disallowance PER is processed, the PO notifies the Executive Director because this will require the grant to be closed out again. The PO should also be notified as a grantee update.
7. The PO saves a copy of the PER or RFF in the sub-grantee monitoring file for the year of the disallowance and all other relevant communications as a pdf.

[For further information, please review the CNCS Interim Guidance for NSCHC Disallowances](#)

# Appendix: Example Forms and Templates

## Fixed Grant Draw Calculation

### USE

The instructions below can be helpful for fiscal staff and the Program Director.

### SUBMISSION

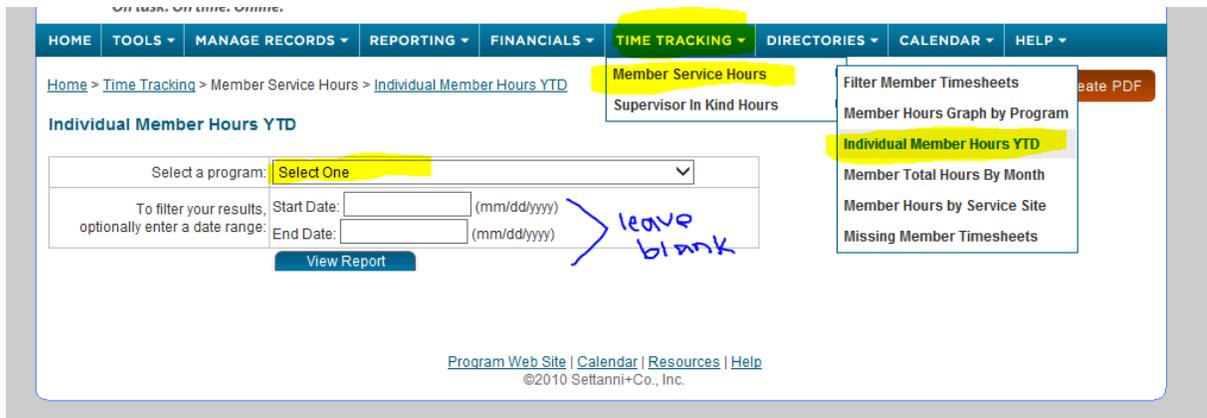
The calculation should be written on the member hour report and submitted with the Request for Funds (RFF) due on the 15<sup>th</sup> of each month.

### FILE

Keep in fiscal file.

### Instructions for fixed grant programs to calculate their allowable draw amount:

- In OnCorps pull the Individual Member Hours YTD:



- After you click “view report” and receive your data, select “create PDF” in the top right corner (red button) to open the document in a printable format.
- Make sure all your member’s pending hours have been approved or rejected and the appropriate corrections have been made PRIOR to doing your calculations. Pending hours cannot be used to determine the draw amount.
- Use your grant agreement to find the following information:
  - ✓ Total grant award
  - ✓ Total hours to be served under grant by members (number of slots awarded x number of minimum hours for each slot = total hours to be served)

Example Program - Total grant award = **\$260,000**

Total hours = 20 full time slots x 1700 hours = **34,000 hours**

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Filter your results, Start Date:  (mm/dd/yyyy)  
 Filter a date range: End Date:  (mm/dd/yyyy)

## Net Hours

Status/Hrs	Days Served	Approved Hrs	Pending Hrs	Fund Raising		Training				Service				Stats based on Approved Hours, Service Start Date & Expected End Date										
				Pre	Tot	Pre 1	2	3	4	Tot	Pre 1	2	3	4	Tot	Avg/Wk Target	Avg/Wk Current	Weeks Left	Hours Left	Avg/Wk Needed				
Enrolled 1700	0	0	0	0	0	0	0	0	0	0	0	0	0	0	50	0	30.88	1700	55.09					
Enrolled 1700	43	368.5	81	0	0	45	0	0	45	0	230.5	93	0	323.5	32.89	33.07	40.88	1331.5	32.59					
Enrolled 1700	34	267.75	150.5	0	0	56	0	0	56	0	127.5	84.25	0	211.75	32.89	24.03	40.88	1432.25	35.06					
Enrolled 1700	30	251	152.5	0	0	14	0	0	14	0	237	0	0	237	33.06	23.74	40.88	1449	35.47					
Enrolled 1700	5	40	260	0	0	40	0	0	40	0	0	0	0	0	32.89	3.59	40.88	1660	40.63					
Enrolled 1700	51	382	0	0	0	63	0	0	63	0	260	59	0	319	40.48	34.28	30.88	1318	42.71					
Enrolled 1700	46	389.5	97	0	0	124	0	0	124	0	197	68.5	0	265.5	32.89	34.96	40.88	1310.5	32.08					
Enrolled 1700	45	365.75	65.25	0	0	90.5	0	0	90.5	0	184.25	91	0	275.25	32.89	32.82	40.88	1334.25	32.66					
Enrolled 1700	34	298.75	140	0	48	116.75	0	0	116.75	0	116	16	0	132	32.89	26.63	40.88	1403.25	34.35					
Enrolled 1700	34	288	80	0	0	7	0	0	7	0	156	123	0	279	32.89	25.67	40.88	1414	34.61					
Enrolled 1700	46	340	74	0	2	66.5	0	0	66.5	0	220.5	51	0	271.5	32.89	30.51	40.88	1360	33.29					
Enrolled 1700	19	192.5	349.5	0	0	6	0	0	6	0	152	34.5	0	186.5	32.89	17.28	40.88	1507.5	36.9					
Enrolled 1700	24	204	255	0	0	56	0	0	56	0	140	8	0	148	32.89	18.31	40.88	1496	36.62					
Enrolled 1700	43	336	0	0	0	84	0	0	84	0	232	20	0	252	32.89	30.15	40.88	1364	33.38					
Enrolled 1700	51	399	0	0	0	110.5	0	0	110.5	0	274	14.5	0	288.5	32.89	35.81	40.88	1301	31.84					
Enrolled 1700	53	473.8	0	0	0	58	0	0	58	0	318.5	97.3	0	415.8	32.89	42.52	40.88	1226.2	30.01					
Enrolled 1700	51	436	0	0	0	92	0	0	92	0	298	46	0	344	32.89	39.13	40.88	1264	30.94					
Enrolled 1700	52	423.5	0	0	0	66	0	0	66	0	301.5	56	0	357.5	32.89	38.01	40.88	1276.5	31.24					
Enrolled 1700	40	306	70.25	0	0	94	0	0	94	0	157	55	0	212	32.89	27.46	40.88	1394	34.12					
Enrolled 1700	32300	701	5758.05	1775	0	50	0	0	1189.25	0	0	0	0	1189.25	0	3601.75	917.05	0	4518.8	646.61	517.97	756.29	26541.95	673.57

- Use the OnCorps report for the entire program year, NOT just for the first year (started)
  - Example:  $5758.05 / 32300 = 0.1782678$
- Divide the approved hours by 6
  - Example:  $0.1782678 / 6 = 0.0297113$
- Multiply your answer from 6 by the total grant award.
  - Example Program:  $0.1694 \times \$260,000 = \$44,044.00$
- Subtract your answer from 7 from the total amount of money you have already received confirmation was approved on your Requests for Funds for the entire program year to this point.
  - Example Program:  $\$46,800.00 - \$44,044.00 = \$2,756$
  - \*Every approved RFF amount is successively added into this calculation.**
- The answer you got from 8 is the amount you are eligible to draw down.
  - Example Program: **the total cannot exceed \$2,756 on the RFF.**
  - If the Example Program approved its pending hours it could greatly increase the amount it is eligible to draw down.
- Write your calculations on the OnCorps report and send it to your Serve Indiana program officer with your RFF.

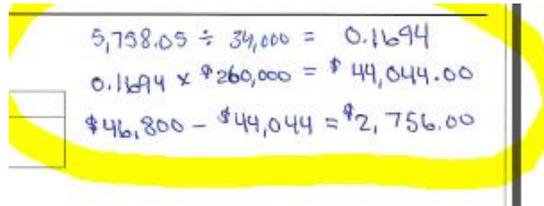
gram you

use this See note #3

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- ✓ Make sure your browser has the date/time stamp enabled when it prints so we can see the date you pulled the approved member hours for the calculations.


$$\begin{aligned} 5,738.05 \div 34,000 &= 0.1694 \\ 0.1694 \times \$260,000 &= \$44,044.00 \\ \$46,800 - \$44,044 &= \$2,756.00 \end{aligned}$$

### Great Stories Tips

#### USE

The information below can be helpful to give to *members* when they are developing great stories.

#### SUBMISSION

Great stories are developed by members and told to the public. They should share stories verbally with people they work with, on blogs, through AmeriCorps activities, and with their supervisors. Additionally, at least one Great Story is required to be submitted within each *Progress Report*, but programs are encouraged to share great stories with their Serve Indiana program officer whenever possible.

#### FILE

Organizations could request copies of great stories from members and use them for promotional reasons or to assist in writing reports.

#### WHERE CAN I FIND?

When you share your great stories you are communicating the importance of the program to funders, legislators, your organization, service sites, and the community. Educating the public on the importance of service shows the impact of service that you and others have performed. It makes others want to be a part of what you are doing and it validates your commitment.

Writing Great Stories will also help you articulate what you are learning to others and you can use these in job interviews. They are powerful and more interesting than saying "I really enjoyed my service".

When writing a great story, give background information to help the reader understand the context of your story:

- Who you are
- Where you serve
- When and where story happened
- Who was involved

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- What happened

Tell the reader:

- What changed
- What will others notice
- Point out behavior and attitude change
- Grievance Policy

### Grievance Procedures

USE

Program Directors must ensure member contracts and service site (or multi-site) contracts include one of the two Grievance procedures below. Additionally, the program must provide the grievance procedure to other interested parties or individuals from the public. The templates cannot be altered without written permission from Serve Indiana.

SUBMISSION

The grievance procedure needs to be given to each member at the program site *and* to the service sites (by including it in your member contracts and service site contracts, respectively). The grievance procedure must be distributed to any interested individual or party. It should also be available to publicly (i.e. on your program's website).

FILE

A copy of the exact grievance procedure given to the member should be kept in that member's file so that an original received by the member is on file in case future changes are made.

Templates

*The following sample templates must be used word-for-word, any changes must be approved in writing by Serve Indiana prior to its distribution.*

#### **SAMPLE #1:**

Grievance procedures have been established by the AmeriCorps program to deal with grievances from participants, labor organizations, and other interested individuals.

In general, all aggrieved parties such as members, applicants, or any other interested parties should attempt to resolve any problems or disputes with the other party on a one-to-one basis. The issues should be clearly stated and understood by both parties. If this process does not resolve the matter, the aggrieved party may request that the program provide an Alternative Dispute Resolution process (ADR) such as mediation or facilitation to resolve the dispute. The program may provide this alternative dispute process to the aggrieved party. ADR proceedings must be initiated within 45 calendar days from the date of the alleged occurrence. At the initial session of the dispute resolution proceedings, the party must be advised in writing of his or her right to file a

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grievance and right to arbitration. If the matter is resolved, and a written agreement is reached, the party will agree to forego filing a grievance in the matter under consideration.

If mediation, facilitation, or other dispute resolution processes are selected, the process must be aided by a neutral party who, with respect to an issue in controversy, functions specifically to aid the parties in resolving the matter through a mutually achieved and acceptable written agreement. The neutral party may not compel a resolution. Proceedings before the neutral party must be informal, and the rules of evidence will not apply. With the exception of a written and agreed upon dispute resolution agreement, the proceeding must be confidential.

If an ADR is used and the matter is not resolved within 30 calendar days from the date the dispute resolution process began, the neutral party mediating or facilitating the process must again notify the aggrieved party of his/her right to file a formal grievance. In the event an aggrieving party files a grievance, the neutral party may not participate in the formal complaint process. In addition, no communications or proceedings of the information dispute resolution process may be referred to or introduced into evidence at the grievance and arbitration hearing. Any decision by the neutral party is advisory and not binding unless both parties agree.

The aggrieved party may request a grievance hearing without participating in ADR or if the ADR process fails to facilitate a mutually agreeable resolution. The aggrieved party should make a written request for a hearing to the **Director of Programs (or other title), INSERT NAME AND CONTACT INFO HERE**. In the event that the grievance is against the individual listed above, the aggrieved party should make a written request for a hearing to **INSERT NAME AND CONTACT INFO HERE**. Except for a grievance that alleges fraud or criminal activity, a request for a grievance hearing must be made within one year after the date of the alleged occurrence. It is preferred that they be filed no later than 60 days after the date of the alleged occurrence. At the time a request for a hearing is made, the program should make available to the aggrieved party information that it relied upon in its disciplinary decision, if the grievance relates to a disciplinary decision.

A neutral organization staff member will conduct the grievance hearing. The person conducting the hearing may not have participated in any previous decisions concerning the issue in dispute, and no proceeding of the ADR may be referred to or introduced into evidence during the grievance procedures. A hearing must be held no later than 30 calendar days after the filing of the grievance, and a written decision must be made no later than 60 calendar days after filing.

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Allegations of fraud or criminal activity must be reported immediately to the Corporation for National and Community Service's Inspector General. If the grievance pertains to discrimination on the basis of race, color, national origin, gender, age, or disability the member will be immediately notified in writing of his/her right to file a discrimination complaint with the Corporation's Equal Opportunity Office. (In general, the member has 180 days after the alleged discrimination to file a complaint with the Corporation.)

If the grievance hearing decision is adverse to the aggrieved party who filed the grievance or 60 calendar days after filing of a grievance no decision has been reached, the filing party may submit the grievance to binding arbitration before a qualified arbitrator. The disputing parties will jointly select the arbitrator. The arbitrator must be independent of the disputing parties. If the parties cannot agree on an arbitrator within 15 calendar days after receiving a request from one of the disputing parties, the Corporation for National and Community Service's Chief Executive Officer (CEO) will appoint an arbitrator from a list of qualified arbitrators. An arbitration proceeding must be held no later than 45 calendar days after the request for arbitration. If the CEO, however, selects the arbitrator, the proceeding must occur no later than 30 calendar days after the arbitrator's appointment.

*Arbitrator's Decision:* A decision must be made by the arbitrator no later than 30 calendar days after the date the arbitration proceeding begins.

*Cost:* The cost of the arbitration proceeding must be divided evenly between the parties to the arbitration. If, however, the aggrieved party prevails in the binding arbitration proceeding, the state or local applicant that is party to the grievance must pay the total cost of the proceeding and the prevailing parties' attorney fees.

If a grievance is filed regarding a proposed placement of a participant, such placement must not be made unless the placement is consistent with the resolution of the grievance.

*Remedies:* Remedies for a grievance filed under a procedure established by a recipient of Corporation assistance may include:

Prohibition of a placement of a participant; and

In grievance cases where there is a violation of nonduplication or nondisplacement requirements and the employer of the displaced employee is the recipient of Corporation assistance:

Reinstatement of the employee to the position he or she held prior to the displacement;

Payment of lost wages and benefits;

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Re-establishment of other relevant terms, conditions and privileges of employment; and

Any other equitable relief that is necessary to correct any violation of the nonduplication or nondisplacement requirements or to make the displaced employee whole.

The Corporation may suspend or terminate payments for assistance under this chapter.

A suit to enforce arbitration awards may be brought in any Federal district court having jurisdiction over the parties without regard to the amount in controversy or the parties' citizenship.

### **SAMPLE #2:**

Grievance procedures have been established by the AmeriCorps program to resolve disputes involving AmeriCorps Members, labor unions, and any other interested individual concerning the AmeriCorps program. If a grievance is filed regarding a proposed placement of a participant such placement must not be made unless the placement is consistent with the resolution of the grievance.

### Pre-Complaint Process

In general, all aggrieved parties such as members, applicants, or any other interested parties should attempt to resolve any problems or disputes with the other party on a one-to-one basis.

In the event that informal efforts to resolve disputes are unsuccessful, the aggrieved party may request that the program provide an Alternative Dispute Resolution process (ADR) such as mediation or facilitation to resolve the dispute. ADR proceedings must be initiated within 45 calendar days of the alleged occurrence. At the initial session of the dispute resolution proceedings, the party must be advised in writing of his or her right to file a grievance and right to arbitration. If the matter is resolved, and a written agreement is reached, the party will agree to forgo filing a grievance on the matter under consideration. If mediation, facilitation, or other ADR processes are selected, the process must be aided by a neutral party who may not compel a resolution. Proceedings before the neutral party must be informal, and the rules of evidence do not apply. With the exception of a written and agreed-upon dispute resolution agreement, the proceedings must be confidential. If the matter is not resolved within 30 calendar days from the date the ADR began, the neutral party must inform the aggrieving party of the right to file a grievance. In the event an aggrieving party files a grievance, the neutral party may not participate in the formal complaint process, and no communications or proceedings from the ADR may be referred to or introduced into evidence at the grievance and arbitration hearing. Any decision by the neutral party is advisory and is not binding unless both parties agree.

### Formal Complaint Process

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The aggrieved party may request a grievance hearing without participating in ADR or if the ADR process fails to facilitate a mutually-agreeable resolution. The aggrieved party should make a written request for a hearing to **TITLE OF INDIVIDUAL, NAME OF INDIVIDUAL AmeriCorps program**. The address is **XXXXX**. In the event that the grievance is against the individual listed above, the aggrieved party should make a written request for a hearing to **INSERT INFO HERE (Executive Director or other appropriate individual)**. Except for a grievance that alleges fraud or criminal activity, a request for a grievance hearing must be made within one year after the date of the alleged occurrence. The hearing must be conducted no later than 30 calendar days after the filing of the grievance, and a written decision must be made no later than 60 calendar days after the filing. The person conducting the grievance hearing may not have participated in any previous decisions concerning the issue in dispute.

### Arbitration

An aggrieved party may request binding arbitration if a grievance hearing decision is adverse to the aggrieved party or if no decision has been reached within 60 days of the filing of the grievance. The arbitrator must be independent of the interested parties and the interested parties must jointly select the arbitrator. If the parties cannot agree on an arbitrator within 15 calendar days after receiving a request from one of the disputing parties, the Corporation for National and Community Service's Chief Executive Officer (CEO) will appoint an arbitrator from a list of qualified arbitrators. An arbitration proceeding must be held no later than 45 calendar days after the request for arbitration, or, if the arbitrator is appointed by the Chief Executive Officer, the proceeding must occur no later than 30 calendar days after the arbitrator's appointment. A decision must be made by the arbitrator no later than 30 calendar days after the date arbitration commences. The cost of the arbitration proceeding must be divided evenly between the parties to the arbitration. If, however, a participant, labor organization, or other interested individual prevails under a binding arbitration proceeding, the state or local applicant that is party to the grievance must pay the total cost of the proceeding and the attorney's fees of the prevailing party.

### Suspension of placement

If a grievance is filed regarding a proposed placement of a participant in a program that receives assistance under this chapter, such placement must not be made unless the placement is consistent with the resolution of the grievance.

Remedies for a grievance filed under a procedure established by a recipient of Corporation assistance may include—

- (1) Prohibition of a placement of a participant
- (2) In grievance cases where there is a violation of nonduplication or nondisplacement requirements and the employer of the displaced employee is the recipient of Corporation assistance—
  - (i) Reinstatement of the employee to the position he or she held prior to the displacement;

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(ii) Payment of lost wages and benefits;

(iii) Re-establishment of other relevant terms, conditions and privileges of employment;

(iv) Any other equitable relief that is necessary to correct any violation of the nonduplication or nondisplacement requirements or to make the displaced employee whole.

The Corporation may suspend or terminate payments for assistance under this chapter.

A suit to enforce arbitration awards may be brought in any Federal district court having jurisdiction over the parties without regard to the amount in controversy or the parties' citizenship.

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## In-Kind Contributions

### Use

This form is completed by the *fiscal staff*. It can be used if an organization does not already have its own form containing the same information provided in this form.

### Submission

This form can be used by each program to complete their reports on OnCorps. This specific form is not required, it can be adapted as need, but a form of some kind is required to be used.

### File

A copy of each In-Kind Contribution form should be kept on file and made available to Serve Indiana program officer upon request.

### IN-KIND CONTRIBUTION FORM

Date of Contribution	Description of Contributed Item(s) or Service(s)	Purpose for Which Contribution Was Made	Real or Approximate Value of Contribution	How Was Value Determined? (i.e., actual, appraisal, fair market value)	Who Made This Value Determination?	Was Contribution Obtained With or Supported By Federal Funds? (If so, include the source(s).)
8/18/06	500 boxes of crayons	After-School Program	\$2.00/box, or \$1,000.00	Actual	ABC Supply, Inc.	No
8/18/06	500 math workbooks	After-School Program	\$3.50/each, \$1,750.00	Actual	ABC, Supply, Inc.	No
█	█	█	█	█	█	█
█	█	█	█	█	█	█

Name of Contributing Organization/Agency/Business/Individual: ABC Supply, Inc.  
 Address of Above Contributor: 1234 Seseame Street, Indianapolis, Indiana 12345  
 Telephone Number of Above Contributor: 317-555-1212

Printed/Typed Name of Contributor's Authorized Signee: Jane Doe Title: Manager

Signature of Authorized Signee: \_\_\_\_\_

Date: \_\_\_\_\_

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## Press Release

### USE

Press releases can be used for a variety of reasons. Press releases can announce the receipt of funding, new programs, great accomplishments, and more.

### SUBMISSION

Press releases can be sent to local and/or statewide media outlets. For tips on publicity, see the section on publicity.

### FILE

Keep a copy of all press releases in one, easily accessible file.

### WHERE CAN I FIND THIS?

Serve Indiana only provides sample wording, it is up to each program to create their own press releases. If you need assistance, please do not hesitate to contact your program officer.

**-SAMPLE-**

-----  
FOR IMMEDIATE RELEASE

CONTACT:

DATE:

PHONE & EMAIL:

(Your Organization) Receives AmeriCorps Grant to (Describe Need You Are Meeting)

(Your City and State) – The *(organization name)* will receive a *(total dollar amount)* AmeriCorps grant from the Corporation for National and Community Service, *(Executive Director of organization)* announced today. AmeriCorps programs in Indiana are administered on behalf of The Serve Indiana Commission by Serve Indiana.

The grant will support a total of *(total number)* AmeriCorps members who will meet vital needs in *(location)* by *(list sample activities)*.

“We are thrilled to be selected and eager to start getting things done,” said *(Executive Director)*. “In this time of economic hardship, service and volunteering is more important than ever. These AmeriCorps members and the volunteers they mobilize will help us expand our reach and impact.”

The organizations receiving funding were selected in a highly competitive process. (Your organization’s) funding is for the *(first, second or third)* year of a three-year grant cycle. In total, this year’s grants will support over 900

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AmeriCorps members across the state of Indiana. On a national level, AmeriCorps will support nearly 80,000 positions this year, most of them starting in the summer and fall.

AmeriCorps is a national service program that engages Americans of all ages and backgrounds in service to meet critical needs in education, the environment, public safety, and other areas. Its members serve in thousands of nonprofit and faith-based organizations in rural and urban communities throughout the nation. Among other activities, AmeriCorps members tutor and mentor youth, build affordable housing, teach computer skills, clean parks and streams, run after-school programs, help communities respond to disasters, and recruit and train volunteers. Since 1994, more than [REDACTED] men and women have provided more than 860 million hours of service to their communities and country through AmeriCorps.

These grants are the result of the Fiscal Year [REDACTED] AmeriCorps\*State and National funding competition, which continue the direction and priorities of the bipartisan 2009 Edward M. Kennedy Serve America Act and the Corporation's Strategic Plan. The grants focus AmeriCorps resources on six key areas facing communities: disaster services, economic opportunity, education, environmental stewardship, healthy futures, and veterans and military families.

AmeriCorps is recruiting now. Applicants can choose from a wide variety of positions across the nation. Benefits can include a living allowance, health care, training and career skills, and a Segal AmeriCorps Education Award worth up to [REDACTED] to pay qualified student loans, future school or other educational opportunities. Interested individuals can learn about available opportunities and apply online by visiting [www.AmeriCorps.gov](http://www.AmeriCorps.gov). (Program website/contact information)

###

*(Boilerplate about Organization)*

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### Progress Reports

#### USE

Program Directors can use this information as a guide when completing semi-annual progress reports for operational grants. Planning grantees should contact their program officer to determine what information should be shared.

#### SUBMISSION

Submit reports by the deadline in the AmeriCorps program calendar located on the [Serve Indiana website](#).

#### FILE

Either OnCorps or Serve Indiana will maintain a record, but some programs choose to keep a paper copy as well.

#### -INSTRUCTIONS-

- *Remember*
  - Starting early can be a good thing!
  - Confirm accuracy of information provided.
  - Review for spelling errors and have someone else review the information.
- *How will Serve Indiana use the information reported?*
  - The IN AmeriCorps Progress Report provides information for staff to monitor your progress, and to respond to requests from stakeholders. Some information provided in the Progress Report (particularly “Great Stories” and demographic information) may be used by the Corporation’s Office of Public Affairs and Serve Indiana office to promote service. Program staff uses the information you provide to identify trends and issues that may lead to changes in policies and procedures, allocation of training and technical assistance, or opportunities for peer learning.
- *What information is required?*
  - The IN AmeriCorps Progress Report consists of three sections: Demographic Information; Performance Measures; and Narratives.
  - In addition, programs must submit each PM support documentation of aggregate materials and sample of completed tool of at least one beneficiary.

#### Section I: Demographic Information

- This section contains a list of demographic indicators of interest to the Corporation, Serve Indiana, and stakeholders. Please note that you are not required to report on each indicator. However, if your program includes these types of leveraged volunteers or target groups, include an estimate of their totals.
- You are required to submit the total number of individuals that applied to be AmeriCorps members and total leveraged volunteers.

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- To complete this section, enter how many people you have worked with during the reporting period in each category for which you have collected data. If you do not collect data on an indicator, enter a zero (0) in that field.
- Remember – do not count a volunteer more than once! If you reported a volunteer in a prior report, do not report them again. Hours of service: Please calculate total hours of service for new and repeat volunteers for the quarter.

### Section II: Narratives

- Member Recruitment and Enrollment
  - Include in this section any comments on recruitment and retention challenges and successes.
- Great Stories: one required per quarter
  - Share your great stories. Highlight member activities which are especially reflective of the impact the program has in the community, or which illustrate an innovative or highly successful aspect of program operation. Please include the who, what, when, where, and why of the story.
- Member transition from service to employment: This section is usually completed at the end of the program year. However, if members have successfully completed a term by the first submission, it should be noted if they had an employment position or school lined up immediately after. Serve Indiana tracks this information as part of their strategic plan to ensure that member's experience helps them in their career development.
- Successes and Challenges
  - Describe any factors you have found to positively or negatively influence program performance.
  - Your discussion may include but is not limited to enrollment, retention, recruitment, training, supervision, program and financial management, systems, data collection, evaluation, service site capacity building, and resource development, including raising match funds.
- Noteworthy program changes
  - Describe any updates/program changes regarding program management, member management, and programmatic staff as explained in the "Progress Report Metrics" below:
- Progress Report Metrics: Please address with an explanation why you have failed to meet any of the following expectations under the "Noteworthy Changes" section of your quarterly progress report, along with your plan of action to correct the issue:
- Pending Hours. If any of your members have more than 100 hours pending (or 160 hours for full-time members), please explain and notify the site supervisor to review and approve the hours. It is highly encouraged that member pending hours remain low so that the supervisor is best able to identify the accuracy of claims.
- Average Weekly Hours to Complete. If any member exceeds the 40/hrs. a week threshold, please outline their plan of action to complete the program successfully.
- Recruitment and Retention. If you anticipate having trouble filling all of your slots, or you're having issues with retention, please address.
- Enrollments/Exits. If any member has been enrolled into or exited from the portal outside of the 30 day window, please address and explain a plan of action to avoid late entries in the future.

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- Training Hours. It is expected that each member complete 12-20% of their total hours served in training. The report that we pull only shows the overall percentage of hours for your program as a whole, however. If your program does not have between 12-20% of the hours served in training please explain and outline your plan of action to ensure each member meets this expectation.
- Performance Measures. You can pro-rate your annual output target for each quarter to see if you are on pace to meeting your measures. For example, your annual target is 1000, and if it's the second quarter, your "pace" target would be 500. If your actual output falls more than 15% below your "pace" target, OR you do not expect to meet your annual performance measure, please give an explanation as well as your plan of action to get back on track.
- Attachments
- Programs can provide an update on sustainability efforts.
- Also in this section, programs have a chance to attach media coverage materials, pictures, agendas, additional documentation, maybe even a scanned thank-you note from a community member, whatever you wish to share with us!
- 4<sup>TH</sup> Quarter SUBMISSION Only
  - Partnerships/Collaborations
    - Please describe your partnerships/collaborations the AmeriCorps\*State program has with organizations.
  - Efforts regarding sustainability beyond federal support
    - Please describe the program's efforts this year regarding sustainability of the program.
  - Activities Related to Corporation Strategic Initiatives
    - If your programs or sites have addressed any of the Corporation Strategic Initiatives particularly effectively, describe these activities here. The Corporation's Strategic Initiatives are:
  - Service as a Solution
    - Expanding Opportunities to Serve
  - Build Enduring Capacity
  - Embrace Innovation

### Section III: Performance Measures

Please use the EXACT language approved from your grant agreement to input: PM Title, Anticipated Output Result Statement, Anticipated Intermediate Outcome Result Statement, and Anticipated End Outcome Result Statement.

Please also submit each PM support documentation of aggregate materials and sample of completed tool of at least one beneficiary. In the sample below, the areas highlighted in yellow are what needs to be taken from your PMW.

- Complete for each approved PM.
- Complete all sections, regardless of the quarter.
- "Results to date" should be a cumulative total. If you have not collected data yet, put the date you expect to have data in the "results to date" column.

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**SAMPLE performance measure submission:**

PM Title:	Clay County Tutoring Program (reading)	
Actual Service Activity:		
<p>Twenty members tutored over 60 students, ages 6-12, in reading, after school from 3:00 to 5:00 p.m., Mondays and Wednesdays, during the school year. Tutoring occurred in small groups (2-5) and one-on-one. Reading teachers at the two elementary schools referred students to the tutoring sessions. Tutoring took place at Clay Elementary after school in three empty classrooms, where children were grouped by grade level. Members were supervised and assisted by two community volunteer teachers.</p>		
Output		
Anticipated Output Result:		
Members will tutor elementary school students throughout the school year.		
	Anticipated Target	Results to date (cumulative)
Number	60	55
Indicator	# of students tutored for at least 30 hours	
What instrument did you use?	When were data collected?	
Tutoring Log records children’s names, grade levels, days and hours of attendance, tutor’s name, and referring teacher’s name.	Tutoring Log completed daily, turned in once a month.	
Who administered the instrument?	How many instruments were completed?	
Supervising teacher and member	10	
Intermediate Outcome		
Anticipated Intermediate Outcome Result:		
Students will increase positive reading behaviors.		
	Anticipated Target	Results to date (cumulative)
Change (Number)	30	20
Change (Percent %)	50 %	40%
Indicator	Percent of tutored students who increase positive reading behaviors (e.g. increase the time spent practicing reading, participate in reading games and	

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	exercises, stay on task during silent reading times, finish books they have chosen to read, choose books that are at their reading level or above, etc.)	
What instrument did you use? Reading Behavior Checklist		When were data collected? April (6 months after service begins)
Who administered the instrument? Completed by members for each student, signed by supervising teacher.		How many instruments were completed? 50
End Outcome		
Anticipated End Outcome Result: Students who participated in reading tutoring will increase reading ability.		
	Anticipated Target	Results to date (cumulative)
Change (Number)	45	40
Change (Percent %)	75%	73%
Indicator	Percent of the students who received at least 30 hours of reading tutoring will score at least 25% higher on the standardized reading posttest.	
What instrument did you use? Pre-post standardized reading test (STAR)		When were data collected? Test completed in the first and last month of the school year.
Who administered the instrument? School District		How many instruments were completed? All students in the school district are tested, we were able to get scores for our 55 students.

## Tips to Writing a Great Progress Report

- Have Good Performance Measurements!
  - It is much easier to report the impacts of your program if you have taken the time to develop measurable and impact-oriented objectives. Good performance measures will capture both the *service* impacts and the *learning* impacts of your program and are the key to writing meaningful reports.
- Collect Meaningful Data!
  - Likewise, Serve Indiana does not expect any sub grantee to waste time and energy collecting, analyzing, or reporting on data that is not meaningful to them. In designing your performance measures, make sure that you will be collecting data that you can *use*, and not just data that will help you write a report. You will be much more likely to stay on top of your data analysis if it is data that you want to collect.
- Tell a Story!
  - Act as if your progress report is going to be quoted in a *New York Times* article about service learning. Provide the reader with visual images of service projects, success stories about recipients of service involved, and quotes from community members. At the same time, don't assume the reader will be completely familiar with your project -- include the "who, what, when, where, and why." Be sure to save Great Stories continuously so you can easily generate them once a progress report is due. Programs are required to provide at least one Great Story per report but we know there are more because Indiana AmeriCorps programs are awesome!
- Be Honest About Your Challenges!
  - More so than any other federal funding agency, the Corporation for National and Community Service encourages and appreciates a candid assessment of the challenges faced in implementing national service projects. Likewise, Serve Indiana will use your challenges to develop training and technical assistance initiatives to help you.
- Don't Leave Any Questions Blank!
  - Sometimes your progress report is the only exposure funders will have to your program. Readers tend to equate blanks with a lack of interest or commitment on the part of the program. There is a good and descriptive answer to every question.
- Give Feedback to Stakeholders!
  - You may spend a lot of time and energy writing a good report -- don't just file it away. Use your report and data snapshots to give feedback to key stakeholders in your program. These may include members, project sponsors, site supervisors, teachers, etc. Provide data snapshot information in your newsletters, on your website, in press releases, informational brochures, and finally, packets to potential funders!

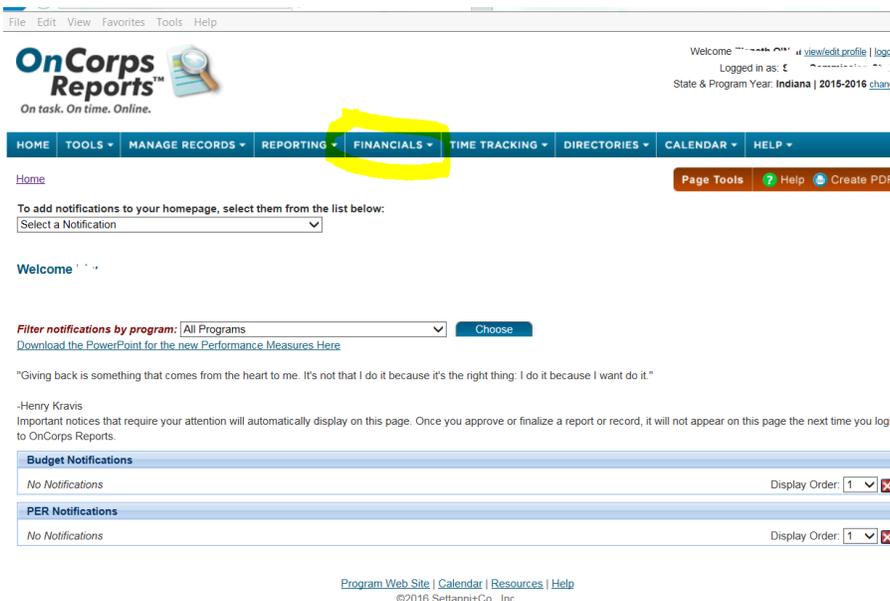
June 27, 2016

## Submitting Your Budget in OnCorps

Each year programs must submit their budget in OnCorps for approval. Programs should use the approved budget in egrants for the current program year. Below are the basic instructions on how to submit that information in OnCorps for approval.

### Instructions:

1. Log in to OnCorps: Serve Indiana will update all OnCorps information each year before the program year begins. If you are new program, they will share with you your new login information as well as the link to login. <http://in.oncorpsreports.com/>
  - a. If you want more than one login for your program/organization this must be requested, only one login will be processed for new programs without this notifications.
2. Ensure you are logged into the correct program year. Find your program on the left hand side of the screen and click “program directors”
3. A home screen will pop up with tabs at the top. Put your mouse over the “financials” tab and allow the menu to drop down. Click “submit reports” then “submit budget”



4. A screen should show up that has a blank budget. Your name, the correct program year and your match should be reviewed. If there are errors, contact Serve Indiana.

# Indiana AmeriCorps\*State Grant Program Handbook

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File Edit View Favorites Tools Help

**OnCorps Reports™**  
On task. On time. Online.

Welcome **Elspeth O'Neil** [view profile](#) | [logout](#)  
Logged in as: **State Commission Staff** |  
State & Program Year: **Indiana | 2015-2016** [change](#)

**HOME TOOLS MANAGE RECORDS REPORTING FINANCIALS TIME TRACKING DIRECTORIES CALENDAR HELP**

[Home](#) > [Financials](#) > [Approve Reports](#) > [Periodic Expense Report](#) **Page Tools** [Create PDF](#) [Export](#)

**Current Budget**

To view PDFs of all approved and rejected Periodic Expense Reports, go to [Financials > View Reports > Periodic Expense Report History](#).

Program Name: **F...**  
Legal Applicant: **F...**  
Program Type: **C...**  
Program Year: **2015-2016**  
Budget Period: **2015-2016 Annual Budget Totals**

**Yellow Background** = Over Budget by less than 10%  
**Red Background** = Over Budget by 10% or more

Budget Item	Budget Total			Current Expenditures			Year-To-Date			Budget versus YTD Actual		
	CNCS	Grantee Cash	Grantee In-kind	Total	CNCS	Grantee Cash	Grantee In-kind	Total	CNCS	Grantee Cash	Grantee In-kind	Total
<b>Program Operating Costs</b>												
<b>A Personnel Exp</b>	\$0.00	\$131,641.00	\$0.00	\$131,641.00								
<b>B Fringe Benefits</b>	\$0.00	\$6,682.00	\$0.00	\$6,682.00								
<b>C Travel</b>												

- Copy the exact information from the egrants budget to this worksheet as seen below and press submit when ready.

	CNCS	Grantee Cash	Grantee In-kind	Total	CNCS	Grantee Cash	Grantee In-kind	Total
<b>Program Operating Costs</b>								
<b>A Personnel Exp</b>	\$0.00	\$131,641.00	\$0.00	\$131,641.00				
<b>B Fringe Benefits</b>	\$0.00	\$6,682.00	\$0.00	\$6,682.00				
<b>C Travel</b>								
<b>C.1 Staff Travel</b>	\$0.00	\$3,238.00	\$0.00	\$3,238.00				
<b>C.2 Member Travel</b>	\$0.00	\$6,304.00	\$0.00	\$6,304.00				
<b>C.3 Travel Subtotal</b>	<b>\$0.00</b>	<b>\$9,542.00</b>	<b>\$0.00</b>	<b>\$9,542.00</b>				
<b>D Equipment</b>	\$0.00	\$0.00	\$0.00	\$0.00				
<b>E Supplies</b>	\$0.00	\$1,900.00	\$0.00	\$1,900.00				
<b>F Consultants</b>	\$0.00	\$11,750.00	\$0.00	\$11,750.00				
<b>G Training</b>								
<b>G.1 Staff Training</b>	\$0.00	\$355.00	\$0.00	\$355.00				
<b>G.2 Member Training</b>	\$0.00	\$805.00	\$0.00	\$805.00				
<b>G.3 Training Subtotal</b>	<b>\$0.00</b>	<b>\$1,160.00</b>	<b>\$0.00</b>	<b>\$1,160.00</b>				
<b>H Evaluation</b>	\$0.00	\$250.00	\$0.00	\$250.00				
<b>I Other Op</b>	\$0.00	\$8,980.00	\$0.00	\$8,980.00				
<b>K Living Allowance</b>								
<b>K.1 Full Time</b>	\$120,105.00	\$30,255.00	\$0.00	\$150,360.00				
<b>K.2 Half Time</b>	\$0.00	\$0.00	\$0.00	\$0.00				
<b>K.3 Reduced Half Time</b>	\$0.00	\$0.00	\$0.00	\$0.00				
<b>K.4 Quarter Time</b>	\$0.00	\$0.00	\$0.00	\$0.00				
<b>K.5 Minimum Time</b>	\$0.00	\$0.00	\$0.00	\$0.00				
<b>K.6 Living Allowance Subtotal</b>	<b>\$120,105.00</b>	<b>\$30,255.00</b>	<b>\$0.00</b>	<b>\$150,360.00</b>				
<b>L Member Support</b>								
<b>L.1 FICA</b>	\$9,188.00	\$2,315.00	\$0.00	\$11,503.00				
<b>L.2 Workers Comp</b>	\$9,609.00	\$2,420.00	\$0.00	\$12,029.00				
<b>L.3 Health Care</b>	\$17,254.00	\$4,346.00	\$0.00	\$21,600.00				
<b>L.4 Unemployment Insurance</b>	\$0.00	\$0.00	\$0.00	\$0.00				
<b>L.5 Member Support Subtotal</b>	<b>\$36,051.00</b>	<b>\$9,081.00</b>	<b>\$0.00</b>	<b>\$45,132.00</b>				
<b>Program Operating Costs Subtotal</b>	<b>\$156,156.00</b>	<b>\$211,241.00</b>	<b>\$0.00</b>	<b>\$367,397.00</b>				
<b>Percentage</b>	<b>42.5%</b>	<b>57.5%</b>	<b>0%</b>					
<b>Administrative ~ Indirect Costs</b>								
<b>A CNCS Fixed Percentage</b>								
<b>A.1 CNCS Fixed Costs</b>	\$4,928.00	\$36,740.00	\$0.00	\$41,668.00				
<b>A.2 Commission Fixed Costs</b>	\$3,285.00	\$0.00	\$0.00	\$3,285.00				
<b>B Federal Indirect</b>	\$0.00	\$0.00	\$0.00	\$0.00				
<b>C Commission Fixed Cost 1%</b>	\$0.00	\$0.00	\$0.00	\$0.00				
<b>Administrative ~ Indirect Costs Subtotal</b>	<b>\$8,213.00</b>	<b>\$36,740.00</b>	<b>\$0.00</b>	<b>\$44,953.00</b>				
<b>Percentage</b>	<b>18.27%</b>	<b>81.73%</b>	<b>0%</b>					

- Serve Indiana will then review your budget and approve it. You cannot submit a PER until your budget is approved. Please note there are deadlines on the Serve Indiana calendar for this submission.

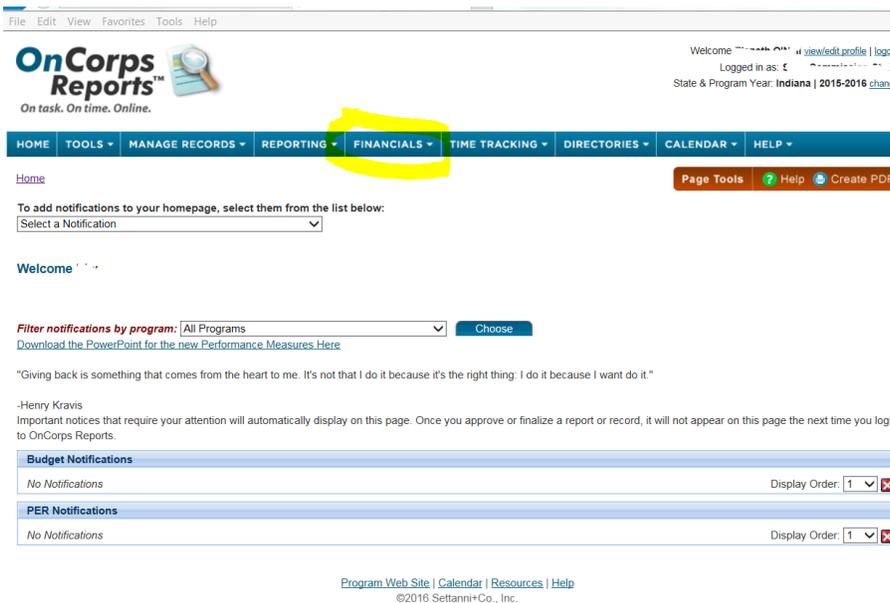
June 27, 2016

## Submitting a PER in OnCorps

Each month programs (except Fixed or Ed Award Only programs) must submit a PER in OnCorps for approval. Programs should know their approved expenses and budget when submitting expenses. Below are the basic instructions on how to submit that information in OnCorps for approval.

Instructions:

1. Log in to OnCorps: Serve Indiana will update all OnCorps information each year before the program year begins. If you are new program, they will share with you your new login information as well as the link to login. <http://in.oncorpsreports.com/>
  - a. If you want more than one login for your program/organization this must be requested, only one login will be processed for new programs without this notifications.
2. Ensure you are logged into the correct program year. Find your program on the left hand side of the screen and click “program directors”
3. A home screen will pop up with tabs at the top. Put your mouse over the “financials” tab and allow the menu to drop down. Click “submit reports” then “periodic expense report”



4. A screen will pop up with a blank expense report. Fill in the sections for your match items until the “grantee cash” or “grantee in kind”. To show the CNCS expenses, put those items in the “CNCS” side of the line items. Only items spent during that month should be included unless otherwise advised by Serve Indiana.
5. Once section the Program Operating Costs sections are complete, ensure you complete the Administrative/Indirect costs section. Below is an example of a program who has CNCS Fixed costs. Please note that you should follow your approved budget for this section as well. Most programs use the 5.26% calculation but others have an approved indirect cost rate that has been approved in their budget. Programs

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should not complete the Commission Fixed cost 1% section through out the year, it is only completed in the last PER for the program and processed during close out.

6. Press submit for approval from your SI program officer. If there are any errors, they will send it back for further information. When approved, the progroma can begin the RFF process noted below.
7. Approved PER Example:

**Page 1: Please note this is an old PER example and the calculations are not correct. Programs should follow their approved grant and use the calculations listed under the example. This is just to show programs where to place items when submitting a PER.**

### Periodic Expense Report

Budget Item	Budget Total				Current Expenditures				Year-To-Date				Budget versus YTD Actual			
	CNCS	Grantee Cash	Grantee In-kind	Total	CNCS	Grantee Cash	Grantee In-kind	Total	CNCS	Grantee Cash	Grantee In-kind	Total	CNCS	Grantee Cash	Grantee In-kind	Total
<b>Program Operating Costs</b>																
A Personnel Exp	\$0.00	\$131,641.00	\$0.00	\$131,641.00	\$0.00	\$2,023.08	\$3,874.15	\$6,797.23	\$0.00	\$5,846.16	\$5,350.11	\$11,196.27	\$0.00	\$125,794.84	(\$5,350.11)	\$120,444.73
B Fringe Benefits	\$0.00	\$6,682.00	\$0.00	\$6,682.00	\$0.00	\$724.28	\$0.00	\$724.28	\$0.00	\$1,528.57	\$0.00	\$1,528.57	\$0.00	\$5,153.43	\$0.00	\$5,153.43
C Travel																
C.1 Staff Travel	\$0.00	\$3,238.00	\$0.00	\$3,238.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$3,238.00	\$0.00	\$3,238.00
C.2 Member Travel	\$0.00	\$6,304.00	\$0.00	\$6,304.00	\$0.00	\$98.20	\$0.00	\$98.20	\$0.00	\$233.14	\$0.00	\$233.14	\$0.00	\$6,070.86	\$0.00	\$6,070.86
C.3 Travel Subtotal	\$0.00	\$9,542.00	\$0.00	\$9,542.00	\$0.00	\$98.20	\$0.00	\$98.20	\$0.00	\$233.14	\$0.00	\$233.14	\$0.00	\$9,308.86	\$0.00	\$9,308.86
D Equipment	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
E Supplies	\$0.00	\$1,900.00	\$0.00	\$1,900.00	\$0.00	\$237.09	\$0.00	\$237.09	\$0.00	\$305.15	\$0.00	\$305.15	\$0.00	\$1,594.85	\$0.00	\$1,594.85
F Consultants	\$0.00	\$11,750.00	\$0.00	\$11,750.00	\$0.00	\$491.25	\$0.00	\$491.25	\$0.00	\$784.00	\$0.00	\$784.00	\$0.00	\$10,966.00	\$0.00	\$10,966.00
G Training																
G.1 Staff Training	\$0.00	\$355.00	\$0.00	\$355.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$355.00	\$0.00	\$355.00
G.2 Member Training	\$0.00	\$805.00	\$0.00	\$805.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$805.00	\$0.00	\$805.00
G.3 Training Subtotal	\$0.00	\$1,160.00	\$0.00	\$1,160.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,160.00	\$0.00	\$1,160.00
H Evaluation	\$0.00	\$250.00	\$0.00	\$250.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$250.00	\$0.00	\$250.00
I Other Op	\$0.00	\$8,980.00	\$0.00	\$8,980.00	\$0.00	\$690.84	\$0.00	\$690.84	\$0.00	\$1,484.75	\$0.00	\$1,484.75	\$0.00	\$7,495.25	\$0.00	\$7,495.25
K Living Allowance																
K.1 Full Time	\$120,105.00	\$30,255.00	\$0.00	\$150,360.00	\$5,099.14	\$1,438.22	\$0.00	\$6,537.36	\$7,648.71	\$2,157.33	\$0.00	\$9,806.04	\$112,456.29	\$28,097.67	\$0.00	\$140,553.96
K.2 Half Time	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
K.3 Reduced Half Time	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
K.4 Quarter Time	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
K.5 Minimum Time	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
K.6 Living Allowance Subtotal	\$120,105.00	\$30,255.00	\$0.00	\$150,360.00	\$5,099.14	\$1,438.22	\$0.00	\$6,537.36	\$7,648.71	\$2,157.33	\$0.00	\$9,806.04	\$112,456.29	\$28,097.67	\$0.00	\$140,553.96
L Member Support																
L.1 FICA	\$9,188.00	\$2,315.00	\$0.00	\$11,503.00	\$390.09	\$110.03	\$0.00	\$500.12	\$796.74	\$224.72	\$0.00	\$1,021.46	\$8,391.26	\$2,090.28	\$0.00	\$10,481.54
L.2 Workers Comp	\$9,009.00	\$2,420.00	\$0.00	\$12,029.00	\$909.48	\$256.52	\$0.00	\$1,166.00	\$909.48	\$256.52	\$0.00	\$1,166.00	\$8,099.52	\$2,183.48	\$0.00	\$10,883.00
L.3 Health Care	\$17,254.00	\$4,346.00	\$0.00	\$21,600.00	\$429.10	\$94.40	\$0.00	\$523.50	\$429.10	\$94.40	\$0.00	\$523.50	\$16,824.90	\$4,251.00	\$0.00	\$21,075.90
L.4 Unemployment Insurance	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
L.5 Member Support Subtotal	\$36,051.00	\$9,081.00	\$0.00	\$45,132.00	\$1,728.67	\$460.95	\$0.00	\$2,189.62	\$2,135.32	\$575.64	\$0.00	\$2,710.96	\$33,915.68	\$8,505.36	\$0.00	\$42,421.04
Program Operating Costs Subtotal	\$156,156.00	\$211,241.00	\$0.00	\$367,397.00	\$6,827.81	\$7,063.91	\$3,874.15	\$17,765.87	\$9,784.03	\$12,914.75	\$5,350.11	\$28,048.88	\$146,371.97	\$198,326.26	(\$5,350.11)	\$339,348.12
Percentage	42.5%	57.5%	0%		38.43%	39.76%	21.81%		34.88%	46.04%	10.07%		43.13%	58.44%	-1.58%	
<b>Administrative ~ Indirect Costs</b>																
A CNCS Fixed Percentage																
A.1 CNCS Fixed Costs	\$4,928.00	\$36,740.00	\$0.00	\$41,668.00	\$291.55	\$1,776.59	\$0.00	\$2,068.14	\$417.50	\$2,799.89	\$0.00	\$3,217.39	\$4,510.50	\$33,940.11	\$0.00	\$38,450.61
A.2 Commission Fixed Costs	\$3,285.00	\$0.00	\$0.00	\$3,285.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$3,285.00	\$0.00	\$0.00	\$3,285.00
B Federal Indirect	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
C Commission Fixed Cost 1%	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

Total CNCS total amount for program operating section. This is NOT the amount to be added on the RFF. It is used to calculate the Indirect/Admin costs

This line item is where a program puts their fixed costs. The CNCS share the program can claim is put in Line A.1 in the CNCS side (\$291.55 amount here)  
The 10% is put on the program side of that same line (\$1,776.59 amount on here)

Programs should be aware of their YTD match and CNCS percent's. If these numbers becomes too low/high, Serve Indiana will reject the PER.

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## Fixed costs calculations with examples

- **Line A1 CNCS Share:** ((CNCS Total Program Operating Costs \*.0526) x (.80))
  - Example:
    - CNCS Program Operating Total is \$10,000 for a program on the PER
    - $(\$10,000 * .0526) * .80 = \$420.80$
    - \$420.80 is listed on line A1 on the CNCS side
- **Line A1 Program Share:** (Total of Section I + Total of Section II) x .1 = Maximum Amount 10%
  - Example:
    - Total Program Operating Total is \$40,000 for a program on the PER
    - $\$40,000 * .1 = \$4,000$
    - \$4,000 is listed on line A1 on the grantee cash side

## Page 2 (Totals):

Administrative - Indirect Costs Subtotal	\$8,213.00	\$36,740.00	\$0	\$44,953.00	\$291.55	\$1,776.59	\$0	\$2,068.14	\$417.50	\$2,799.89	\$0	\$3,217.39	\$7,795.50	\$33,940.11	\$0	\$41,735.6
Percentage	18.27%	81.73%	0%		14.1%	85.9%	0%		12.98%	87.02%	0%		18.68%	81.32%	0%	
<b>TOTAL</b>	\$164,368.00	\$247,981.00	\$0	\$412,350.00	\$7,119.38	\$8,840.50	\$3,874.15	\$19,834.01	\$10,201.53	\$15,714.63	\$5,350.11	\$31,266.27	\$154,167.47	\$232,266.37	(\$5,350.11)	\$381,083.73
Percentage	39.86%	60.14%	0%		35.89%	44.57%	19.53%		32.63%	50.28%	17.11%		40.46%	60.95%	-1.4%	
<b>TOTAL PROGRAM</b>	\$412,350.00							\$19,834.01				\$31,266.27				\$381,083.73

NOTE: Year-To-Date totals and Budget versus YTD Actual totals include both approved and non-approved PERs

	AmeriCorps Funds	Grantee Share
1. Grant Amount (linked to budget above)	\$164,368.00	\$247,981.00
2. Expenditures to Date (Before this report)	\$3,082.17	\$8,350.09
3. Grant Balance Available (line 1 less line 2)	\$161,285.83	\$239,630.91
4. Current Period Expenditures (linked above)	\$7,119.38	\$12,714.65
5. Grant Balance Remaining	\$154,167.47	\$226,916.26
6. Amount of This Request (current expenses)	\$7,119.38	\$12,714.65
Final Claim?	<input checked="" type="radio"/> Yes <input type="radio"/> No	--

CNCS Budget	\$164,368.00
10% Budget	\$16,436.80
CNCS Admin = 5.26%	
Budget	5% (OK)
YTD Actual	4.00% (OK)
Overall Match >= 5%	
Budget	60.14% (OK)
YTD Actual	67.37% (OK)
Cost Per MSY	
Budget (12)	\$13,897.42
YTD Actual (...)	--

The Cost/MSY can only be calculated after the last day of the month is complete

Staff Comments:  
Approved 11/20/2015 SAW

Here is where you total amount requested should be inputted.

This is the total of the CNCS fixed cost amount plus the total CNCS program operating costs.

This is also the amount a program should request on their RFF.

June 27, 2016

### Request For Funds

#### Use

This form is used by program staff to request reimbursement for grant expenses. The Request for Funds (RFF) form must be signed by the executive director or approved signatory, and can only include claims during one *program* year. If the program has concurrent programs operating under separate grant agreements, two forms must be submitted differentiating the claims of under the separate grant agreements.

An approved Periodic Expense Report (PER) must accompany the RFF request for cost-reimbursement programs.

A calculation must accompany the request for fixed amount grant programs.

#### Submission

The signatories for each program submit the Request for Funds each month by the due date indicated on the AmeriCorps Deadline and Event calendar (on the SI website) to their program officer at Serve Indiana. The Request for Funds must always be accompanied by an approved PER form printed from OnCorps.

#### Where Can I Find This?

The official form must be obtained by contacting your Serve Indiana program officer at the beginning of the program year. It can also be found on the Serve Indiana website.

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	<b>INVOICE – REQUEST FOR FUNDS (RFF)</b> <small>State Form 50115 (R4 / 9-15)</small>	<b>SERVE INDIANA</b> 10 N Senate Ave., SE 208 Indianapolis, IN 46204 E-mail: <a href="mailto:info@serveindiana.gov">info@serveindiana.gov</a>
<b>INSTRUCTIONS:</b>		
1. An organization <b>may not</b> submit claims for multiple program years on the same form.		
2. E-mail a completed copy to <a href="mailto:info@serveindiana.gov">info@serveindiana.gov</a> OR mail a copy to the address above.		
Please <b>Do Not</b> e-mail AND mail.		
Invoice number (Assigned by sub-grantee or its financial system.)		
Purchase order number <i>(A number assigned to the sub-grantee by the State. This number must be referenced on requests for a particular program year.)</i>		
Contract number <i>(Contract number assigned which is located on the first page of the grant agreement.)</i>		
Program (check one)		
<input type="checkbox"/> AmeriCorps* State <input type="checkbox"/> Indians Kids <input type="checkbox"/> Other _____		
Name of sub-grantee organization (Legal entity)		Telephone number (      )
Address (number and street, city, state, and ZIP code)		<input type="checkbox"/> Please check if your address has changed.
Name of contact person		E-mail address
Request is for period (month, day, year)		<input type="checkbox"/> Check if this is the final request for a program year.
From:	To:	
<b>TOTAL AMOUNT</b>		\$
Signature of the sub-grantee		Date (month, day, year) *
* The request for funds should be submitted as soon as possible after this form is signed and dated, no later than ten (10) days.		

## Instructions

**Date.** The date of the RFF can be no more than 10 days within the date that Serve Indiana receives it. For example, if SI receives the RFF on Oct 10<sup>th</sup>, then any date earlier than Oct. 1st would not be within the 10 day window. So any date between 10/01 and 10/10 would be acceptable in this scenario.

**Invoice No.** Number assigned by the sub grantee. We recommend utilizing an invoice number that will be easy for your organization to track within internal records and by Serve Indiana. A few examples include: ACOct2016, or AC10\_2016, or your own internal sequencing.

**Purchase Order (P.O.) No.** Number assigned to the sub grantee by the State of Indiana. DWD or Serve Indiana sends the purchase order to the sub grantee. This number must be referenced on requests for a particular program year. For example, a sub grantee operating two (2) program years simultaneously will request funds using two (2) different purchase orders.

## Indiana AmeriCorps\*State Grant Program Handbook

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*Contract No.* Number assigned to the sub grantee's grant agreement by Serve Indiana. This number must be referenced on requests for a particular program year.

*Direct Deposit.* State law requires that all vendors receive payment via electronic funds transfer. Please select "Yes".

*Final Payment.* Please check "yes," if the request is submitting RFF for the grant agreement and select "no" if it is not.

*Program/Project.* Select "AmeriCorps\*State"

*Name of sub grantee.* The name of the legal entity that appears on the grant agreement.

*Telephone No.* Best number of individual in sub grantee organization to contact with concerns or question regarding the RFF (the person signing the RFF)

*Address, City, State, and Postal Code, Fax No., Email Addresses.* Best information of individual in sub grantee organization to contact with concerns or question regarding the RFF.

*Contact Person.* The name of the individual completing the request for funds.

*Send Information To.* Please submit your RFF to the [info@serveindiana.gov](mailto:info@serveindiana.gov) email address.

*Request Period.* The time period covering the expenses outlined in the request. The period must match the period on the approved PER exactly.

*Total.* The total amount requested for reimbursement. This total must match the total on the approved PER exactly (every penny!).

*Signature.* The signature of the sub grantee organization's executive director or authorized signatory.

*Date.* The date the RFF was signed (cannot fall before the PER approval date).

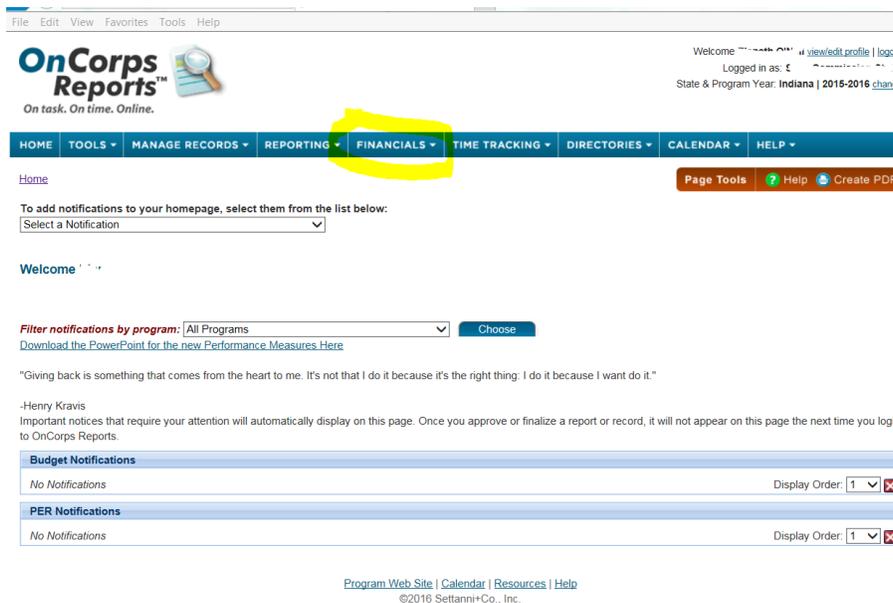
June 27, 2016

## Submitting your Aggregated Financial Report (AFR) in OnCorps

Twice per year all programs (except Fixed or Ed Award Only programs) must submit an AFR in OnCorps for approval. Below are the basic instructions on how to submit that information in OnCorps for approval.

### Instructions:

1. Log in to OnCorps: Serve Indiana will update all OnCorps information each year before the program year begins.
2. Ensure you are logged into the correct program year. Find your program on the left hand side of the screen and click “program directors”
3. A home screen will pop up with tabs at the top. Put your mouse over the “financials” tab and allow the menu to drop down. Click “submit reports” then “aggregated financial report”



8. A screen will pop up with several months. The months that are to be included are listed on your AmeriCorps calendar. Normally the first submission is in April and includes (August-March 31<sup>st</sup>) and the second is due at close out (April 1-end of program year). Click the applicable months and press “submit”.
9. A report will pop up with the report. Check to ensure the correct months are included. Complete the blank sections as noted below and press submit.

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PERs included in the AFR:  
July 2012 Expense Report  
August 2012 Expense Report

**AGGREGATE FINANCIAL REPORT**  
(Follow form instructions)

1. Federal Agency and Organizational Element to Which Report is Submitted		2. Federal Grant or Other Identifying Number Assigned by Federal Agency (To report multiple grants, use FFR Attachment)	
3. Recipient Organization (Name and Complete address including Zip code) Name: TEST Program Addr: 123 Fake Street City: Harrisburg State: Pennsylvania Zip: 17109		5. Recipient Account Number or Identifying Number (To report multiple grants, use FFR Attachment)	
4a. DUNS Number	4b. EIN	6. Report Type <input checked="" type="radio"/> Quarterly <input type="radio"/> Semi-Annual <input type="radio"/> Annual <input type="radio"/> Final	7. Basis of Accounting <input type="radio"/> Cash <input type="radio"/> Accrual
8. Project/Grant Period From: (Month, Day, Year) 08/20/2011		To: (Month, Day, Year) 08/19/2012	9. Reporting Period End Date

## OnCorps Assistance Overall

For further guidance on OnCorps, including how to set up your program for the first time, [click here for a step by step guide](#) created by the State of Pennsylvania. Note that all steps are not the same as needed for Serve Indiana but it is a good resource to use overall.

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## Sample Close out Packet

*Below is a sample close out form for programs to review. Each year, all programs must complete this packet and submit it to Serve Indiana for final approval to complete the close out process. Please note there are several steps that must be accomplished first before this can be submitted by the program. In addition, this is a sample packet, the actual packet for that program year will be sent to programs 2-4 weeks before it is due back to Serve Indiana.*

### **Sample Close Out:**

At the end of each program year, Serve Indiana is required to close all activity for the funded period and certify that all requirements have been met. This closeout procedure will in many cases require Serve Indiana program staff to communicate with the AmeriCorps program sub-grantee for a period of time following the actual end date of the program. Program staff should understand that their obligation and responsibilities regarding the operation, documentation and reporting on their grant will continue past the program year end date. Those responsibilities do not end until Serve Indiana has certified the closeout of the grant award.

When a grant award ends, specific financial information must be gathered and submitted. This is the process by which Serve Indiana determines that all applicable administrative actions and all required work of the award have been completed by the sub-grantee.

Sub-grantees shall submit a final Periodic Expense Report (PER) and a final Federal Financial Report (FFR) as required by the terms and conditions of the award. The PER and FFR should document all spending under the grant and indicate compliance with the budgeted match. When your final request for funds form is submitted please ensure the final payment box is checked yes.

**INSTRUCTIONS TO THE GRANT STAFF:** Please initial beside each applicable line item once the task has been completed, indicate "N/A" for any line item that is not applicable, have the Executive Director or designated authority of your agency sign the certification located at the bottom, and then return the completed form (with the required attachments) to your Serve Indiana program officer via scanning and emailing or fax at 317-233-5660.



### **CLOSEOUT TASKS REQUIRED FOR ALL AMERICORPS PROGRAMS ENDING THEIR 2014-2015 CONTRACT YEAR:**

\_\_\_ Mid-year Member Evaluation Forms, End-of-year Member Evaluation Forms, and Member Exit Forms have been completed for each member **and** each have been filed in the appropriate member's file.

\_\_\_ All Members have been exited on the AmeriCorps Portal with up-to-date contact information (name, email, phone/cell number) and no members have pending hours and all have been exited out of OnCorps. OnCorps member hours served should match the number inputted into the Portal for each member.

\_\_\_ All Members have been provided information on obtaining their educational award including the number and website to the Trust office.

\_\_\_ All Member timesheets have been audited to ensure accuracy and document that the AmeriCorps Member met all requirements to earn post service benefits.

\_\_\_ All Progress Reports (including final data) have been completed and submitted to SI.

\_\_\_ Final Periodic Expense Report (PER) has been submitted with the full year commission 1% amount included. It has been reviewed for compliance with the contractually agreed to match requirements **and** subsequently has been approved.

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**NOTE:** If match requirements were **NOT** satisfied, the final reimbursement amount will be reduced accordingly. (This is not applicable to fixed or education award only grants)

\_\_\_\_ Final Request for Funds (RFF) has been submitted noting the commission 1% amount reduction.

\_\_\_\_ Final expenses, as reported on the Final PER (RFF for fixed) agree with and have been accurately captured on the Program's general ledger and accounting system.

\_\_\_\_ All asset and liability accounts applicable to the Program have been properly adjusted to reflect a \$0 balance.

\_\_\_\_ All staff member time charged to the grant (including in-kind) is documented and appropriately stored according to OMB requirements.

\_\_\_\_ All equipment or supplies, that were purchased with grant funds have been properly reported. A spreadsheet identifying items has been completed.

YES or NO Does your program has Program Equipment Inventory and inventory of unused/residual supplies purchased with grant funds with a current per unit **fair market value of \$5000 or MORE?**

If Yes, then complete the residual inventory pdf and submit with this checklist.

YES or NO Does your program have non-expendable personal property with a unit acquisition of **\$499 or LESS**. If so, then please complete the assets under \$500 spreadsheet and submit with the checklist. .

YES or NO Does your program have non-expendable personal property (useful life of more than one (1) year) with a unit acquisition **of \$500 or MORE**. Please complete the spreadsheet for assets over \$500 and submit with the checklist.

Contact Jack England with any questions and/or to get an asset tag for an item over \$500. 317-619-4511, [jengland@dwd.in.gov](mailto:jengland@dwd.in.gov)

Please review the DWD\_Policy\_2013\_01. Note that sub-grantees will use the property in the project for which it was acquired unless otherwise provided in the grant agreement or in documents authorizing acquisition. When the asset property is no longer needed for the original project, the sub-grantee must request disposition instructions from the Department of Workforce Development Management Services, Property Officer.

### **ADDITIONAL CLOSEOUT TASKS REQUIRED FOR ONLY THOSE PROGRAMS / SITES NOT CONTINUING BEYOND THIS CONTRACT YEAR:**

\_\_\_\_ All individual accounts (deposit, accounting, or otherwise), established or maintained with grant funds, have been closed.

\_\_\_\_ All agreements, equipment rental contracts, Program specific insurance policies, etc., that were established or maintained with grant funds have been canceled, effective no later than the Program's contracted expiration date.

\_\_\_\_ A listing of the individuals designated as the primary contacts for any future Serve Indiana communication related to the Program has been attached to this checklist.

**NOTE:** As a requirement of program closeout, the Serve Indiana recommends each Program to attach a list including the names, titles and current contact information for at least **THREE** individuals who are appropriately positioned to serve as future primary contacts should additional information be required. (examples: Chair of Board, Executive Director, and Finance Officer).

\_\_\_\_ Adequate provisions have been made to ensure the satisfactory maintenance and proper retention of all Program records\*\* for the required period of 3 years, beginning with either the date the final reimbursement request was submitted for that year or the final resolution date of all audit findings, whichever is later.

\*\*Location of records: \_\_\_\_\_

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### EXECUTIVE DIRECTOR CERTIFICATION:

I certify that (name of agency) \_\_\_\_\_ has,

- Spent grant funds in accordance with the terms and conditions required in the Grant Agreement.
- satisfied each of the applicable requirements indicated by my initials above,
- verified that all required documents and records, including those inferred by the applicable requirements noted herein are **already on file**, and
- agrees to ensure the adequate maintenance and proper retention of the same, as required for audit purposes.

*I understand that failure to produce required documentation may result in payback of federal funds*

**Signature of Executive Director or Designated Official**

**Date Signed**

***For the Exclusive Use of Indiana Commission staff:***

Approval for disbursement of final reimbursement is hereby granted by Serve Indiana; the programmatic and financial contract file is complete and no further information is needed.

\_\_\_\_\_  
**Signature of applicable Program Officer**

\_\_\_\_\_  
**Date Signed**

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## Risk Based Assessment Tool

### **USE**

This form will be used by your Serve Indiana program officer when they conduct a risk based assessment of your program. It is being provided for reasons of transparency. All new/1<sup>st</sup> year operation grant programs are automatically high risk.

### **SUBMISSION**

Programs do not need to submit this form. It is used solely by Serve Indiana.

### **FILE**

After a risk assessment has been conducted the form will be added to the program's file at Serve Indiana and the results will be shared with the program. The results will determine the risk level of the program and the amount of monitoring conducted on the program by Serve Indiana.

### **WHERE CAN I FIND THIS?**

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The form below is provided as an example only

Program Year:	
Fiscal Host:	
Program Name:	
Year in grant cycle:	
Total CNCS Funding:	

Program will automatically be determined as high risk if the answer to any of the following questions is yes.	
1	Is this a new program?
2	Does this program have a new fiscal host this year?

Results of Risk Assessment:	
<b>Total score:</b>	<b>0</b>
	<b>Risk Rating:</b>
Range of points: 0-143	
High Risk:	31-100
Low Risk:	1-30

Risk Rating performed by:	
Program Officer:	
Date:	

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<b>Indiana Risk Based Assessment Form</b>		
<b>Program:</b>		
		<b>POINTS</b>
<b>1</b>	<b>PROGRESS REPORT SUBMISSION</b>	<b>5</b>
<input type="checkbox"/>	Reports were on time	
<input checked="" type="checkbox"/>	One or more reports were late	
<input type="checkbox"/>	Report was late, but excused	
<b>2</b>	<b>PROGRAM OBJECTIVE OUTCOMES</b>	<b>6</b>
<input type="checkbox"/>	Program met or exceeded all performance targets	
<input checked="" type="checkbox"/>	Program met 80-99% of performance targets	
<input type="checkbox"/>	Program met less than 80% of performance targets	
<b>3</b>	<b>PROGRAM RESPONSIVENESS TO REQUESTS AND DUE DATES (incl. PERs, FFR's, etc.)</b>	<b>0</b>
<input checked="" type="checkbox"/>	Program responds by due date 95-100% of the time	
<input type="checkbox"/>	Program responds by due date 90-94% of the time	
<input type="checkbox"/>	Program responds by due date less than 90% of the time	
<b>4</b>	<b>TIMELINESS IN ENROLLING MEMBERS IN PORTAL (within 30 days)</b>	<b>3</b>
<input type="checkbox"/>	100% of members are enrolled on time	
<input checked="" type="checkbox"/>	80-99 % of members are enrolled on time	
<input type="checkbox"/>	Less than 80% of members are enrolled on time	
<b>5</b>	<b>TIMELINESS IN EXITING MEMBERS IN PORTAL</b>	<b>3</b>
<input type="checkbox"/>	100% of members are exited on time	
<input checked="" type="checkbox"/>	80-99% of members are exited on time	
<input type="checkbox"/>	Less than 80% of members are exited on time	
<b>6</b>	<b>MEMBER ENROLLMENT</b>	<b>0</b>
<input checked="" type="checkbox"/>	95-100% of slots filled	
<input type="checkbox"/>	90-94% of slots filled	
<input type="checkbox"/>	Less than 90% of slots filled	

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7	<b>MEMBER RETENTION</b>	<input type="text" value="7"/>
<input type="checkbox"/>	Program retained 95-100% of members	
<input type="checkbox"/>	Program retained 90-94% of members	
<input checked="" type="checkbox"/>	Program retained less than 90% of members	
8	<b>NUMBER OF SITES</b>	<input type="text" value="0"/>
<input checked="" type="checkbox"/>	Members are placed at 10 or fewer sites (or sites run by fiscal host)	
<input type="checkbox"/>	Members are placed at 11 - 19 sites	
<input type="checkbox"/>	Members are placed at 20 or more sites	
9	<b>FISCAL HOST'S EXPERIENCE WITH THIS AMERICORPS PROGRAM</b>	<input type="text" value="0"/>
<input checked="" type="checkbox"/>	Program is in at least the 4th year with current fiscal host	
<input type="checkbox"/>	Program is in its 3rd year with current fiscal host	
<input checked="" type="checkbox"/>	Program is in its 1st or 2nd year with current fiscal host	
10	<b>PROGRAM DIRECTOR'S EXPERIENCE WITH THIS PROGRAM</b> <i>(BASED ON NEWEST PROGRAM DIRECTOR IF MORE THAN ONE)</i>	<input type="text" value="0"/>
<input checked="" type="checkbox"/>	Program Director is in at least their 3rd year with current program	
<input type="checkbox"/>	Program Director is in their 1st or 2nd year with current program	
11	<b>RESULTS OF PRIOR YEAR'S MEMBER FILE AUDIT</b>	<input type="text" value="0"/>
<input checked="" type="checkbox"/>	No compliance issues were found or no audit conducted	
<input type="checkbox"/>	20% or less of the files reviewed have compliance issues	
<input type="checkbox"/>	More than 20% of the files reviewed have compliance issues	
12	<b>RESULTS OF PRIOR YEAR'S PROGRAM MONITORING OR OTHER SITE VISITS</b> <i>(OTHER THAN MEMBER FILES)</i>	<input type="text" value="0"/>
<input checked="" type="checkbox"/>	No compliance issues were identified during previous year	
<input type="checkbox"/>	1-2 compliance issues were identified during previous year	
<input type="checkbox"/>	More than 2 compliance issues were identified during previous year	

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- |                                     |  |   |
|-------------------------------------|--|---|
| 13                                  | ACCURACY AND QUALITY OF PREVIOUS YEAR'S FICAL MONITORING                 | 0 |
| <input type="checkbox"/>            | No findings  |   |
| <input type="checkbox"/>            | 1 - 2 findings   |   |
| <input type="checkbox"/>            | 3 or more findings   |   |
| <input checked="" type="checkbox"/> | Not applicable   |   |
| 14                                  | MEMBER TRAINING PERCENTAGE   | 4 |
| <input type="checkbox"/>            | 12%-20% met in past program year   |   |
| <input checked="" type="checkbox"/> | Program did not meet 12% minimum in past year                            |   |
| <input type="checkbox"/>            | New Program, not applicable  |   |
| 15                                  | RESULTS OF A PRIOR A-133 AUDIT OR ELECTIVE AUDIT                         | 0 |
| <input type="checkbox"/>            | No findings  |   |
| <input type="checkbox"/>            | Findings, but not related to AmeriCorps program                          |   |
| <input type="checkbox"/>            | AmeriCorps program related findings                                      |   |
| <input type="checkbox"/>            | No audit submitted   |   |
| <input checked="" type="checkbox"/> | No audit required  |   |
| 16                                  | NEED FOR TECHNICAL ASSISTANCE  | 0 |
| <input checked="" type="checkbox"/> | Staff asks for an appropriate level of technical assistance from SI      |   |
| <input type="checkbox"/>            | Staff has a critical, ongoing need for guidance and technical assistance |   |
| 17                                  | ABILITY TO MEET MATCH  | 0 |
| <input checked="" type="checkbox"/> | Met or exceeded  |   |
| <input type="checkbox"/>            | Unmet  |   |
| 18                                  | LAST VISIT WAS CONDUCTED MORE THAN 2 YEARS AGO                           | 0 |
| <input type="checkbox"/>            | Yes  |   |
| <input checked="" type="checkbox"/> | No   |   |

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19	MEMBER TRAINING	3
<input type="checkbox"/>	Weak member orientation & regular trainings and member meetings	
<input checked="" type="checkbox"/>	Adequate member orientation & some trainings and member mtgs	
<input type="checkbox"/>	Strong member orientation & few trainings and member meetings	
20	SUB SITES AND MEMBER COMPLAINTS	3
<input type="checkbox"/>	No complaints	
<input checked="" type="checkbox"/>	Some complaints	
<input type="checkbox"/>	Excessive number of complaints from sites and members	
21	SLOT CONVERSIONS	0
<input checked="" type="checkbox"/>	No conversions	
<input type="checkbox"/>	Adequate number of conversions	
<input type="checkbox"/>	Excessive slot/member conversions	
<b>TOTAL SCORE</b>		<b>34</b>

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## Time/Activity Reporting Sample Policy

### Use

This sample scenario will help you understand the components of reporting staff time and activity. You can use this scenario to help you write your own policy to distribute to your staff individuals whose salaries and fringe are paid in whole or in part through the AmeriCorps\*State grant.

Your policy should explain to your employees how to appropriately fill out the Time Distribution Report (monthly) form, a copy of which can be found on Serve Indiana website. Your policy should list all cost centers (grants or otherwise) from which their salaries and fringe are charged.

### Submission

This policy should be adapted for your internal use and is not submitted to Serve Indiana unless requested.

### File

Keep a copy of the policy you implement on file for review by Serve Indiana or CNCS.

### *-Sample Scenario-*

#### Part 1

Employee, Jane Addams, needs to report the time she spent on each grant or cost center activity during the month of January. The employee derives her time from a calendar, to-do lists, meeting attendance, etc.

As a salaried employee, Jane's employer requires her to work forty (40) hours per week. Jane often works fifty (50) to sixty (60) hours each week. However, the organization may not claim these additional hours. In this particular scenario, Jane's total hours for the month of January equals 184, which is based on an eight (8) hour, five (5) day work week. Jane completes the monthly distribution time sheet at the conclusion of each month, signs it, and submits it to her supervisor for approval.

#### Part 2

Once Jane's monthly time/activity distribution sheet is completed and approved, the organization's fiscal staff will use the sheet to allocate costs. The fiscal staff will derive the [gross pay](#) for each cost center, as well as the share of [the employer-paid fringe benefits](#). The gross pay relies on the employee's hourly rate.

To calculate the hourly rate the staff divides the salary by the number of pays during the organization's fiscal year (in most instances twenty-six [26] or twenty-seven [27]). This will give them the employee's bi-weekly gross salary.

They divide that amount by the number of hours the organization requires the employee to work within a given pay period. In this scenario, Jane's annual salary is \$37,000. This year, Jane will receive twenty-six (26) pays, and will gross \$1,423.08 bi-weekly. Her hourly wage rate ( $\$1,423.08 / 80$ ) is \$17.7885.

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To allocate gross pay, take the hourly wage rate and multiply it by the number of hours reported for each cost center.

In this situation, fixed costs include the employer-paid portion of Jane's medical, vision, and dental insurances. Other employer contributions such as retirement, life, and disability insurances originate from a percentage of Jane's salary. To obtain the share for each of the fixed costs, take the monthly amount the organization pays for Jane and multiply it by the percentage of time Jane devoted to each cost center (103 hours for AmeriCorps\*State / 184). In this scenario, Jane spent fifty-six percent (56%) of her time on the AmeriCorps\*State project. Thus, medical costs claimed from the CNCS share are \$139.95 ( $\$250 \times .56$ ). Look at retirement. Jane's employer-paid retirement benefits are .0325 of Jane's gross salary ( $\$1,832.22 \times .0325$ ), or \$59.55.

### ***Time Distribution Report (monthly)***

#### **Use**

This report is filled out by *staff* individuals who devote time (full or part) to the AmeriCorps program. The employee fills out the report and the supervisor verifies that it is correct. Both the employee and supervisor sign it. For more information on how to accurately complete this form and how to develop a policy for staff regarding this form, see the [Time Reporting](#) section of the handbook.

#### **Submission**

This form is used by program to help them complete OnCorps reporting and invoices.

#### **File**

Keep all originals on file. Time sheets/reports are only submitted to Serve Indiana upon request.

#### **Where Can I Find This?**

This form can be found on [www.serveindiana.gov](http://www.serveindiana.gov) on the "Resources for Grantees" page and can be used in Excel

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1	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	
2	ORGANIZATION NAME <b>Sample, Inc.</b>											<b>MONTHLY TIME DISTRIBUTION REPORT</b>											SOCIAL SECURITY NUMBER		NAME (Last, First Middle Initial) <b>ADDAMS, JANE</b>													
3	MONTH January					YEAR 2010																																
4	<b>DAILY TOTALS - REGULAR TIME</b>																																					
5																																						
6	ACTIVITY	TOTAL TIME	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31					
7	AmeriCorps*State	103.00	5.00	8.00	3.00	1.00	4.00			1.00	1.50	8.00	4.00	8.00			5.00	8.00	3.00	1.00	4.00			1.00	1.50	8.00	4.00	8.00			5.00	8.00	3.00					
8	Grant ABC	40.00	2.00		4.00	5.00	3.00			1.00	1.50		0.50			2.00		4.00	5.00	3.00			1.00	1.50		0.50			2.00		4.00							
9	Grant DEF	11.50	0.50		1.00					2.00	0.50	1.00					0.50	1.00						2.00	0.50	1.00					0.50	1.00						
10	Grant XYZ	14.25	0.25			0.50				2.00	2.00	2.25					0.25			0.50				2.00	2.00	2.25					0.25							
11	Other (Non-Grant Related)	15.25	0.25			1.50	1.00			2.00	2.50	0.25					0.25			1.50	1.00			2.00	2.50	0.25					0.25							
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22	SICK																																					
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24	OTHER PAID																																					
25	PERSONAL																																					
26	TOT. REGULAR HOURS	184.00	8.00	8.00	8.00	8.00	8.00			8.00	8.00	8.00	8.00			8.00	8.00	8.00	8.00			8.00	8.00	8.00	8.00			8.00	8.00	8.00			8.00	8.00	8.00			
27																																						
28	<b>CERTIFICATIONS</b>																																					
29																																						
30	I certify that this is a true and correct report of my time during this period.															I hereby certify that the employee was present and working as indicated by this report.																						
31	_____															_____																						
32	<b>EMPLOYEE</b>															<b>WORKING SUPERVISOR</b>																						
33																																						
34																																						
35																																						
36																																						

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## Verification of Federal Funding Sample Letter

### USE

The sample letter below could be written by the *Program Director* and given to a Member to verify their receipt of federal funding through a living stipend (different rules apply to living stipends provided by match funds, see [Wage Garnishment and Bank Levies](#)).

### SUBMISSION

The Member would submit this form to the appropriate individual/group/judge/court.

### FILE

Always keep a copy in the Member's file and make notes regarding the situation, what was told to the Member, and any follow up communication that may occur.

### WHERE CAN I FIND THIS?

This wording is provided as an example. Program Directors are responsible for creating a letter of their own that conforms to appropriate legal standards and program requirements.

### -SAMPLE-

Letterhead

[DATE]

TO: [NAME]

RE: [Member's Name]

[Member's name] serves [Program Name] as an AmeriCorps member. This AmeriCorps member's term of service began on [DATE w/yr.] and will end on [Date w/yr.].

As long as the individual adheres to the terms of the member agreement the following applies:

The member receives [\$amount] yearly in federal funding as a living allowance paid out bi-weekly during their term of service as dictated by their contract with our organization.

A portion, [\$yearly amount of match], of their living allowance is paid directly by our organization to the member with non-federal funding. The funds are combined into the same check/direct deposit as the federal funds so that the member receives one deposit.

If a wage garnishment is being considered, there are two important points to note. First, per 45 CFR XXV § 2522.245, "A living allowance is not a wage." It is a federally-provided benefit that must be distributed to members only during the term of their service. Second, the federal government has not provided us a waiver that would give permission for the garnishment of the federal portion of the AmeriCorps's members living stipend. For more information regarding the definitions, use of terms, and protections of AmeriCorps member's benefits please refer to 42 U.S.C. 12594.

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According to information provided to us by the federal grantor, the Corporation for National and Community Service, and the laws referenced above, the federal portion of the living allowance is not available for garnishment. If further information is needed regarding this AmeriCorps member or the information provided, please contact me at [phone number].

Sincerely,

[Program Director printed name and Signature]

[Title]

June 27, 2016

## Sample Training Policy

### USE

The sample policy can be used to submit to Serve Indiana and use for the program's training for the year. Members and sites should have access to this and a copy should be kept with the program's files.

### SUBMISSION

The program's final policy/calendar should be submitted to Serve Indiana based on AmeriCorps calendar due date.

### FILE

Always keep a copy in your program's files.

### WHERE CAN I FIND THIS?

This wording is provided as an example. Program Directors are responsible for creating their own policy and calendar.

### -SAMPLE-

**(Program) members** required to spend between 12-20% of their time in training and professional development.

(Discuss program requirements, if all trainings are covered by the program, how members will complete outside trainings)

### Amounts:

- Full Time Members (1700 hour minimum): 204 professional development
- 17/month, 4.5/week\*
- Half Time Members (900 hour minimum): 108 professional development hours
- 9/month, 2.25/week\*

*If a member exceeds their minimum total hours, their training hour totals will go up as the professional development hours are a percentage of the TOTAL hours completed.*

**\*These hours are based on if the member serves 12 full months of service.**

### Basic rules:

- To count an hour as a professional development hour, it must be something that a member wants/needs to learn for future professional development and/or enhances the current service term.
- A member cannot count tasks that help them learn how to complete their service description. **For example, a ...**
- Member may not use volunteer time as training hours.

### **How to document: (Program's should update base on their rules)**

- Members must document their training hours in two ways:
- They must add the time under "training hours" on their timesheet and describe the activity.
- They must also show they attended the training through one of the following options:

### **Types of hours that can be approved:**

- Program Specific Trainings: Orientation, conference calls, retreats, service projects, outreach presentations and volunteer projects approved by the grant.
- Service site orientation: This should immediately follow the member's program orientation and should be documented using the onsite orientation form that is sent to members when they begin their service.
- Other Official Service site Training:
- Professional Development/Civic Engagement Trainings
- Safety Courses
- Other examples as approved by the program director
- What are some examples of approved local trainings?
- Resume workshops
- Active job shadowing (agenda of activities must be accompany approval request)
- Affiliate safety trainings conducted by professional
- Affiliate team building activity/retreat
- Community program-CPR class from Red Cross, nonprofit management seminar, etc.

### **What are examples of trainings that will not be approved?**

- Learning a skill for direct service.
- Reading a book on your free time about affordable housing
- Volunteering outside of the program volunteer projects
- Researching to better understand your direct service activities
- Anything that engages a member in a prohibited activity as defined in the member contract

June 27, 2016

## Financial Management Getting Started Checklist

*Below are the items a program can use to ensure all financial items are in place at the beginning and throughout the program year. This does not need to be submitted to Serve Indiana but should be kept in the program's file to showcase best practices.*

- Enter budget in OnCorps (by due date listed on AmeriCorps deadlines and events calendar)
- Create a Cost Allocation Plan
- Show how your expenses are allocated (split).
- Become acquainted with the CNCS vs. Match percentages stipulated in the contract and make sure the materials you develop adhere to them
- Develop a distribution schedule for the living allowance (weekly, bi-weekly, or monthly). The living allowance should be distributed in equal increments throughout the member's term of service.
- Create a 3<sup>rd</sup> party in-kind contribution form
- Implement timesheets and train staff on correct usage to track the hours they spend on the AmeriCorps grant
- Identify the hourly wage for staff individuals working on the AmeriCorps grant are paid and use that rate multiplied by the number of hours spent on the grant when reporting staff personnel expenses
- Create an accounting system capable of generating a general ledger & trial balance specifically for the AmeriCorps program that is separate from the entire organization
- Enter all due dates for PER's, RFF's, and Federal Financial Report on the office calendar

## Sample member file checklist

<b>Sample Member File Checklist:</b>	
Signed member application and references	
Previous Service Exit Form and End of Year Evaluation (If applicable)	
Member enrollment form (Online)	
Proof of Age	
Documentation of Eligibility	
Parental consent (if member is under18)	
Criminal background check Signed consent form – in member file NSOPW FBI and state(s) check – <u>to be in separate file location</u>	
Signed Member Contact Date entered enrollment into Portal (within 30 days from start)	
Health care enrollment/signed waiver (if eligible-FT or PT serving in FT capacity)	
Publicity Release form	
Child care enrollment information/waiver (if eligible)	
Member Service Gear Form	
Tax Documents: W-4 (beginning of year) and WH-4 (beginning of year) W-2 (end of calendar year)	
Mid-term performance review	
Documentation of Discipline	
Change of Status WBRS print out (suspension, reinstatement)	
End of term performance review	
Documentation for CPC (if applicable)	
Exit Form (online) – entered into Portal within 30 days of end of term	

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## Sample Living allowance policy

### USE

The sample policy can be used to showcase how a program distributes its living allowance to members. Members and sites should have access to this and a copy should be kept with the program's files.

### SUBMISSION

The program's final policy should be submitted to Serve Indiana for monitoring as requested.

### FILE

Always keep a copy in your program's files.

### WHERE CAN I FIND THIS?

This wording is provided as an example. Program Directors are responsible for creating their own policy.

### -Sample-

*Basic Information: The AmeriCorps living stipend (living allowance) is used to help members pay basic costs incurred during their term of service. This is seen as an allowance to the members for their service in AmeriCorps. It is not a wage, it is not based on hours served, nor does it mean the member is an employee of (organization), (program) or AmeriCorps. (Explain policy, how the program is abiding by AmeriCorps regulations with this policy)*

### Amount of Stipend and Service Hours:

- Full Time (1700 Hours of Service): \$(amount)/term
- Half Time (900 Hours of Service): \$(amount)/term

### Start Date/Stipend Groups: All amounts listed below are before taxes.

- Group 1: Full Time and Half Time Members Serving for Full Grant Year
  - Start Dates: Anytime between September 10<sup>th</sup>, 2016-January 1<sup>st</sup>, 2017
  - Stipend Allocation:
  - Full Time Member Amount: \$12,100/12 months= \$1008.33/month
    - Bi monthly amount: \$504.17

*Even if a member begins after the September 10th date, he or she will still receive the same amount of stipend each month if their start date falls between 09/10/16-1/21/2017. They will not receive a lump sum at the end of their service or an increased amount per month*

*\*\*The above stipend policy is based on the 2016 Serve Indiana handbook. The below chart is pulled from that handbook to demonstrate the policy regulations. (include chart)*

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## Sample Member Contract

### USE

The sample contract can be used as template for programs.

### SUBMISSION

The program's member contract should be submitted to Serve Indiana for monitoring as requested.

### FILE

Always keep a copy in your member's files.

### WHERE CAN I FIND THIS?

This wording is provided as an example. Program Directors are responsible for creating their own policy.

### -Sample-

(Program Name)

(Program Year)

### PURPOSE

It is the purpose of this agreement to delineate the terms, conditions, and rules of Membership regarding the participation of (Member Name) (Hereinafter referred to as the "Member") in the (Program Name), (Organization) AmeriCorps Program (hereinafter referred to as the "Program").

### MINIMUM QUALIFICATIONS

The Member certifies that s/he is a United States citizen, a United States national, or a legal permanent resident of the United States, has obtained a high school diploma, GED or equivalent by the end of the service term, and is at least 18 years of age.

### TERMS OF SERVICE

The Member's term of service begins on (start date) and ends on (end date). The program and the Member may agree, in writing, to extend the term of service for the following reasons:

- The Member's service has been suspended due to compelling personal circumstances.
- The Member's service has been terminated, but a grievance procedure has resulted in reinstatement.

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- B) The Member will complete a minimum of (number of hours i.e. 1700) hours of service during the period. Of these ( ) hours, 12- 20% of these hours may be training, education, or other similar approved activities.

C) The Member understands that to successfully complete the term of service (as defined by the program and consistent with regulations of the Corporation for National Service) and to be eligible for the \$ \_\_\_\_\_ education award, s/he must complete at least \_\_\_\_\_ hours of service and satisfactorily complete pre-service training and the appropriate education/training that relates to the Member's ability to perform service.

D) The Member understands that to be eligible to serve a second term of service the Member must receive satisfactory performance reviews for any previous term of service. The Member's eligibility for a second term of service with this program will be based on at least a mid-term and end-of-term evaluation of the Member's performance focusing on factors such as whether the Member has

i) Completed the required number of hours;

ii) Satisfactorily completed assignments, tasks, or projects; and Met any other criteria that were clearly communicated both orally and in writing at the beginning of the term of service.

E) The Member understands, however, that the mere eligibility for an additional term of service does not guarantee selection or placement.

### POSITION DESCRIPTION

The Member will serve as an \_\_\_\_\_. As an \_\_\_\_\_ the Member will be assigned to perform duties as determined by the \_\_\_\_\_. More specifically, the Member will:

(List duties)

As an \_\_\_\_\_, the Member is expected to attend any regularly scheduled (include required meetings/trainings).

### BENEFITS

A) The Member will receive for the Program the following benefits:

A living allowance of \$ \_\_\_\_\_, \$ \_\_\_\_\_ per pay period

The living allowance is taxable and taxes will be deducted directly from the living allowance.

The living allowance will be distributed semi-monthly by direct deposit starting on \_\_\_\_\_.

The living allowance is intended to support the member living expenses during the term of service. If the member's term of service is concluded, successfully or unsuccessfully, prior to the end date of the contract

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period, living allowance payments will cease at the completion of the term of service. The member's final living allowance distribution will be based on the program's living allowance distribution schedule.

Even though the living allowance is not tied to the number of hours served, and in no way should be construed as an hourly wage, Members must be actively serving and in good standing with all required paperwork or the living stipend may be suspended.

The living stipend is not a wage. The member is not an employee of \_\_\_\_\_ (program), (organization), the State of Indiana, or the federal government.

iii) Health care insurance, if the Member qualifies for coverage. **(include information about which members qualify)**

iv) A child care allowance, to be provided directly to the child care provider, if the Member qualifies for the allowance.

v) **Other benefits defined by each site (i.e. room and board, etc.).**

B) Upon successful completion of the Members' full-time term of service, the Member will receive a prorated education award from the National Service Trust.

i) In the event the Member has not yet received a high school diploma (or its equivalent, including an alternative diploma or certificate for individuals with learning disabilities), the Member agrees to \_\_\_\_\_ obtain a high school diploma or its equivalent (unless the Member is enrolled in an institution of \_\_\_\_\_ higher education on an ability to benefit basis or the Program has waived the requirement due to the \_\_\_\_\_ results of the Member's education assessment) prior to receiving the education award.

ii) Member understands that his/her failure to disclose to the Program any history of having been release for cause from another AmeriCorps program will render the Member ineligible to receive the \_\_\_\_\_ education award.

C) If the Member has received forbearance on a qualified student loan during the term of service, and the Member successfully completes the term of service, the National Service Trust will repay any interest that accrued on the loan during the term of service.

### RULES OF CONDUCT

A) At all times while acting in an official capacity as an AmeriCorps Member, the Member is expected to:

**(List rules of conduct)**

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B) Prohibited Activities. While charging time to the AmeriCorps program, accumulating service or training hours, or otherwise performing activities supported by the AmeriCorps program or CNCS, staff and members may not engage in the following activities (see 45 CFR § 2520.65):

Attempting to influence legislation;

Organizing or engaging in protests, petitions, boycotts, or strikes;

Assisting, promoting, or deterring union organizing;

Impairing existing contracts for services or collective bargaining agreements;

Engaging in partisan political activities, or other activities designed to influence the outcome of an election to any public office;

Participating in, or endorsing, events or activities that are likely to include advocacy for or against political parties, political platforms, political candidates, proposed legislation, or elected officials;

Engaging in religious instruction, conducting worship services, providing instruction as part of a program that includes mandatory religious instruction or worship, constructing or operating facilities devoted to religious instruction or worship, maintaining facilities primarily or inherently devoted to religious instruction or worship, or engaging in any form of religious proselytization;

Providing a direct benefit to—

A business organized for profit;

ii. A labor union;

iii. A partisan political organization;

iv. A nonprofit organization that fails to comply with the restrictions contained in section 501(c)(3) of the Internal Revenue Code of 1986 related to engaging in political activities or substantial amount of lobbying except that nothing in these provisions shall be construed to prevent participants from engaging in advocacy activities undertaken at their own initiative; and

v. An organization engaged in the religious activities described in paragraph 3.g. above, unless CNCS assistance is not used to support those religious activities;

Conducting a voter registration drive or using CNCS funds to conduct a voter registration drive;

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Providing abortion services or referrals for receipt of such services; and

Such other activities as CNCS may prohibit.

Nonduplication: Corporation assistance may not be used to duplicate an activity that is already available in the locality of a program. And, unless the requirements of paragraph (f) of the AmeriCorps provisions section are met, Corporation assistance will not be provided to a private nonprofit entity to conduct activities that are the same or substantially equivalent to activities provided by a State or local government agency in which such entity resides

An employer (service site) may not displace an employee or position, including partial displacement such as reduction in hours, wages, or employment benefits, as a result of the use by such employer (service site) of a participate in a program receiving Corporation assistance.

An AmeriCorps member may spend no more than ten percent of his or her originally agreed-upon term of service, as reflected in the member enrollment in the National Service Trust, performing fundraising activities, as described in 2520.40

AmeriCorps members may:

Raise resources directly in support of your program's service activities

AmeriCorps members may not:

Raise funds for living allowances or for an organization's general (or opposed to project) operating expenses or endowment

Write a grant application to the Corporation or to any other Federal Agency

AmeriCorps members may not engage in the above activities directly or indirectly by recruiting, training, or managing others for the primary purpose of engaging in one of the activities listed above. Individuals may exercise their rights as private citizens and may participate in the activities listed above on their initiative, on non-AmeriCorps time, and using non- CNCS funds. Individuals should not wear the AmeriCorps logo while doing so.

The Member understands that the following acts also constitute a violation of the program's rules of conduct:

(include violations)

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Under the Drug-Free Workplace Act, you must immediately notify the Program Director in writing if you are convicted under any criminal drug statute. Your participation in the Program is conditioned upon compliance with this notice requirement and we will take action for violation of this.

In accordance with the Drug Free Workplace Act, 41 U.S.C. 701 et seq, implementing regulations 45 C.F.R. 2542, and the Grantee's certification, the Grantee must publish a statement notifying Members that:

The unlawful manufacture, distribution, dispensation, possession or use of a controlled substance is prohibited in the Grantee's workplace and Program;

Conviction of any criminal drug statutes must be reported immediately to the Program;

That Member's participation is conditioned upon compliance with the notice requirements; and

Certain actions will be taken against Members for violations of such prohibitions.

Member, please initial here \_\_\_\_\_

E) In general, for violating the above stated rules in section 6 (C), the program will do the following (except in cases where during the term of service the Member has been charged with or convicted of a violent felony, possession, sale or distribution of a controlled substance):

i) (Include steps for disciplinary measures)

F) The Member understands that s/he will be either suspended or released for cause in accordance with paragraphs (B), (D), and (E) of section 7 of this agreement for committing certain acts during the term of service including but not limited to being convicted or charged with a violent felony, possession, sale, or distribution of a controlled substance.

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G) Civil Rights Statement regarding Service Participants: We continue to maintain the policy stated in our June 6, 1994 Civil Rights Statement:

Recognizing that the fabric of our society is strengthened by the diversity of its citizens, the policy of the Corporation for National and Community Service is to ensure a mutual respect for all differences among us. Participation in the Corporation and its programs and projects will be based on merit and equal opportunity for all, without regard to factors such as race, color, national origin, sex, sexual orientation, religion, age, disability, political affiliation, marital or parental status, military service, or religious, community, or social affiliations.

By adhering to this policy, the Corporation will be able to foster civic responsibility, strengthen the ties that bind us together as a people, and provide educational opportunity for those who make a substantial commitment to service.

Any volunteer, service participant, client, employee or beneficiary of a program or project who believes he or she has been subjected to discrimination in violation of nondiscrimination provisions of applicable laws, regulations or this policy may raise his or her concerns with the Corporation's Equal Opportunity Office. However, discrimination claims not brought to the attention of our Equal Opportunity Office within 45 days of their occurrence may not be accepted in a formal complaint of discrimination. Our Equal Opportunity Office may be reached at (202) 606-5000, extension 312 (voice), (202) 565-2799 (TDD), [eo@cns.gov](mailto:eo@cns.gov)

The Corporation's Equal Opportunity Office attempts to resolve concerns about discrimination promptly and when possible uses an informal conciliation process to do so. We encourage, but do not require, volunteers, service participants, and other beneficiaries to first bring concerns about discrimination to the director or appropriate personnel of the program or project. We likewise encourage directors of programs

and projects to facilitate prompt resolution of these concerns. Program Director contact is (name/contact information)

Member, please initial here \_\_\_\_\_

H) Our policy is to provide work and service environments free from sexual, racial, national origin, or religious harassment. Whether in Corporation or grantee offices, in other work- or service-related settings such as service sites, training sessions, or site visits, or at work- or service-related social events, such harassment is unacceptable. Sexual harassment involves unwelcome sexual advances, requests for sexual favors, or any verbal, physical or graphic conduct of a sexual nature when:

- i) submission is explicitly or implicitly a term or condition of employment or service;
- ii) submission or rejection is a basis for work or service decisions; or

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iii) such conduct has the purpose or the effect of interfering with work or service performance or creating an intimidating, hostile, or offensive work or service environment.

Slurs and other verbal or physical conduct relating to an individual's race, national origin or religion also constitute harassment when that conduct's purpose or effect is to interfere with work or service performance or create an intimidating, hostile, or offensive work or service environment.

Member, please initial here \_\_\_\_\_

Persons who believe they have been subjected to harassment in violation of non-harassment provisions of applicable laws, regulations or this policy may raise their concerns with our Equal Opportunity Office. However, claims of unlawful harassment not brought to the attention of our Equal Opportunity Office within 45 days of their occurrence may not be accepted in a formal complaint of discrimination. Our Equal Opportunity Office may be reached at (202) 606-5000, extension 312 (voice), (202) 565-2799 (TDD), [eo@cns.gov](mailto:eo@cns.gov)

We encourage, but do not require, volunteers, service participants, and other beneficiaries to first bring concerns about harassment to the director or appropriate supervisory personnel of the program or project. We likewise encourage programs and projects to facilitate prompt resolution of these concerns. The Program Director contact is (name and contact information).

### MOBILIZATION AND DEPLOYMENT IN TIMES OF DISASTER

(Update information based on program rules and CNCS regulations)

### RELEASE FROM TERMS OF SERVICE

A) The Member understands that s/he may be released for the following two reasons:

For cause, as explained in paragraph (B) of this section; or

For compelling personal circumstances as defined in paragraph (C) of this section.

B) The program will release the Member for cause for the following reasons:

i) The Member has dropped out of the program without obtaining a release for compelling personal circumstances from the appropriate program official;

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ii) During the term of service the Member has been convicted of a violent felony or the sale or distribution of a controlled substance;

The Member has committed any of the following acts: (update based on program policy)

C) The program may release the Member from the term of service for compelling personal circumstances if the Member demonstrates that:

- i) The Member has a disability or serious illness that makes completing the term impossible;
- ii) There is a serious injury, illness, or death of a family Member which makes completing the term unreasonably difficult or impossible for the Member;
- iii) The Member has military service obligations;
- iv) The Member has accepted an opportunity to make the transition from welfare to work; or
- v) Some other unforeseeable circumstance beyond the Member's control that makes it impossible or unreasonably difficult for the Member to complete the term of service, such as a natural disaster, a strike, relocation of a spouse, or the nonrenewable or premature closing of a project or the program.
- vi) Member must provide reasonable documentation to warrant compelling circumstances.

Documentation must be received within 15 days after the last day of service and effective termination date will be the date that documentation of compelling circumstances is received by the program director. Failure to provide such documentation may result in loss of compelling circumstances status and result in loss of pro-rated education award.

D) The program will suspend the Member's term of service for the following reasons

(Include program specific information)

E) The program may suspend the Member's term of service for violating the rule of conduct provisions in accordance with the rules set forth in paragraph (c) of section 6 of this agreement.

F) If the Member discontinues his/her term of service for any reason other than a release for compelling personal circumstances as described in paragraph (b), (d), and (e), the Member will cease to receive the benefits described in paragraph (A) of section 5 and will receive no portion of the education award or interest payments.

If the Member discontinues his/her term of service due to compelling personal circumstances as described in paragraph (C) of section 7 of this agreement, the Member will cease to receive benefits described in paragraphs (B) and (C) of section 5.

H) If the Member discontinues his/her term of service due to compelling personal circumstances as described in paragraph (C) of section 7 of this agreement, the Member will cease to receive benefits described in

paragraphs (B) and (C) of section 5. Member must provide reasonable documentation to warrant compelling circumstances. (update with program specific regulations)

GRIEVANCE PROCEDURES (update based on Serve Indiana options chosen by program)

10) SERVICE SITE SUPERVISION

(include program specific roles and rules)

12) AMENDMENTS TO THIS AGREEMENT

This agreement may be changed or revised by written consent by both parties

13) AUTHORIZATION

Member, Supervisor and Program Director Signatures and Dates

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## Sample Service Site Agreement

### USE

This sample service site agreement can be used as a template for programs.

### SUBMISSION

The program's final service site agreement should be submitted to Serve Indiana for monitoring as requested.

### FILE

Always keep a copy in your program's files.

### WHERE CAN I FIND THIS?

This wording is provided as an example. Program Directors are responsible for creating their own service site agreement.

### -Sample-

## Memorandum of Understanding

Between

**Program**

And

**Service site**

**1 Full Time (1700 Hours of Service) (program name) member (s)** sponsored by (program) will serve one term of service at the above site to provide direct service and support to ..... The purpose of this Memorandum is to delineate the terms, conditions, roles and responsibilities that will guide this working relationship. It is understood by the site that the performance of this agreement by **(organization)** is contingent upon receipt of continued funding from the Corporation for National and Community Service for the program year covered in this agreement.

### Performance Terms

**Organization** and **Service Site** shall commence performance of this agreement on or about \_\_\_\_\_ and **complete it by** \_\_\_\_\_ or once all active members end their term of service.

The site will provide support costs associated **(if applicable)**

The amount agreed upon is **\$.** (**\$\_\_\_\_\_ for a Full Time Member**)

**Organization Duties (program host)**

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As the administering organization, (program) will assist in the recruitment and is responsible for assisting in the training of the AmeriCorps Member(s) who is assigned to the site providing her/him benefits and support services, and supporting her/him in direct service activities consistent with the purpose of achieving the mission and goals of the AmeriCorps program and the national service movement.

Program Sample items:

- Living allowance
- Training members/sites
- Formal site visits/evaluations
- Program Evaluation
- Data collection and reporting
- Grant management

**Service Site** Sample items:

- Recruitment/retention (use AC logos)
- Data collection
- Member supervision
- In kind donations
- Abide by AmeriCorps rules, regulations, provision
- Drug free workplace
- Site specific trainings and orientation (include list of required items)
- Support costs
- Follow program/AmeriCorps policies for discipline/leave
- Treat the member as part of the organization's team, including her/him in appropriate staff meetings, retreats and training events.
- Ensure that the member's service is directly tied to and supports progress toward the program objectives (list objectives)
- Understand that the site shall follow all grievance procedures (list)
- Understand that 12-20% of a member's time must be spent in training/professional development activities. Allow member to leave for program trainings.
- Participate in the evaluation of the Member at least twice (for full time/half time members) or at least one time (for quarter time members) during the member's term by providing input to the program staff.
- Not engage the Member in activities prohibited by AmeriCorps, as stated in Member Contract, or in the AmeriCorps Rules and Provisions and CFR 45.
- Notify Program Director immediately if the member is injured and take all reasonable and prudent steps to ensure the safety of the member while in service to your organization. All incidences requiring medical attention should be reported to the Program Director within 24 hours and a first report of injury should be completed.
- Cooperate with program regarding public relations announcements, materials, and media interactions concerning program. Assist with public relations and awareness efforts through the display of banners,

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etc., when appropriate. An AmeriCorps placard should be prominently displayed at each service site to identify participation.

- Cooperate with program evaluation
- Rules of conduct for service site and disciplinary measures

Endorsements

Program, Site signatures and dates

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## Signatory Authority Form

### USE

The sample Signatory Authority Form can be used for programs to help understand what signatures are needed when requested by Serve Indiana.

### SUBMISSION

The updated/final form should be submitted to Serve Indiana when requested on the calendar.

### FILE

Always keep a copy in your program's files.

### WHERE CAN I FIND THIS?

The form will be released to programs at least 2 weeks before and will be available on Serve Indiana's website.

### -Sample-

Host Organization: ABC INC  
Address: 1234 SEASAME STREET  
City, State, Zip: ANYTOWN, USA, 12345

*The board of directors of the above-mentioned organization has granted signatory authority to the individual or individuals noted below.*

	<u>Primary</u>	<u>Secondary 1</u>	<u>Secondary 2</u>
Name:	Jane Doe	John Smith	Jack J. Hill
Title	Executive Director	Chief Financial Officer	Program Director
Telephone	888-555-1212	888-555-1213	888-555-1214
Email	<a href="mailto:jdoe@abc.net">jdoe@abc.net</a>	<a href="mailto:jsmith@abc.net">jsmith@abc.net</a>	<a href="mailto:jhill@abc.net">jhill@abc.net</a>
	(Please check all that apply)	(Please check all that apply)	(Please check all that apply)

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Authorized Legal  
Signatures:

State Grant Agreement  
Member Contracts  
Member-related forms  
Program Applications  
Program Management  
Forms  
Quarterly Progress Reports  
Financial Status Reports  
Grant Closeout Package  
Request for Reimbursement  
Service site Agreement(s)  
Correspondence  
Other:

State Grant Agreement  
Member Contracts  
Member-related forms  
Program Applications  
Program Management  
Forms  
Quarterly Progress Reports  
Financial Status Reports  
Grant Closeout Package  
Request for Reimbursement  
Service site Agreement(s)  
Correspondence  
Other:

State Grant Agreement  
Member Contracts  
Member-related forms  
Program Applications  
Program Management  
Forms  
Quarterly Progress Reports  
Financial Status Reports  
Grant Closeout Package  
Request for Reimbursement  
Service site Agreement(s)  
Correspondence  
Other:

Signature:

Signature:

Signature:

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## Sample background check policy

### USE

The sample policy can be used to showcase a program's background check policy and the waiver they use for members/covered positions. Members and sites should have access to this and a copy should be kept with the program's files.

### SUBMISSION

The program's final policy should be submitted to Serve Indiana for monitoring as requested.

### FILE

Always keep a copy in your program's files.

### WHERE CAN I FIND THIS?

This wording is provided as an example. Program Directors are responsible for creating their own policy.

### -Sample-

(Program) Criminal History Check Policy

All (program) applicants' eligibility is contingent upon successful completion of Limited Criminal History (Indiana and state of residence at time of application), FBI and National Sex Offender Registry (NSOPW) Checks.

Each applicant, both member applicants and AmeriCorps funded staff applicants (includes match and CNCS funded) to the program must consent to a nation-wide criminal history check prior to their acceptance to the program by completing an *Authorization Form*. This form requires the applicant to provide a government-issued photo ID (valid driver's license, passport, etc.) All type of member positions must go through this process.

The FBI, State Criminal History Check(s) may be initiated at the time of application to the program by the Program Director. If this step is not taken, the check must be initiated at least before the member/staff person begins to accrue hours. Initiation means the day the appointment is scheduled or check is requested. NSOPW are the exception to this rule, full results must be completed prior to start of service. Staff must document initiation this by printing out a date stamped receipt of appointment or check request. NSOPW are the exception to this rule, full results must be completed prior to start of service.

Results will be documented in a separate file from the member/staff. Results will be printed documentation with a date/time stamp. This will include all initiation and results documentation as well as a checklist of steps taken and dates completed. (Program) may share the results of any criminal history checks with (\_\_\_\_\_).

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June 27, 2016

(Program) ensures that the results of any FBI, Indiana Criminal History Check and NSOPW will be confidential; stored in a secure location, accessible only to the aforementioned individuals. These results will be stored according to AmeriCorps record retention policy and (organization) policy.

Applicants will automatically be excluded from participation from the AmeriCorps program if:

- He/She appears on the NSOPW
- He/She refuses to consent to *the Authorization Form*
- He/She makes a false statement in connection with the inquiry concerning the individual's criminal history
- The criminal history check produces any of the following unfavorable results:
  - Any felony
  - Any non-misdemeanor theft
  - Any crime against a child (felony or non-felony)
  - Any crime of domestic violence (felony or non-felony)

Any of the aforementioned unfavorable results will be reviewed within \_\_\_\_\_

Applicants will have an opportunity to review and challenge the factual accuracy of an unfavorable result before action is taken to exclude him/her from a position with the (program)

### Sample Criminal History Check Applicant Authorization Form

I \_\_\_\_\_ give permission for AmeriCorps Program to conduct

(Name of Applicant)

An FBI and limited criminal history check from Indiana and the state from which I applied, as necessary, prior to my acceptance to the AmeriCorps program. I have received and reviewed a copy of the (program) *Criminal History Check Policy* and understand that selection to the (program name) program is contingent upon the organization's review of any criminal history.

Applicant, please initial here \_\_\_\_\_

In addition, I authorize (program) to share the results of any criminal history checks with \_\_\_\_\_ I understand that the results of any Indiana Criminal History Check will be confidential; stored in a secure location, accessible only to the aforementioned individuals.

Applicant, please initial here \_\_\_\_\_

I understand that I will automatically be excluded from the program for the following reasons:

- I appear on the National Sex Offender Website (NSOPW)
- I refuse to consent to *the Authorization Form*
- I make a false statement in connection with the inquiry concerning my criminal history

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June 27, 2016

- The criminal history check produces any of the following unfavorable results:
- Any felony
- Any non-misdemeanor theft
- Any crime against a child (felony or non-felony)
- Any crime of domestic violence (felony or non-felony)

Finally, I understand that I will have an opportunity to review and challenge the factual accuracy of any of the aforementioned unfavorable results before action is taken to exclude me from a position with the (program)

Applicant, please initial here \_\_\_\_\_

Please identify your state of residence: \_\_\_\_\_

Are you currently enrolled as a student at a college or university?

(Circle One) YES NO

If YES, what is the name of your college or university? \_\_\_\_\_

Applicant Signature and Date

\_\_\_\_\_ Verification of the applicant's identity by examining a government-issued photo identification card (Driver's License, Valid U.S. Passport, etc.)

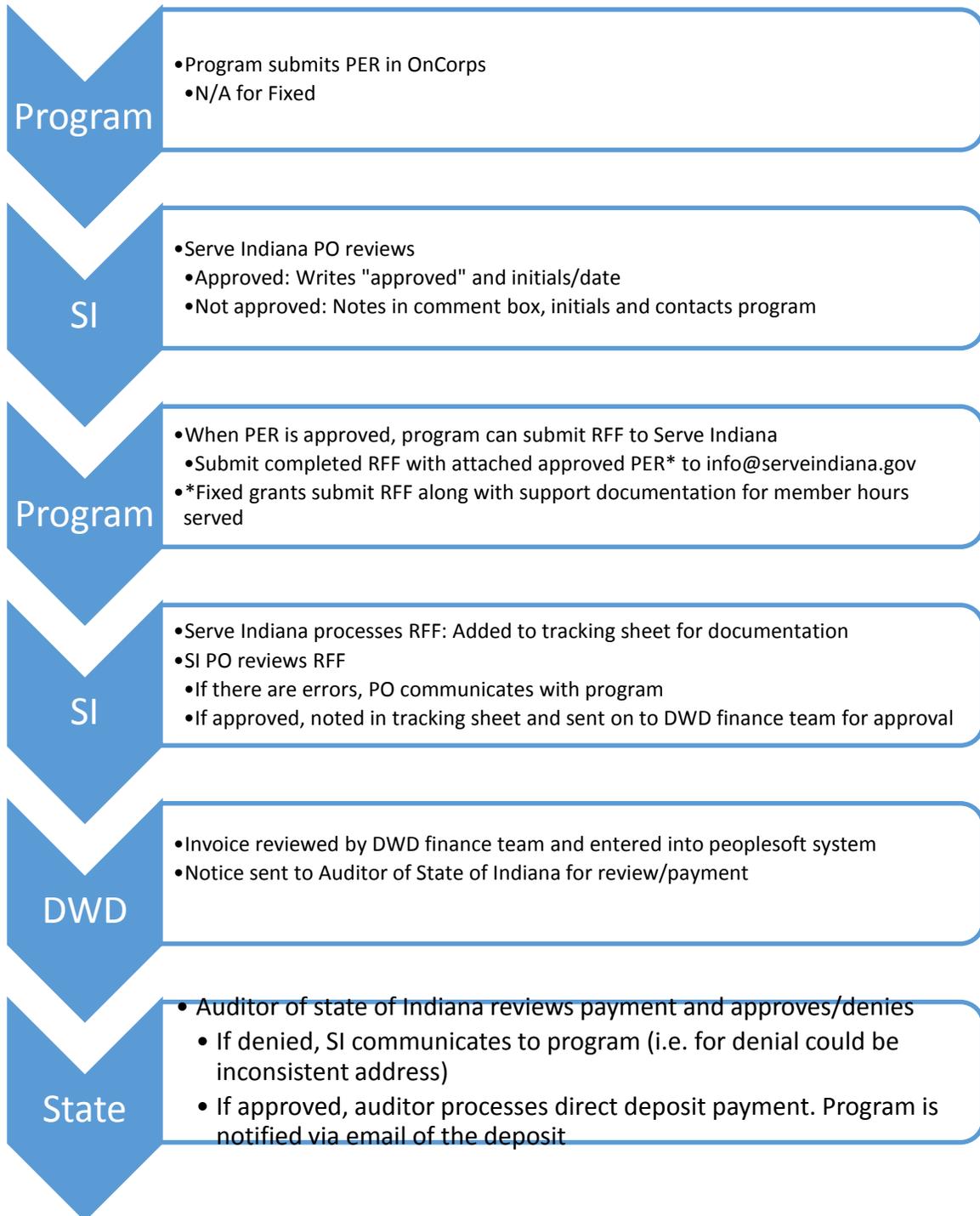
Signature of Executive Director/Supervisor/Program Director and Date

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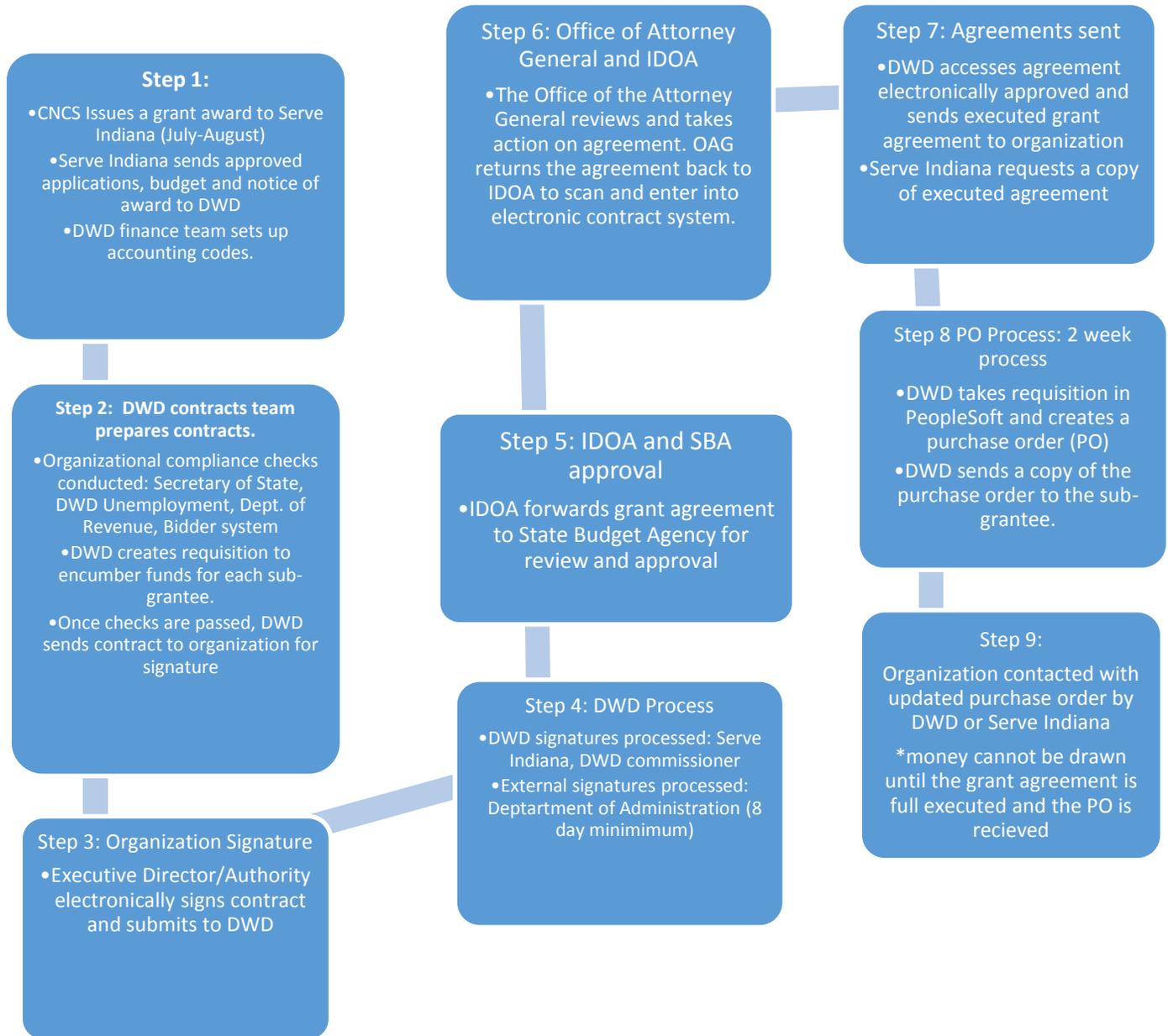
## AmeriCorps Lingo Handout

It's not a job, job training, or typical volunteer position, it's a...	Service ~ or ~ Service Project
We're not employees, apprentices, or typical volunteers, we're...	Members ~ or ~ AmeriCorps Members ~ or ~ National Service Participants
We don't perform clerical duties or answer the phones because we...	Get Things Done ~ or ~ Have National Priorities
It's not an entitlement, cash award, scholarship, it's an... It's NOT paid directly to students because it's an... It's paid directly to a post-secondary institution because it's an... It isn't transferable to any family member because it's an... It's paid through the National Service Trust fund so it's an...	Education Award
It's not a wage, salary, or paycheck, it's a...	Living Allowance
It's not a work site or job site, it's a... I serve at a safe and drug-free...	Service Site
They're not the feds, they're the...	Corporation for National and Community Service
They're not the AmeriCorps office, they're the...	Serve Indiana
We're not a corps, we're...	AmeriCorps ~ or ~ AmeriCorps Team
We do not wear uniforms, we wear	AmeriCorps Gear ~ or ~ AmeriCorps Greys

## AmeriCorps\*State Reimbursement Process



## AmeriCorps\*State Grant Agreement Process



June 27, 2016

## Division of Family Resources Sample Letter

July 11, 2016

Division of Family Resources

1234 Your St.

Your town, IN

(123) 456-7890

To Whom It May Concern:

This letter is to confirm that *<member name>* is an AmeriCorps\*State member and has elected to serve at *<program name>*. His/her start date was *<start date>*.

AmeriCorps\*State is a government program that was created by the National and Community Service Act of 1990. He/she is serving in a full-time capacity and receives a living allowance or stipend of \$*<stipend amount>* for a one-year term of service. He/she does not receive a "wage" or "salary" from either AmeriCorps\*State or *<program name>*. Please also see the attached memo from the Department of Workforce Development.

A specific policy in the FSSA Program Policy Manual for Cash Assistance, Food Stamps and Health Coverage (a.k.a. the ICES Manual) addresses the issue of AmeriCorps payments. Below I have included an excerpt from the manual:

### 2845.50.05 AmeriCorps Program (F)

Payments made from the AmeriCorps Program are excluded from income for Food Stamp purposes, except when the individual is participating in an OJT (On the Job Training) Program and the individual is not a dependent, (age 18 or under). If verification of participation in AmeriCorps cannot be obtained locally you may call (202) 606-5000 to verify a recipients AmeriCorps Membership status. You must provide the recipient's Social Security number to AmeriCorps. (f33)

If you have any questions, please feel free to contact me.

Sincerely,

*<program name>*

June 27, 2016

## SERVE INDIANA

10 North Senate Avenue, SE 205,  
Indiana Government Center South  
Indianapolis, IN 46204

(317) 233-4273

[info@serveindiana.gov](mailto:info@serveindiana.gov)

[www.serveindiana.gov](http://www.serveindiana.gov)

*@ServeIndiana*