Member Service Agreement

Program Year 2026-2027

I. PURPOSE

The purpose of this Member Service Agreement (MSA) is to describe the terms, conditions, and rules of membership regarding the participation of _____ (hereafter called the "Member") in the Marshfield Clinic AmeriCorps Community Corps AmeriCorps Program (hereafter called the "Program").

This agreement provides information about Member benefits, rights and responsibilities, and other expectations and conditions which govern the terms of service. The MSA should not be signed by any party without reviewing the detailed terms outlined in the document. Each signature constitutes an agreement and promise to comply with all project requirements.

II. MEMBER ELIGIBILITY

To be eligible to enroll in AmeriCorps, the Member certifies that they:

- Are a citizen of the United States, a United States national, or a legal permanent resident of the United States;
- Are at least 17 years of age; and
- Have obtained a high school diploma or GED or agrees to obtain a high school diploma or GED before receiving an Education Award.
- The Member must consent to and satisfactorily pass the required criminal history checks before beginning serving hours with the Program. If circumstances are warranted that another check should be completed within the program year, the Member must also pass that check to remain in the Program. Failure to pass that check is grounds to be terminated for cause.

Service as an AmeriCorps member is contingent on the results of the National Service Criminal History Check. Any person convicted of murder as defined and described in section 1111 of title 18, United States Code, as well as anyone who appears or should appear on the National Sex Offender Registry is ineligible to serve as an AmeriCorps member. The member understands that they have the right to challenge the factual accuracy of any findings.

Additionally, some service sites may have additional criminal history requirements (e.g. Wisconsin Caregiver background check, Wisconsin Circuit Court Access).

III. TERMS OF SERVICE

The Member's term of service will begin no sooner than September 14, 2026 and generally concludes on August 27, 2027. Please see the section *Additional Agreement Terms, Conditions and Rules* later in this document for Member's specific start and end dates. This section can be found just before the Appendices.

The Program and the Member may agree to extend the term of service, in writing, for the following reasons:

- The Member's service has been suspended; or
- The Member's service has been terminated, but a grievance procedure has resulted in reinstatement.

Members will be enrolled for either full-time service (1700 hours), three-quarter-time service (1200 hours), or half-time service (900 hours). The number of hours identified for each term status are minimum hours that must be completed for a successful term of service. Please see the section *Additional Agreement Terms, Conditions and Rules* for Member's specific term status.

A maximum of 20% of Member's hours may include training, education, or other similar approved activities.

The Member is responsible to submit weekly timesheets. Through the act of submitting hours, the Member is ensuring that all hours recorded are truthful, include accurate descriptions, and fall within the scope of the Program. Timesheets must be verified electronically by Member's host site supervisor and will be monitored by Program staff.

The Member understands that to successfully complete the term of service as defined by the Program and consistent with the regulations of AmeriCorps, and to be eligible for the education award benefits, the Member must:

- Complete the required term of service and meet or exceed the service hours required for their position;
- Ensure satisfactory completion of service assignments, tasks, or projects as defined by the Host Site and as documented in evaluations prepared by the Host Site Supervisor;
- Attend Member trainings and meetings; and
- Meet any other criteria that were clearly communicated both orally and in writing throughout the term of service.

To be eligible to serve a subsequent term of service, the Member must have received satisfactory performance reviews for any previous terms of service. The Member understands that eligibility for an additional term of service does not guarantee selection or placement.

IV. POSITION DESCRIPTION

The Member will be placed at _____ service site. The Member's immediate supervisor is _____, who can be reached by email at _____ or by phone at _____. The Member will also report to _____, AmeriCorps Program Staff.

See **Appendix A – AmeriCorps Position Description** for a full description of Member duties and responsibilities.

V. BENEFITS

The Member will receive the following benefits:

A. Living Allowance

The living allowance is designed to help members meet the necessary living expenses incurred while serving in the AmeriCorps Program. Members cannot be paid a living allowance on an hourly basis. It is not a wage and cannot fluctuate based on the number of hours the Member serves in a given time period. The Member will receive the same prorated amount of living allowance for each period, regardless of the number of hours served during that period. The living allowance is taxable income subject to deductions for federal income tax, Social Security, and Medicare. Withholding deductions will vary according to the number of dependents claimed on the W-4.

The Member will receive a living allowance, less tax and all other required withholding, which will be distributed bi-weekly. Please see the section *Additional Agreement Terms, Conditions and Rules* for Member's gross bi-weekly living allowance and maximum amount to be earned during the term.

If called for jury duty, the Member will continue to accrue normal service hours and receive the living allowance and health benefits.

Members with military reservist responsibilities should attempt to fulfill their two-week annual active duty requirement when it will not disrupt their AmeriCorps service. If this is not possible, Members will receive AmeriCorps service hour credit during their two-weeks of active duty in the reserves. No AmeriCorps service credit is earned for the once-a-month duty weekend service in the military reserves.

B. Education Award

Upon successful completion of the Member's full term of service, they will receive an education award from the National Service Trust in the amount of:

☐ $7,395.00 (Full-time) ☐ $5,176.50 (Three-quarter time) ☐ $3,697.50 (Half-time)

The education award can be used to repay qualified student loans, to pay the cost of attending qualified institutions of higher education including certain vocational programs, or to pay current expenses while participating in an approved school-to-work program.

The Member must use the education award within seven years of their completion of AmeriCorps service, and it is taxable in the year(s) in which it is expended. The Member must receive a high school diploma or its equivalent (including an alternative diploma or certificate for individuals with disabilities) before using the education award.

Members who are 55+ at the time of enrollment may transfer the education award to a child, stepchild, grandchild, step-grandchild or foster child.

A Member may only earn an equivalent of two full-time education awards in their lifetime, regardless of the length of the term of service.

The Member understands that failure to disclose any history of having been released for cause from another AmeriCorps Program will render the Member ineligible to receive the education award.

C. Workers' Compensation

Members are covered by workers' compensation for service-related accidents through the Program. Coverage provides compensation for illness or injury if it is caused or aggravated by the performance of the Member's authorized duties.

Workers' compensation does not provide coverage for conditions aggravated by the Member's own misconduct, voluntary intoxication, or willful intent to bring about the injury or death to themselves or others. This coverage will pay medical benefits to Members in case of injury while performing the usual and customary duties of their Program assignment. It does not pay for time lost due to injury. Accidents or injuries must be reported to Program staff within 24 hours of occurrence.

D. Unemployment Insurance

Wisconsin state statute 108.02(15)(j)7 states: "Employment" as applied to work for a given employer, except as such employer duly elects otherwise with the department's approval, does not include service by an individual who is a participant in the AmeriCorps program, in a program that is funded under 42 USC 12581 (a) or (d) (1) or (2), except service performed pursuant to a professional corps program as described in 42 USC 12572 (a) (8) or service performed pursuant to an innovative education award only program under 42 USC 12653 (b).

E. Health Care Insurance

The Program will provide health care insurance for eligible full-time Members (who are not currently covered by another health care provider) during their term of service. Dependents and family members of AmeriCorps Members are not eligible for coverage through the insurance policy. The Member is responsible for co-payments and/or deductibles. The Member must notify the Program if their eligibility status for health care insurance changes during their term of service.

All Members, including Members that are ineligible to receive health insurance or those already covered by another health insurance plan, must complete the Health Care Enrollment form.

The Member's Health Care Insurance Eligibility:

☐ Eligible

☐ Not Eligible

Member, if eligible please initial next to your selection:

_____ I ACCEPT the AmeriCorps health insurance which will become effective on my program start date. I WILL NOT be enrolled in any other insurance coverage during the program year while I am enrolled in the AmeriCorps health insurance.

_____ I DECLINE the AmeriCorps health insurance offered to me. I WILL be enrolled in other health insurance coverage that will be maintained for the duration of my service year.

F. Child Care Allowance

A child care allowance will be provided to eligible Members with children under 13 years of age serving in a full-time capacity. The child care provider must be approved under the GAP Solutions, Inc. (GAPSI) guidelines. Child care allowances will be paid directly to the provider by GAPSI. Eligibility for AmeriCorps child care assistance ends when the Member's term of service ends. If the Member is receiving AmeriCorps child care assistance through GAPSI, the Member must notify GAPSI immediately after the Member's term ends, or if their full-time capacity status changes. Additional information and forms may be found online at: https://americorpschildcare.com/.

All Members, including Members ineligible to receive a childcare allowance must complete the Childcare Allowance Waiver information:

The Member's Childcare Eligibility:

☐ Eligible

☐ Not Eligible

Member, if eligible please initial next to your selection:

_____ I am interested in the childcare benefit. Please email me information about eligibility requirements and how to apply. Check this link for basic information about this benefit.

_____ I am not interested in the childcare benefit.

G. Loan Forbearance
Individuals who are serving a term of service in an approved AmeriCorps position may be eligible to temporarily postpone the repayment of their qualified student loans through an action called loan forbearance.

Members must request forbearance from the loan holder by completing the National Service Forbearance Request Form. The National Service Trust does not grant forbearances; the loan holders do. Members whose loans are in current default status are not eligible for this benefit.

H. Interest Payments
While a loan is in forbearance during the term of service, interest continues to accrue. The National Service Trust may repay all, or a portion of the interest accrued on qualified student loans once a term of service is successfully completed. However, if the member leaves for non-compelling reasons, the Trust will not pay the interest. Any interest paid will be taxed as income.

I. Employee Assistance Program
Serve Wisconsin offers members an EAP program called LifeMatters. All members enrolled in the Program are eligible for LifeMatter benefits.

J. ***Please note:*** *The Federal Family Medical Leave Act, (FMLA) applies to full-time staff and members that have served for more than 12 months and at least 1,250 hours when the grantee has 50 or more employees/ members at a work/service site per 29 U.S.C. 2611. See 42 U.S.C. 12631; 45 CFR § 2540.220.*

Members released for cause will no longer receive the living stipend, health care benefits, childcare benefits, and will not receive any portion of the education award or interest payments.

VI. PROHIBITED ACTIVITIES

A. While charging time to the AmeriCorps program, accumulating service or training hours, or otherwise performing activities supported by the AmeriCorps Program or AmeriCorps, staff and members may not engage in the following activities:
   1. Attempting to influence legislation;
   2. Organizing or engaging in protests, petitions, boycotts, or strikes;
   3. Assisting, promoting, or deterring union organizing;
   4. Impairing existing contracts for services or collective bargaining agreements;
   5. Engaging in partisan political activities, or other activities designed to influence the outcome of an election to any public office;
   6. 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;
   7. 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;
   8. Providing a direct benefit to:
      a. A business organized for profit;
      b. A labor union;
      c. A partisan political organization;

d. A nonprofit organization that fails to comply with the restrictions contained in section 501(c)(3) of the Internal Revenue Code of 1986 except that nothing in this section shall be construed to prevent participants from engaging in advocacy activities undertaken at their own initiative;
e. An organization engaged in the religious activities described in paragraph 7 above, unless AmeriCorps assistance is not used to support those religious activities;

9. Conducting a voter registration drive or using AmeriCorps funds to conduct a voter registration drive;
10. Providing abortion services or referrals for receipt of such services; and
11. Such other activities as AmeriCorps may prohibit.

B. 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-AmeriCorps funds. Individuals should not wear the AmeriCorps logo while doing so.

In addition to the above activities, the below activities are additionally prohibited:

Any activity prohibited by applicable Executive Order/Memorandum.

Census Activities. AmeriCorps members and volunteers associated with AmeriCorps grants may not engage in census activities during service hours. Being a census taker during service hours is categorically prohibited. Census-related activities (e.g., promotion of the Census, education about the importance of the Census) do not align with AmeriCorps State and National objectives. What members and volunteers do on their own time is up to them, consistent with program policies about outside employment and activities.

Election and Polling Activities. AmeriCorps member may not provide services for election or polling locations or in support of such activities.

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-AmeriCorps funds. Individuals should not wear the AmeriCorps logo while engaging in any of the above activities on their personal time.

All locations where members serve are encouraged to post a list of the prohibited activities.

VII. FUNDRAISING

Fundraising is allowable if it provides direct support to a specific service activity, falls within the Program's approved objectives, is not the primary activity of the Program, and does not exceed 10% of the total hours served for any Member. Before engaging in any activities that involve fundraising, seek approval from the Program Staff.

Examples of fundraising activities AmeriCorps members may perform include, but are not limited to the following:

1. Seeking donations of books from companies and individuals for a program in which volunteers teach children to read;
2. Writing a grant proposal to a foundation to secure resources to support the training of volunteers;
3. Securing supplies and equipment from the community to enable volunteers to help build houses for low-income individuals;
4. Securing financial resources from the community to assist in launching or expanding a program that provides social services to the members of the community and is delivered, in whole or in part, through the members of a community-based organization;
5. Seeking donations from alumni of the program for specific service projects being performed by current members.

AmeriCorps members may not:

- Raise funds for living allowances or for an organization's general (as opposed to project) operating expenses or endowment;
- Write a grant application to AmeriCorps or to any other Federal agency.

VIII. DRUG FREE WORKPLACE

Members will be expected to adhere to all provisions of service in a drug-free workplace in accordance with the Drug-Free Workplace Act, 41 U.S.C. 701 et seq., implementing regulations, 45 C.F.R. 2542, which include:

- The unlawful manufacture, distribution, dispensation, possession or use of a controlled substance is prohibited by the Program;
- The Program may require Members to submit to drug testing as a condition of selection or when there is reasonable suspicion of drug use;
- If a Member is arrested for or convicted of any criminal drug offense, the Member must notify the Program Site Supervisor and the Program Director, in writing, immediately.
- The Program will take appropriate action against the AmeriCorps Member up to and including termination or Member release for cause consistent with the AmeriCorps rules of termination and suspension of service; and
- The Member's participation in the AmeriCorps Program is conditioned upon compliance with these requirements.

IX. CODE OF CONDUCT

At all times while acting in an official capacity as an AmeriCorps Member, the Member is expected to comply with the following:

1. Deliver Program service activities to the best of Member's ability;
2. Demonstrate mutual respect towards others;
3. Follow directions of Program staff;
4. Represent the Program in a professional manner, including appropriate dress and language;
5. Attend meetings and trainings;
6. Report when scheduled at the service site and other scheduled Program activities;
7. Direct concerns, problems, and suggestions to site supervisor or Program staff;
8. Abide by the Program's rules and regulations to ensure safety of staff, volunteers, and members; and
9. Keep confidential and proprietary information strictly confidential, consistent with state and federal laws.

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

1. Unauthorized tardiness;
2. Unauthorized absences;
3. Failure to wear appropriate clothing at worksite and when participating in service assignments;
4. Engaging in verbal abuse, threats, harassment, bullying, or any activity that may physically or emotionally damage the other Members of Program, volunteers, staff at host sites, program participants, or people in the community;
5. Have an intimate/sexual relationship with a volunteer or youth of minority age, or other consumer of services at a Program Host Site;
6. Performing personal business, such as making excessive phone calls or running errands, during AmeriCorps service hours;
7. Consuming or being under the influence of alcoholic beverages or any illegal drugs during the performance of service activities or training;
8. Failure to notify the Program of any criminal arrest or conviction that occurs during the term of service;
9. Inappropriate or unprofessional behavior;

10. Engaging in any activity that is illegal under local, state, or federal law;
11. Engaging in any activities that pose a significant safety risk to others;
12. Falsely reporting hours or activities;
13. Failure to perform duties outlined in the Member Position Description or Member Service Agreement;
14. Repeated use of inappropriate language (i.e. profanity) at a service site;
15. Destroying or defacing any Program property or service site property;
16. Refusing to follow the Site Supervisor or Program Director's instructions;
17. Possession of a weapon while on service assignment;
18. Failure to follow the rules and regulations set in this contract;
19. Falsifying critical information (especially information related to eligibility) during the application process or during the term of service; and
20. Other acts not listed that are determined by the Program to be harmful to the Host Site or the Program.

X. NON-DUPLICATION AND NON-DISPLACEMENT

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 the ***Nondisplacement paragraph of this section are met (below), 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.

Nondisplacement.

1. An employer 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 of a participant in a program receiving Corporation assistance.
2. An organization may not displace a volunteer by using a participant in a program receiving Corporation assistance.
3. A service opportunity will not be created under this chapter that will infringe in any manner on the promotional opportunity of an employed individual.
4. A participant in a program receiving Corporation assistance may not perform any services or duties or engage in activities that would otherwise be performed by an employee as part of the assigned duties of such employee.
5. A participant in any program receiving assistance under this chapter may not perform any services or duties, or engage in activities, that—

   (i) Will supplant the hiring of employed workers; or
   (ii) Are services, duties, or activities with respect to which an individual has recall rights pursuant to a collective bargaining agreement or applicable personnel procedures.

6. A participant in any program receiving assistance under this chapter may not perform services or duties that have been performed by or were assigned to any—

   (i) Presently employed worker;
   (ii) Employee who recently resigned or was discharged;
   (iii) Employee who is subject to a reduction in force or who has recall rights pursuant to a collective bargaining agreement or applicable personnel procedures;
   (iv) Employee who is on leave (terminal, temporary, vacation, emergency, or sick); or
   (v) Employee who is on strike or who is being locked out.

XI. DISCIPLINARY GUIDELINES FOR IMPROPER CONDUCT

Any behavior which affects the Member's ability to perform their service assignment, or that is not in the best interest of the program will be subject to review by the Program Director and disciplinary action may be taken. This includes falling behind on required hours.

The following guidelines provide the Member and the program with standards regarding disciplinary steps for improper conduct.

Level One Violations	Level Two Violations	Level Three Violations	Level Four Violations
Habitual tardiness Habitually turning in timesheets late Late submission of required program reports Offenses as determined by program staff	Failure to notify program staff of intent to be late or absent within 30 minutes of scheduled starting time, including team meetings and trainings Leaving service assignments without program staff notice or permission Inappropriate language or actions with program staff, team members, or other volunteers Offenses as determined by program staff	Threatening, intimidating, coercing, or fighting with program staff, team members, or other volunteers Unexcused absence from service assignment for three consecutive days Offenses are determined by program staff	Harassment, as outlined in the Member Service Agreement Being under the influence of, or in possession of, alcohol or any controlled substance during the performance of service activities Failure to notify program staff of any criminal arrest or conviction that occurs during service assignment Offenses as determined by program staff
First offense: verbal warning	First offense: written warning	First offense: meeting with Program Director, action plan, possible suspension	First offense: immediate suspension, possible termination
Second offense: written warning	Second offense: meeting with Program Director, action plan	Second offense: immediate suspension, possible termination	
Third offense: meeting with Program Director, action plan	Third offense: immediate suspension, possible termination		
Fourth offense: immediate suspension, possible termination			

The program reserves the right to administer disciplinary steps for other inappropriate behaviors (not listed) as determined by program staff.

Suspensions

Members charged with a violent felony (e.g., rape, homicide) or sale or distribution of a controlled substance will be placed on suspension. Members convicted of possession of a controlled substance will be placed on suspension. Members may not receive a living allowance or other benefits, and may not accrue service hours, during a period of suspension. Members suspended for an official charge of a violent felony (e.g. rape, homicide) or sale or distribution of a controlled substance may be reinstated if the individual is found not guilty or if the charge is dismissed.

_____ I have read and understand the disciplinary guidelines for improper conduct.
Member Initials

XII. RELEASE FROM TERMS OF SERVICE

Members may be released from their term of service for the following reasons:

A. Release for cause

A release for cause encompasses any situation other than personal and compelling circumstances that warrant a Member's release prior to completing the term of service. Members can be released from the Program for the following reasons:

- Convicted of a felony or the sale or distribution of a controlled substance during a term of service.
- Noncompliance with the AmeriCorps code of conduct;
- Leaving the Program to enroll in school;
- Leaving the Program to obtain employment, other than transitioning from welfare to work, or accepting an employment opportunity if the Program has in its approved objectives the promotion of employment among its participants; or
- Leaving the Program because of dissatisfaction with the Program; or
- As the result of a progressive discipline procedure or for committing a prohibited act and bypassing the first two steps of the procedure.

Members released for cause will no longer receive the living stipend, health care benefits, child care benefits, and will not receive any portion of the education award or interest payments.

A Member who is released for cause must disclose that fact in any subsequent applications to participate in an AmeriCorps program. Failure to do so disqualified the individual for an education award, regardless of whether the individual completes a term of service.

If a Member is released for cause and chooses to serve in an AmeriCorps program in the future, they must disclose to that program prior to enrollment that they were previously released from service for cause. Failure to disclose this information could result in the Member not earning future education awards.

Any Member who believes they have been wrongfully terminated from the Program has the right to file a grievance. See section **XIII – GRIEVANCES**.

B. Release for compelling personal circumstances

Members requesting to be released for compelling personal circumstances are responsible for providing documentation as to why they are unable to complete the term of service. A written request for termination must be received in writing, along with any required or supporting documentation, on or before the requested termination date.

Members released for compelling personal circumstance will no longer receive the living stipend, health care benefits, and child care benefits, but will receive a pro-rated education award, if the Member has performed satisfactorily and has completed at least 15 percent of their service hours.

The Program may release the Member from their term of service if the Member demonstrates that:

- The Member has a disability or serious illness that makes completing the term impossible.

- There is a disability, serious injury, illness, or death of a family member which makes completing the term unreasonably difficult or impossible.
- The Member or their spouse/domestic partner has military service obligations.
- The Member has accepted an opportunity to make the transition from welfare to work.
- The Member has accepted an employment opportunity if the Program has in its approved objectives the promotion of employment among its participants.
- Conditions attributable to the Program or otherwise unforeseeable and beyond the Member's control, such as a natural disaster, a strike, relocation of a spouse, or the non-renewal or premature closing of the Program, that make completing the term unreasonably difficult or impossible.

Compelling personal circumstances do not include leaving a program:

- To enroll in school;
- To obtain employment, other than transitioning from welfare to work, or accepting an employment opportunity if the Program has in its approved objectives the promotion of employment among its participants; or
- Because of dissatisfaction with the program.

The Program Director is ultimately responsible for determining whether a Member's personal circumstances are sufficiently compelling to justify a release for compelling personal circumstance.

Members who leave the program without obtaining a release for personal compelling circumstances are considered a release for cause.

C. Suspension

Suspended members are not eligible to receive living allowance payments while in suspension. The program may **suspend** the member's term of service for the following reasons:

- During the term of service the member has been charged with a violent felony or the sale or distribution of a controlled substance. (If the member is found not guilty or the charge is dismissed, the member may resume his/her term of service; however, the member will not receive back living allowances or credit for any service hours missed.)
- During the term of service the member has been convicted of possession of a controlled substance. (If the member demonstrates that he/she has enrolled in an approved drug rehabilitation program and it's a first offense, the member may resume his/her term of service; however, the member will not receive back living allowances or credit for any service hours missed. For members convicted for more than one offense of possession of a controlled substance, the individual must have successfully completed a drug rehabilitation program to be reinstated.)
- If the member does not comply with the provisions in the Code of Conduct in this Member Service Agreement. Member may not receive a living allowance for the suspension period.
- If the member is unable to serve for a period greater than 14 consecutive calendar days. Under certain circumstances, members who have been suspended may receive an extension of their service term equal to the length of the period of suspension(s) or to December 31 in the year of the current program year end date. Member would receive the living allowance and healthcare and childcare benefits during the extension period.

XIII. GRIEVANCE PROCEDURES

In the event that informal efforts to resolve disputes are unsuccessful, AmeriCorps Members may seek resolution through the following grievance procedures. These procedures are intended to apply to service-related issues, such as assignments, evaluations, suspensions, or release for cause. All grievances that allege fraud or criminal activity must be brought to the attention of the AmeriCorps Inspector General.

(a) Alternative dispute resolution.

(1) The aggrieved party may seek resolution through alternative means of dispute resolution such as mediation or facilitation. Dispute resolution 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 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.

(2) 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.

(b) Grievance procedure for unresolved complaints. If the matter is not resolved within 30 calendar days from the date the informal dispute resolution process began, the neutral party must again inform the aggrieving party of his or her right to file a formal grievance. In the event an aggrieving party files a grievance, the neutral may not participate in the formal complaint process. In addition, no communication or proceedings of the informal 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 is not binding unless both parties agree.

later than one year after the date of the alleged occurrence. If a hearing is held on a grievance, it must be conducted no later than 30 calendar days after the filing of such grievance. A decision on any such grievance must be made no later than 60 calendar days after the filing of the grievance.

(d) Arbitration -

(1) Arbitrator -

(i) Joint selection by parties. If there is an adverse decision against the party who filed the grievance, or 60 calendar days after the filing of a grievance no decision has been reached, the filing party may submit the grievance to binding arbitration before a qualified arbitrator who is jointly selected and independent of the interested parties.

(ii) Appointment by AmeriCorps. If the parties cannot agree on an arbitrator within 15 calendar days after receiving a request from one of the grievance parties, the AmeriCorps Chief Executive Officer will appoint an arbitrator from a list of qualified arbitrators.

(2) Time Limits

(i) Proceedings. 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.

(ii) Decision. A decision must be made by the arbitrator no later than 30 calendar days after the date the arbitration proceeding begins.

(3) The cost. 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 a party to the grievance must pay the total cost of the proceeding and the attorney's fees of the prevailing party.

(e) 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.

(f) Remedies. Remedies for a grievance filed under a procedure established by a recipient of AmeriCorps assistance may include -

(1) Prohibition of a placement of a participant; and

(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 AmeriCorps assistance

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

(ii) Payment of lost wages and benefits;

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

(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.

(g) Suspension or termination of assistance. AmeriCorps may suspend or terminate payments for assistance under this chapter.

(h) Effect of noncompliance with arbitration. 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.

The arbitration proceeding must be held no later than 45 days after the request for arbitration, and no later than 30 days after the arbitrator's appointment. An arbitration decision must be made within 30 days after the commencement of arbitration proceedings.

The cost of arbitration must be divided evenly between the parties, unless the aggrieved party prevails, in which case the Program must pay the total cost of the proceedings as well as the prevailing party's attorney fees.

XIV. UNEMPLOYMENT BENEFITS

Members understand they ***do not*** qualify to receive unemployment benefits after the completion of their term of service or their release from the Program. Members agree not to apply for unemployment benefits from the Program following their term of service.

XV. CONFIDENTIALITY

The Member understands and respects that they may be exposed to and work with information relating to specific Program participants and/or practices that are to be held in the strictest confidence.

The Member understands that such information may not be released for any purpose not specifically authorized by the Program Director.

The Member understands that this confidentiality remains in effect after the term of service ends.

XVI. Program Civil Rights and Non-Harassment Policy

Advancing civil rights and equal opportunity is the responsibility of the whole of government, and AmeriCorps is committed to these principles, including treating all persons who participate in our programs with dignity and respect. The service environments demand that AmeriCorps maintains a zero tolerance for unlawful harassment or discrimination against any individual or groups engaged in national service.

AmeriCorps expects the same commitment from all recipients (Recipients) of services, programs, and benefits; including service members, volunteers, associated individuals, organizations, programs, and projects. This policy is

incorporated by reference into the terms and conditions for AmeriCorps Recipients, inclusive of sub-grantees. Recipients are expected to notify service members and volunteers of their rights under this policy.

In accordance with applicable laws and regulations, AmeriCorps prohibits all forms of discrimination and harassment based on the protected categories of race, color, national origin, sex, age, religion, sexual orientation, disability (mental or physical), political affiliation, marital or parental status, pregnancy, reprisal, genetic information (including family medical history), or military service. All entities receiving federal financial assistance from AmeriCorps; and all programs, services, and benefits administered by such entities; must be free from all forms of discrimination and harassment. Harassment is any unwelcome conduct or conduct done in reprisal for opposing discrimination or participating in the discrimination complaint process, when such behavior has the purpose or effect of interfering with service performance or creating an intimidating, hostile, or offensive service environment.

Harassment may include slurs and other verbal or physical conduct relating to an individual's sex, race, ethnicity, religion, sexual orientation, or any other legally protected category. Examples of harassing conduct include, but are not limited to: explicit or implicit demands for sexual favors; pressure to engage in a romantic relationship or for dates; deliberate touching of another person without consent; leaning over or cornering a person; repeated offensive teasing, jokes, remarks, or questions; unwanted letters, text messages, emails, or phone calls; distribution or display of offensive materials, including on social media; offensive looks or gestures; and/or sexual, racial, ethnic, or religious baiting. Harassment can also include physical assault or other threatening behavior, as well as other demeaning, debasing, or abusive comments or actions that intimidate.

AmeriCorps does not tolerate discrimination and harassment from anyone, including Recipients; AmeriCorps employees and supervisors; project or site employees and supervisors; project or site non-employees (e.g., contractors or clients of a project or site); or national service participants. Harassment is unacceptable in AmeriCorps offices or campuses and in other service-related settings such as convenings, training sessions, service sites, and at service-related social events, whether in-person or online.
Any discrimination or harassment, when substantiated, will result in corrective action, up to and including removal or termination of any individual engaging in such misconduct.

AmeriCorps Recipients permitting discrimination or harassment in violation of this policy will be subject to a finding of non-compliance, which may result in termination of federal financial assistance.

Recipients are expected to take prompt action to effectively address service member and volunteer complaints. Recipients must immediately investigate complaints of discrimination or harassment and take appropriate measures to remedy the situation. Supervisors and managers of AmeriCorps programs and projects; when made aware of alleged discrimination or harassment by employees, service members and volunteers, or any other associated individuals; must report the matter to the personnel in the Recipient's organization who are responsible for investigating such claims or AmeriCorps' Office of Civil Rights (OCR). OCR conducts service member and volunteer discrimination and harassment inquiries.

AmeriCorps prohibits any retaliatory action against a person who raises discrimination or harassment concerns.

Service members and volunteers who believe they have been subjected to treatment in violation of any civil rights laws, regulations, or this policy, or have been subject to retaliation for opposing discrimination or participating in discrimination complaint proceedings (e.g., filing a complaint or acting as a witness) in any AmeriCorps program or project, may contact the OCR at (202) 606-7503 or eo@americorps.gov. Recipients must contact OCR within 30

calendar days of an occurrence of discrimination or harassing conduct to initiate an inquiry in the civil rights complaint process.

Service members and volunteers are not required to use a program, project, or sponsor dispute resolution process before contacting OCR. While Recipients are expected to take prompt action to effectively address service member and volunteer complaints, Recipients cannot institute policies requiring any such matters be handled "in house." If a service member or volunteer chooses to pursue another dispute resolution or complaint procedure, it does not suspend the 30 calendar-day time limit for contacting OCR. Discrimination and harassment claims that are not brought to the attention of OCR within 30 calendar days of the occurrence may not be accepted for investigation if a formal complaint of discrimination is filed.

Service members, volunteers, grantees, sub-grantees, and Recipients may contact OCR at eo@americorps.gov for information or assistance. Further details on AmeriCorps' civil rights complaint process can be found at 45 C.F.R. Part 1225.

XVII. MEDIA CONSENT

By consenting to and signing this agreement, the Member grants the Program and Serve Wisconsin permission to use their name, likeness, image, or voice for any purpose consistent with the Program's mission. These uses include, but are not limited to illustrations, bulletins, exhibitions, videotapes, reprints, reproductions, publications, advertisements, and any promotional or educational materials in any medium now known or later developed, including the Internet. The Member is not entitled to any compensation for such use and understands that the Program and/or Serve Wisconsin retains complete ownership and copyright of any materials developed.

I consent____ / I do not consent____

XVIII. AMENDMENTS

Additional Agreement Terms, Conditions and Rules

PURPOSE

Member is not an employee of Marshfield Clinic. This is not an employment agreement with Marshfield Clinic and this program shall in no way qualify the member for employment at Marshfield Clinic or for any employment or unemployment benefits provided by Marshfield Clinic to its employees. Should funding for AmeriCorps be reduced in any way, this agreement may be terminated at any time by the Marshfield Clinic Center for Community Health Advancement (MCHS AmeriCorps Program).

MEMBER ELIGIBILITY

Eligibility to serve at a Marshfield Clinic owned and operated host site is further contingent upon results of the Wisconsin Caregiver background check, a First Advantage check, a drug test, physical and proof of immunizations.

TERMS OF SERVICE

The following service terms are available for 2026-2027. **Please review the checked service term description to confirm your agreement with your host site. Notify AmeriCorps staff if an incorrect term is checked.**

Term of service beginning on Monday, September 14, 2026 and ending on Friday, August 27, 2027.

☐ Full-time term of service (1700 hours) is a 50-week period with 26 pay periods. Bi-weekly rate is $867.31. Maximum living allowance is $22,550. First check is 9/25/2026; last check is 9/10/2027.

☐ Three-quarter time term of service (1200 hours) is a 50-week period with 26 pay periods. Bi-weekly rate is $607.12. Maximum living allowance is $15,785. First check is 9/25/2026; last check is 9/10/2027.

☐ Half-time term of service (900 hours) is a 50-week period with 26 pay periods. Bi-weekly rate is $433.65. Maximum living allowance is $11,275. First check is 9/25/2026; last check is 9/10/2027.

Term of service beginning on Monday, September 14, 2026 and ending on Friday, June 4, 2027.

☐ Three-quarter time term of service (1200 hours) is a 38-week period with 20 pay periods. Bi-weekly rate is $789.25. Maximum living allowance is $15,785. First check is 9/25/2026; last check is 6/18/2027.

☐ Half-time term of service (900 hours) is a 38-week period with 20 pay periods. Bi-weekly rate is $563.75. Maximum living allowance is $11,275. First check is 9/25/2026; last check is 6/18/2027.

Term of service beginning on Monday, October 12, 2026 and ending on Friday, August 27, 2027.

☐ Full-time term of service (1700 hours) is a 46-week period with 24 pay periods. Bi-weekly rate is $939.58. Maximum living allowance is $22,550. First check is 10/23/2026; last check is 9/10/2027.

☐ Three-quarter time term of service (1200 hours) is a 46-week period with 24 pay periods. Bi-weekly rate is $657.71. Maximum living allowance is $15,785. First check is 10/23/2026; last check is 9/10/2027.

☐ Half-time term of service (900 hours) is a 46-week period with 24 pay periods. Bi-weekly rate is $469.79. Maximum living allowance is $11,275. First check is 10/23/2026; last check is 9/10/2027.

Term of service beginning on Monday, January 11, 2027 and ending on Friday, August 27, 2027.

☐ Three-quarter time term of service (1200 hours) is a 33-week period with 17 pay periods. Bi-weekly rate is $928.53. Maximum living allowance is $15,785. First check is 1/29/2027; last check is 9/10/2027.

☐ Half-time term of service (900 hours) is a 33-week period with 17 pay periods. Bi-weekly rate is $663.24. Maximum living allowance is $11,275. First check is 1/29/2027; last check is 9/10/2027.

Term of service beginning on _____ and ending on _____.

☐ _____ term of service (_____ hours) is a _____-week period with _____ pay periods. Bi-weekly rate is $_____. Maximum living allowance is $_____. First check is _____; last check is _____.

If a member completes the required hours before the end date 8/27/2027 and requests to exit early (supervisor approval required), the member forfeits all remaining living allowance and therefore will earn less than the maximum living allowance stated above.

SIGNATURE – Member **Date Signed**

SIGNATURE – Program Staff **Date Signed**

Updated 08/2026

Appendix A
Position Description:
AmeriCorps Community Health Advocate

Program: Marshfield Clinic AmeriCorps Community Corps
1515 N St Joseph Ave, Marshfield, WI 54449 with up to 50 service locations at nonprofits, schools and government agencies across the state of Wisconsin.

Purpose: AmeriCorps members will provide capacity-building services to non-profit organizations statewide. Members will focus on improving community health through the Community Health Worker Model and Mental Health First Aid Training.

Duties & Essential Functions: Strengthen the organization's capacity to address community health by implementing the activities described in the individual member's service plan. Activities will be identified by the host site supervisor based on organizational and community needs. Activities may include:

- Enhancing the understanding between community members and the organization's mission and goals.
- Increasing the use of the organization's services and resources to reach new populations or expand services geographically.
- Improving health through screening, education and resources.
- Improving access to health care services and information through resources, educational programs, personalized navigation and referrals.
- Recruiting, mobilizing, managing and tracking volunteers to support the organization's mission.
- Wearing provided AmeriCorps logo name tag while serving.
- Mobilizing for disaster response in Wisconsin (optional)
- Fundraising is limited and not a focus of this program.
- Only allowable activities that will not duplicate, displace, or supplant staff or volunteer positions.

Knowledge, Skills and Abilities Desired: Friendly and outgoing; strong written and verbal communication; competent with a variety of computer and office technology skills; organized and able to prioritize; maintain a professional and confidential work environment; openness to working with diverse populations and backgrounds; enthusiasm for helping others and willingness to learn.

Other Qualifications: At least 17 years of age by start date; U.S. citizen, U.S. national, or legal permanent resident alien of the United States; must satisfactorily pass criminal background checks; possess a high school diploma, GED, or be actively working towards a diploma; commitment to complete the full term of service. Sites may set higher than entry-level qualifications based on the required skill set needed to perform planned duties.

Term of Service: Between September 14, 2026 - August 27, 2027, four cohort groups are anticipated. The first and largest cohort of members will start September 14, 2026 and end August 27, 2027. Full-time, three-quarter time, and half-time positions are available. The second cohort will begin September 14, 2026 and end June 4, 2027. Three-quarter time and half-time positions are available. The third cohort will begin October 12, 2026 and end August 27, 2027. Full-time, three-quarter time and half-time positions are available. The fourth cohort will begin January 11, 2027 and end August 27, 2027. Three-quarter time and half-time positions are available.

Time Requirements: Full-time is at least 1700 total hours; three-quarter time is at least 1200 total hours, half-time is at least 900 total hours. Service is typically scheduled weekdays, between 8am-5pm, with occasional evening or weekend hours. Final service schedule negotiated with supervisor. Most service occurs at the service site including 1-3 hours per week to complete AmeriCorps requirements. A portion of the member's total time is also required for participation in periodic AmeriCorps trainings, events and service projects.

Training:

- Orientation training takes place the first week of the service term. Virtual. Required attendance. Focus on understanding responsibilities, requirements, and unallowable activities either prohibited by AmeriCorps, or out of alignment with the Community Corps AmeriCorps grant.
- Midterm training Spring 2027. Location TBD. Attendance strongly encouraged. Professional development and community service are the focus.
- Up to 12 hours of professional training focused on Mental Health First Aid the Community Health Worker Model.
- Monthly Team Meetings & AmeriCorps team building offered online the first Thursday of each month.
- Statewide Opening Ceremony in October offering a variety of speakers and professional development.
- Additional topics covered include conflict resolution, career planning, leadership, disaster response (optional) and AmeriCorps policies and procedures.

Benefits:

- A meaningful experience that allows you to learn new skills, take on more responsibility than a typical first job, and engage with your community in intensive and effective ways.
- Modest bi-weekly living allowance.
- Post-service education award: $7,395 FT, $5,176.50 TQT, or $3,697.50 HT
- Optional enrollment in Community Health Worker training, a 19-week online course resulting in a Certificate of Completion for ease of entry into the field of healthcare. Scholarship value: $3,000.
- Health/dental/vision insurance plan, premium paid in full by AmeriCorps (serving in a full-time capacity only)
- Childcare assistance (income eligible), 80-100% of care costs covered (serving in a full-time capacity only)
- Loan deferment and payment of interest accrued (qualified federal loans)
- Networking opportunities during year of service and development of references.

Evaluation and Reporting: Submitting accurate records, reports and surveys on time as required by AmeriCorps including:

- Mid-term and final performance evaluations conducted by supervisor
- Weekly timesheets
- Weekly face-to-face check-ins with supervisor
- Member Service Plan for prioritizing and tracking achieved goals
- Quarterly reporting on the number of volunteers recruited or managed
- Quarterly written reflections
- Member surveys and an exit survey

I have read the AmeriCorps position description for Community Health Advocate and understand my responsibilities.

SIGNATURE- Member	Date Signed

Printed Name

This document must be signed and dated on or before the first date of service.

Updated 08/2026

XIX. AUTHORIZATION

The Member and Program hereby acknowledge by their signatures that they have read, understand, and agree to all terms and conditions of this agreement.

SIGNATURE – Member	**Date Signed**

SIGNATURE – Program Director	**Date Signed**