



Marshfield Clinic Health System AmeriCorps Recovery Corps Host Site Application Information Packet 2024-2025

Marshfield Clinic Health System will place **22 full-time** AmeriCorps members who will undergo training in the Connecticut Community for Addiction Recovery (CCAR) model of recovery coaching and serve as recovery coaches. *Recovery coaches* support those affected by their own or someone else's substance use through one-on-one contact and community education.

*****LIMIT OF 2 FULLTIME MEMBERS PER HOST SITE**

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Priority Applications will be accepted through April 15, 2024.
For more information contact:

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Eligible Host Sites

Eligible host sites include law enforcement agencies, county jails, public health departments, social service departments, health care organizations, nonprofits, local coalitions, and other government agencies. Agencies must be non-profit or government in nature.

All programming and awards are dependent upon federal funding.

Applying to be an AmeriCorps Host Site is a 3-part process:

- 1. Review this informational packet.**
- 2. View the Host Site Application Process Information Recording:**
<https://youtu.be/BeTGO0jeYnc>
- 3. Apply for host site placement here:**
<https://marshamer.memberclicks.net/rc-host-site-app>

If you don't already have an account, you will need to create one prior to filling out your application. Applications will be saved in your account for you to access at any time.

Timeline

Term of service will be September 9, 2024 through August 31, 2025.

April 15, 2024	Host Site Applications Due *Applications will be accepted until all positions are filled.
April 22, 2024	Approved host sites are notified of their award. If there are more applicants than slots available, applicants may be placed on a waiting list. Approved host sites will be provided with a recording outlining the member recruitment process that MUST be watched prior to beginning recruitment.
August 12, 2024	Member recruitment deadline Applications and paperwork for selected members must be submitted to MCHS by 5:00pm
September 9-13, 2024 September 16-19, 2024	Member Orientation with CCAR Training (mandatory) Virtual
September 10, 2024	Host Site Supervisor Orientation (mandatory) 8:30am – 4:30 pm, Virtual <i>*NOTE: Attendance at the entirety of this event is mandatory. PLEASE do not ask to come late or leave early. This is the ONLY time we have with supervisors to train them for the entire year of service. If you cannot attend the entire training, you must send a representative that can.</i>
November 8, 2024	Host Site payments due today
Spring 2025	Midterm training TBD

Host Site Cash Match Payment

Participating host sites are responsible for payment between \$6,000 to \$8,500 per member to MCHS Center for Community Health Advancement no later than Friday, November 8th, 2024 (60 days from member's start date). An exact host site cash match payment will be determined closer to the start of the 2024-2025 term of service.

Member Living Allowance

The living allowance will be \$20,000 for full-time members for the 2024-25 service term.

Member Education Award

Upon successful completion of the service term (1,700 hours minimum full-time), members will be eligible to receive a Segal AmeriCorps Education Award which has been determined to be \$7,395 for full-time members.

Introduction

AmeriCorps

At the national level, AmeriCorps engages more than 75,000 Americans in service each year at nonprofits, schools, community and faith-based groups and public agencies across the country. Since 1994, more than 1 million AmeriCorps members have contributed more than 1.4 billion hours of service while tackling pressing problems and mobilizing more than 2.3 million volunteers. AmeriCorps programs move communities forward and contribute to the overall development of individuals that serve as members. AmeriCorps places thousands of individuals into positions where they learn valuable work skills, earn money for education, and develop an appreciation for citizenship.

Marshfield Clinic Health System (MCHS) Center for Community Health Advancement has operated AmeriCorps programs in Wisconsin since 2000. Marshfield Clinic AmeriCorps programs have consistently been ranked in the top tier of AmeriCorps programs by Serve Wisconsin. Serve Wisconsin is federally funded by the Corporation for National and Community Service to operate AmeriCorps programs throughout Wisconsin. AmeriCorps is considered a domestic version of the Peace Corps in which each AmeriCorps member commits a year of intensive service to meet critical community needs.

MCHS AmeriCorps Recovery Corps

The Recovery Corps program is administered by Marshfield Clinic Health System (MCHS).

During the 2024-2025 program year, 22 full-time MCHS AmeriCorps Recovery Corps members will be recruited to serve as recovery coaches. *Recovery coaches* support those affected by their own or someone else's substance use through one-on-one contact and community education. Eligible partner organizations that are selected are known as host sites and will be responsible for their own member recruitment with materials and guidance provided by MCHS. MCHS will verify member eligibility and process the necessary paperwork to enroll the member. Staff from MCHS will provide training at AmeriCorps orientation in September to prepare members for their term of service. Host site supervisors will participate in orientation to prepare them to manage their members and to begin development of the Member Service Plan. Topics at orientation will include administrative processing, member benefits, program rules and regulations, and intensive training in substance use-related topics.

After orientation, members will begin serving at their host site. Members will serve 34 hours per week average for full-time, providing direct support to individuals in their communities and supporting substance misuse reduction. Members will receive a bi-weekly living allowance and

health insurance. Upon successful completion of their term of service, full-time members receive a \$7,395 education award.

Staff from MCHS will provide education, training, and technical assistance throughout the term of service. The Host Site is responsible for day-to-day supervision, mentoring and management of the member.

Member Benefits and Guidelines

Enrollment in the Term of Service

Members are enrolled for the purpose of serving as a Recovery Coach. Detailed service plans are described in the Member Service Plan.

Term of Service

Members must serve at least 1,700 hours during the term of service, averaging 34 hours per week in most situations. Members may apply to serve up to four terms of service, although federal regulations allow a member to earn no more than the value of two full-time education awards.

Living Allowance

Members will receive a modest living allowance every two weeks. The net amount received is based upon the tax status of the individual. MCHS manages the member payroll.

Education Award

Upon the successful completion of the term of service (1,700 hours minimum), members receive a \$7,395 Segal AmeriCorps Education Award. Education awards can be used to pay educational expenses at qualified Title IV institutions of higher education, for educational training, or to repay qualified student loans (not private loans). Members have seven years to use their education awards. Any member 55 or older at the start of his or her term of service may transfer the education award to his or her children or grandchildren.

Loan Forbearance & Interest Accrual on Student Loans

Members may apply to be exempt from paying qualified student loans (not private loans) while serving and are not required to pay the interest that is accrued on those loans during the term of service as long as the member properly submits the request and successfully completes their term of service. If a member terminates their service (non-compelling) they will be responsible for interest accrued during the term of service. These systems are managed by the Corporation for National and Community Service.

Health Insurance and Childcare Benefits

Full-time members receive the option for health, dental and vision insurance (premiums paid by AmeriCorps program) and childcare assistance. The member must apply for childcare benefits and be approved by the management organization, GAP Solutions Inc. (GAPSI). MCHS links the member to these benefits but does not manage them.

Service Gear

Service gear is provided to members. Members are required to wear their issued AmeriCorps name badge at all times while they are serving. Other service gear provided such as t-shirts, fleece or sweatshirts should be allowed to be worn any time the member is serving.

Member Recruitment & Retention

Members must be 17 years of age by September 9, 2024 and have a high school diploma, certificate of General Education Development (GED), or High School Equivalency Diploma (HSED). Host site may require the member to hold a valid driver's license and pass a DMV check.

Host sites will be responsible for interviewing and selecting the AmeriCorps member(s). All enrollment considerations will be non-partisan, non-political and non-discriminatory as established in Corporation for National and Community Service and MCHS policies.

Once the host site selects their final candidate, the host site supervisor will send MCHS the completed AmeriCorps application. MCHS will review the applicant's information and perform all AmeriCorps required criminal background checks and Division of Motor Vehicle (DMV) checks to determine eligibility to serve. Any major concerns regarding candidate's background or DMV check may be shared with the Host Site Supervisor to ensure placement is feasible but this is not required. If a host site wants background check results, they will need to conduct their own checks, as the program cannot share the physical results. Members are approved based on AmeriCorps and MCHS standards.

Member retention is critical to the overall success of AmeriCorps. **Host sites should ensure that member applicants are aware of the necessary time and financial commitments involved in serving as an AmeriCorps member.** Completion of the full term of service is a high priority for the member, host site and MCHS. Should a member exit the program or be terminated by their site, there are NO refunds of the host site cash payment, and any incomplete payments must be fulfilled. (See Replacement of Member, below)

Requirements for an individual to apply for a Recovery Coach position:

1. Individual must be 17yrs of age by September 9, 2024
2. Individual must:
 - a. Be in recovery for At least 12 months OR
 - b. Have lived experience (recovery or substance misuse related)
3. Must be willing to complete a drug screening.

Host Site Cash Payment

Participating host sites are responsible for payment between \$6,000 to \$8,500 per full-time member to MCHS Center for Community Health Advancement no later than November 8, 2024. An exact host site cash match payment will be determined closer to the start of the 2024-2025 term of service. If the host site loses a member who quits or resigns, or if the host site releases

a member for cause any time during the term of service, the host site is still required to complete the full host site cash payment. **There are no refunds for loss of member or services.** If multiple agencies share a member's cash match payment, ONE agency must assume responsibility for the invoice payment and designate this in the application. Sources of the host site cash payment should be non-federal unless permission is secured in writing and a copy is provided to the MCHS staff.

Reimbursements

Members who drive to/from any required MCHS AmeriCorps trainings will be reimbursed if they have an acceptable driving record. Geographic restrictions will be taken into consideration. Carpooling is STRONGLY encouraged. Host sites that require members to drive their own vehicles for host site business are required to negotiate mileage reimbursement.

Retention of the Member

Once a Recovery Corps member begins their term of service they cannot be replaced if they should quit, therefore it is critically important the member understands the time and financial commitment to the complete term of service. The Host Site needs to ensure solid day to day supervision, mentoring and support.

Standards of Conduct (member)

Member non-compliance means that the member is found to be violating the Member Service Agreement of the AmeriCorps program. In most situations where a member is found to be non-compliant, the following steps MUST be taken by the site prior to asking the member to be terminated:

1. First offense, an appropriate program official (AmeriCorps manager, host site supervisor or staff) will issue a verbal warning to the member (documented).
2. Second offense, an appropriate program official (AmeriCorps manager, host site supervisor or staff) will issue a performance improvement plan and warn the member in writing (documented).
3. Third offense, for violation of the performance improvement plan, the member may be suspended (short-term) or released from term of service for cause. If suspension occurs, it may be without compensation and the member will not receive an extension to their service year.

Standards of Conduct (host site)

Host site non-compliance means that the host site is found to be violating assurances, basic standards, rules or procedures of the AmeriCorps program. In a situation where a host site is found to be non-compliant the following steps will be taken:

1. Documented verbal notification of issue with steps for resolution.
2. Performance improvement plan for the site is written and agreed to.
3. Removal of site from program.

Wisconsin AmeriCorps Disaster Response Team

AmeriCorps members have the opportunity to participate in disaster relief training and deployment during their term of service. Host Sites should understand that members can count up to 21 hours of training and 40 hours of disaster response during the program year. These activities should be coordinated with the Host Site Supervisor to avoid any conflict with the Members Service Plan. It is also important to note that disaster response can be a last-minute situation and members may be asked to respond on a moment's notice. In these cases, we ask that the Host Site Supervisor & Host Site be flexible with the members to allow them to meet the need as quick as possible. Members may serve more than 40 hours for a disaster but only with permission of the Host Site Supervisor. When a member is deployed for disaster relief, MCHS AmeriCorps will provide the member and the Host Site with additional documentation requirements that must be completed within 72 hours following a deployment.

MCHS Policies & Guidelines Summary

Host Site Supervision Requirements

- Shadowing of a Recovery Coach by the Host Site Supervisors is required for all Coaches. Shadowing is to be completed in a three-tiered approach for a minimum of a one-month period. The shadowing time may be extended based on the feedback of the Host Site Supervisor or Recovery Coach. Host Site Supervisors should have a thorough understanding of recovery and be able and willing to support both the AmeriCorps member and their questions pertaining to recovery.

Recovery Coach and Client Roles and Expectations

- Coaches will be gathering data from Clients and recording in an online database called REDCap.
- The Recovery Coach is prohibited from transporting clients. External resources can be provided to a client to secure safe transportation.
- The Recovery Coach and client will have a signed Roles and Responsibilities form, completed, and uploaded into REDCap before recovery coaching services can begin.

Assurances

Marshfield Clinic Health System Center for Community Health Advancement will:

- Administer the program for members including enrollment, background checks, payroll, and service gear.
- Assist with the following benefits managed by a third party: childcare, health insurance, dental insurance, education award, loan forbearance, and interest accrual.

- Provide ongoing education, training, technical assistance and other resources to members and host site supervisors.
- Host ongoing teleconference meetings and/or trainings for members and host site supervisors.
- Provide mileage reimbursement for trainings required by AmeriCorps program.
- Provide a Program Manager to manage the daily operations and support of the program.

Organization/Host site will:

- Appoint a qualified host site supervisor to oversee the member on a daily basis with strong management skills, clinical experience or have access to someone who can provide clinical oversight or mentoring to the member on a weekly basis. Host site supervisor must also have experience managing employees. If the host site supervisor changes during the program year, notify Marshfield Clinic Health System staff at least 10 days prior.
- Complete and submit a Member Service Plan.
- Include progress on the Member Service Plan as a standing agenda item on the regular staff agenda.
- Provide the member with dedicated office space, a computer with internet access, a dedicated telephone, and office supplies by September 9, 2024.
- Provide mileage payments for the members host site required travel. This may include recoveree visit travel, host site sponsored events and activities away from the normal host site location.
- Support and enforce the rules, regulations, and guidelines included in the Marshfield Clinic Health System AmeriCorps Handbook, orientation and MCHS AmeriCorps Policy Manual.
- Display AmeriCorps Host Site sign (provided) in front window or lobby/reception area.
- Support recovery coach members in their recovery efforts both personally and for their clients.
- Support MCHS AmeriCorps data collection requirements through internal Redcap database.
- Support the MCHS AmeriCorps media guidelines for promotion of member's service and activities.
- Agree not to supplement the member living allowance with any cash payment.
- Agree not to employ a member outside of their AmeriCorps service without approval of the MCHS Recovery Corps manager prior to enrollment.
- Agree to read and understand all Recovery Corps policies and agree to uphold them especially the policy on 42 CFR Part 2 AODA privacy regulations and member supervision requirements.
- Support member participation in MCHS activities.

- Allow the member to be trained, up to 21 hours, in disaster response and respond to disasters, if requested, for up to 5 service days (40hrs total). The host site may approve additional hours.
- Agree to abide by and enforce the appendix included in this application and agreement.
- Provide payment between \$6,000 to \$8,500 per full-time member to MCHS Center for Community Health Advancement no later than November 8, 2024. An exact host site cash match payment will be determined closer to the start of the 2024-2025 term of service. Applicant Host Sites would not be responsible for payment if they do not start recruit or start a member. Once a member starts with a Host Site, the Host Site becomes liable for the full cash payment. If the host site loses a member who quits or resigns or if the host site releases a member for cause any time during the term of service, the host site is still required to complete the full host site cash payment.
- Support the member's contributions towards MCHS Recovery Corps' collective performance measures:
 - 150 individuals will have a completed Recovery Wellness Plan documented in REDCap
 - 75 individuals will show progress towards at least one wellness plan goal

Host site supervisor will:

- Participate in required teleconferences and webinars identified in this application and in the program calendar.
- Attend host site supervisor training, live, on September 9, 2024. Location Virtual.
- Approve member service hours in the OnCorps reporting system on a weekly basis.
- Provide daily support to the member and meet at least one hour per week in a formal, face-to-face meeting to discuss status, progress of service, and completion of the Member Service Plan.
- Read and agree to the Recovery Corps supervision expectations.
- Document member-related issues and concerns and consult Marshfield Clinic Health System staff regarding any significant issues, concerns, potential release from service, etc. NOTE: AmeriCorps members are not employees of the host site and cannot be released from service until all exiting/termination requirements are met. (see program handbook)
- Release member for trainings & disaster support as required by MCHS.
- Complete a midterm and end of service evaluation of the member.
- Support and enforce the rules, regulations, and guidelines included in the Marshfield Clinic Health System AmeriCorps Handbook and Policy Manual.
- Agree to read and understand the policy on 42 CFR Part 2 AODA privacy regulations.
- Follow member exiting (termination) requirements.

AmeriCorps member will:

- Fulfill activities and service identified on the approved Member Service Plan to include up to 5 wellness hours per week.

- Complete and abide by their Member Service Agreement.
- Attend trainings, webinars and teleconferences required by Marshfield Clinic Health System. Ride-share whenever possible.
- Complete and submit required paperwork by established due dates.
- Reply to communication from Marshfield Clinic Health System staff in a timely manner.
- Collect and submit data required by Marshfield Clinic Health System in both the internal Redcap system and Volunteer Report.
- Provide service on weekdays, evenings, and weekends as needed.
- Submit necessary paperwork for benefits and respond to inquiries, etc.
- Complete other AmeriCorps program requirements as assigned.
- Wear their issued AmeriCorps name badge at all times while serving and hang the AmeriCorps Pledge (provided) in work area.

Member Service Plan Summary

Marshfield Clinic Health System AmeriCorps Recovery Coaches will undergo training in the Connecticut Community for Addiction Recovery (CCAR) model of recovery coaching and serve as Recovery Coaches.

Recovery coaches will focus on helping those impacted by prescription drug, opioid, and other substance use disorders through one-on-one contact, outreach phone calls, and community education.

The Member Service Plan outlines the member's daily service responsibilities. Member Service Plans should be as detailed as possible and leave little room for discretionary service time. These are written by the sites with support from MCHS AmeriCorps Recovery Corps program staff and the member.

AmeriCorps member will:

- Plan 5 wellness hours per week focused on personal wellness maintenance or improvement.
- Engage productively in the health and human services workforce.
- Promote long-term recovery for at least 8-10 individuals who are seeking recovery from a substance use disorder and follow the strict guidelines related to coaching ethics.
- Share personal lived experience (direct or indirect) with substance use recovery.
- Strive to maintain personal recovery through development of a Recovery Service Plan and routine engagement with host site supervisor and Recovery Corps Program Manager

- Develop and monitor personalized Recovery Service Plans for clients based on the eight dimensions of wellness (spiritual, financial, emotional, physical, environmental, intellectual, occupational, and social).
- Transition clients from professionally directed Recovery Service Plan to self-directed management of personal recovery.
- Work one-on-one with individuals seeking recovery on a weekly basis before, during, and after treatment to:
 - Connect to treatment resources
 - Support recovery
 - Provide education and advice
 - Resolve obstacles to recovery
 - Develop recovery support resources
 - Cultivate sobriety-based habits and social activities
 - Help individuals acquire skills for recovery
 - Provide sober companionship
 - Support connections to mutual aid self-help groups (e.g., Narcotics Anonymous)
 - Assist with identification and resolution of personal and environmental recovery obstacles
- Develop, implement, and promote recovery-focused community education and training opportunities.
- Raise awareness about treatment and recovery for substance use disorders in the community.
- Initiate referrals to social service organizations as needed.
- Conduct outreach to individuals seeking recovery.
- Serve as an advocate for the recovery community.
- Recruit, mobilize, manage, and track volunteers to assist with recovery-focused activities and events.
- Act as a resource guide (e.g., mutual aid groups, sober recreation, advocacy groups, sober living, transportation)
- Accompany client(s) to recovery activities.
- Enhance access and reduces barriers to recovery by developing and expanding recovery support services.

Appendix A

AmeriCorps Prohibited Activities

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):

- i. Attempting to influence legislation;
- ii. Organizing or engaging in protests, petitions, boycotts, or strikes;

- iii. Assisting, promoting, or deterring union organizing;
- iv. Impairing existing contracts for services or collective bargaining agreements;
- v. Engaging in partisan political activities, or other activities designed to influence the outcome of an election to any public office;
- vi. 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;
- vii. 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;
- viii. 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; and
 - e. an organization engaged in the religious activities described in paragraph vii of this section, unless AmeriCorps assistance is not used to support those religious activities;
- ix. Conducting a voter registration drive or using AmeriCorps funds to conduct a voter registration drive;
- x. Providing abortion services or referrals for receipt of such services; and
- xi. Such other activities as AmeriCorps may prohibit (see Additional Prohibited Activities)

Additional Prohibited Activities (45 CFR 2520.40)

Other prohibited activities include:

- Members raising funds for their living allowance
- Raising funds for program operating expenses or endowment
- Writing grant applications for AmeriCorps grants, including AmeriCorps
- Writing grant applications for funding provided by other federal agencies
- Recruiting volunteers to perform prohibited activities or distributing materials related to prohibited activities (i.e., activities in support of the Prohibited Activities are not allowed. For example, it is not allowable for an AmeriCorps member to recruit community volunteers to perform a prohibited activity, such as voter registration drives, nor is it allowable for an AmeriCorps member to distribute materials related to a prohibited activity, such as registration information for religious instruction.)
- 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 doing engaging in any of the above activities on their personal time.

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.

Additionally, members may not consider such hours as direct service:

- Time spent sleeping during overnight retreats affiliated with their service site (or for personal recreation) or travel time to and from a service site.
- Service outside a program's state or outside the U.S.A.

However, AmeriCorps members, like any other private citizens, may participate in any of the above activities on their own time, at their own expense, and at their own initiative. Members may not wear AmeriCorps service gear or other identity item (pins, hats, etc.) in such instances.

Appendix B
Non-Discrimination Policy
Public Notice of Non-discrimination of participants in the
Marshfield Clinic Health System AmeriCorps Program

In compliance with Corporation for National Service regulations and provisions, programs that receive federal funding, which includes Marshfield Clinic AmeriCorps Volunteer Wisconsin, must notify service recipients, applicants, Program staff, and the public, including those with impaired vision or hearing, that it operates its program or its activity in accordance with requirements of the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act. All AmeriCorps programs prohibit any form of discrimination against persons with disabilities in recruitment, as well as in service. No qualified individual with a disability shall be denied the benefits of the program, be excluded from participation in services and activities or be subjected to discrimination by the program. No person shall be denied membership into AmeriCorps by reason of race, color, creed, religion, national origin, sex, marital status, status with regard to public assistance, disability, sexual orientation or age. Veterans are encouraged to apply. It is unlawful to retaliate against any person who, or organization that, files a complaint about such discrimination.

In addition to filing a complaint with local and state agencies that are responsible for resolving discrimination complaints, you may bring a complaint to the attention of the Corporation for National and Community Service. If you believe that you or others have been discriminated against, or if you want more information, contact:

Office of Civil Rights and Inclusiveness, Corporation for National and Community Service
1201 New York Avenue, NW

Washington, D.C. 20525

(202) 606-5000, ext. 312 (voice), (202) 565-2799 (TDD), eo@cns.gov, or through www.nationalservice.org.

Appendix C

Approved and Prohibited AmeriCorps Fundraising Activities

Members may raise funds directly in support of service activities that meet local, environmental, educational, public safety, homeland security or other human needs. Examples of fundraising activities members may perform include, but are not limited to:

- Seeking donations of books from companies and individuals for a program in which volunteers tutor children in reading.
- Writing a grant proposal to a foundation to secure resources to support the training of volunteers.
- Securing supplies and equipment from the community to enable volunteers to help build houses for individuals who are low income.
- Securing financial resources from the community to assist a faith-based or community-based organization 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 the faith-based organization.
- Seeking donations from alumni of the program for specific service projects being performed by current members.

Members may not:

- Raising funds for his or her living allowance (includes host site cash payment).
- Raising funds for an organization's general operating expenses or endowment.
- Write grant applications for AmeriCorps or any other funding provided by CNCS.
- Write grant applications for funding provided by any other federal agencies.

Appendix D

Non-displacement & Non-duplication

(e) *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 this 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.

(f) *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) A service opportunity will not be created under this chapter that will infringe in any manner on the promotional opportunity of an employed individual. (3) 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. (4) 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. (5) 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.

Ref: 45 CFR §2540.100(e)-(f)(1-5)

Appendix E

Grievance Procedure

The member, Host Site Supervisor and agency understand that the program has a grievance procedure to resolve disputes concerning the member's suspension, dismissal, service evaluation or proposed service assignments. If a member resigns their position with AmeriCorps they are no longer eligible to use the grievance procedure.

The member understands that, as a participant of the AmeriCorps program, they may file a grievance in accordance with the program's grievance procedure, as stated below.

(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 their 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 their 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.

(c) *Time limitations.* Except for a grievance that alleges fraud or criminal activity, a grievance must be made no 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 Corporation.* If the parties cannot agree on an arbitrator within 15 calendar days after receiving a request from one of the grievance parties, the Corporation's 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 Corporation assistance may include—(1) Prohibition of a placement of a participant; and (2) In grievance cases where there is a violation of nonduplication or non-displacement requirements and the employer of the displaced employee is the recipient of Corporation assistance—(i) Reinstatement of the employee to the position they 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 non-displacement requirements or to make the displaced employee whole.

(g) *Suspension or termination of assistance.* The Corporation 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.

If a grievance is filed regarding a proposed placement of a participant in a program that receives assistance from the Corporation for National and Community Service, such placement must not be made unless the placement is consistent with resolution of the grievance.

Appendix F Drug Free Workplace Act

The Corporation for National and Community Service requires that programs/host sites will make a good faith effort, on a continuing basis, to maintain a drug-free workplace as noted in sections 5150-5160 of the Drug-Free Workplace Act of 1988 (P.L. 100-690), 45 CFR Part 2545, Subpart B.

The use of drugs is one of the most difficult problems faced by society. As an employer, we believe it is important we state our policy on this issue as it relates to the workplace. Please note, AmeriCorps members are covered by the following policy. Employee references apply to members. Members agree to abide by the terms of this act.

It is our intent to maintain a drug-free workplace. The unlawful use of controlled substances is inconsistent with the behavior expected of employees, subjects all employees and visitors to our facilities to unacceptable safety risks, and undermines Marshfield Clinic Health System's ability to operate effectively and efficiently. In this connection the unlawful manufacture, distribution, dispensation, possession, sale, use or being under the influence of a controlled substance in the workplace or while engaged in MCHS business off MCHS premises is strictly prohibited. Such conduct is also prohibited during nonworking time to the extent that in the opinion of MCHS, it impairs an employee's ability to perform on the job or threatens the reputation or integrity of the MCHS.

Marshfield Clinic Health System has established a drug-free awareness program. MCHS makes training sessions available at which the dangers of drug abuse, MCHS's policy regarding drugs, the availability of counseling and MCHS AmeriCorps employee assistance program, LifeMatters, will be discussed. Employees convicted of controlled substance-related violations in the workplace (including pleas of no contest) must inform MCHS within 5 calendar days of such conviction or plea in writing. Employees who violate any aspect of the policy may be subject to disciplinary action up to and including termination. At its discretion, MCHS may require

employees/members who violate the policy to successfully complete a drug abuse assistance or rehabilitation program as a condition of continued employment/membership.

Appendix G

Member Suspension and Termination (Reference Excerpt Member Service Agreement*)

- A. The member understands that they may be released for the following reasons:
 - 1. Failure to receive acceptable results on a criminal history check.
 - 2. For cause, as explained in paragraph (B) of this section; or
 - 3. 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:
 - 1. The member has dropped out of the program without obtaining a release for compelling personal circumstances from the appropriate program official.
 - 2. During the term of service the member has been convicted of a violent felony or the sale or distribution of a controlled substance.
 - 3. The member has committed a third offense in accordance with the Disciplinary Guidelines for Improper Conduct found on the last page of the [Member Service Agreement](#) or failed to comply with the performance improvement plan; or
 - 4. Any other serious breach that in the judgment of the Marshfield Clinic Health System staff would undermine the effectiveness of the program.
 - 5. The member has failed to follow through on the agreed upon member service plan.
 - 6. The member has acted in an unprofessional or unbecoming manner as determined by the program staff.
- C. The program may release the member from the terms of service for compelling personal circumstances if the member demonstrates that:
 - 1. The member has a disability or serious illness that makes completing the term impossible.
 - 2. There is a serious injury, illness, or death of a family member which makes completing the term unreasonably difficult or impossible for the member.
 - 3. The member has military service obligations.
 - 4. 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, strike, relocation of a spouse, or the non-renewal or premature closing of a project or the program.

NOTE: All compelling personal circumstance approvals are at the discretion of MCHS Staff. Requests for compelling personal circumstance must be submitted in writing to the Program Manager.
- D. The program may suspend the member's term of service for the following reasons:
 - 1. 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 their term of service; however, the member will not receive back living allowances or credit for any service hours missed).

2. During the term of service the member has been convicted of a first offense of possession of a controlled substance (if the member demonstrates that they has enrolled in an approved drug rehabilitation program, the member may resume their term of service; however, the member will not receive back living allowances or credit for any service hours missed).
- 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 Section VIII of the [Member Service Agreement](#).
- F. If the member discontinues their term of service for any reason other than a release for compelling personal circumstances as described in paragraph (B) of Section XII of the [Member Service Agreement](#), the member will cease to receive the benefits described in Section V.
- G. If the member discontinues their term of service due to compelling personal circumstances as described in paragraph (B) of Section XII of the [Member Service Agreement](#), the member will cease to receive benefits described in Section V.

Appendix H

Teleservice Policy

This policy applies to the Marshfield Clinic Health System AmeriCorps programs. Teleservice is allowable and appropriate only when the activity can be meaningfully supervised, and the hours verified independently.

Definitions

- Teleservice: when the member lives within a commuting area but completes a portion of their service remotely via an electronic device such as a laptop, iPad, or phone.
- Commuting area: 180 miles one way of the geographic community where the service is to occur.
- Fully remote service: when the member is not located within a commuting distance of the geographic community where the service is to occur and is not expected to be physically present at the service site and/or community events at any point throughout their service term.
- Virtual service sites: a host site without a physical location. A physical location could include an office building, or any other physical space deemed appropriate in the community by MCHS and host site.

Parameters of Teleservice

- Fully remote service is not allowable.
- Virtual service sites are permitted to host AmeriCorps members with the MCHS AmeriCorps Programs, but must be approved by MCHS program staff
- While teleserving, members must be available to respond by the host site's defined communication method (phone, email, instant messaging, etc.).

Verification of Hours

Teleservice hours and activities must be identified in the members timesheet. Failure to properly document teleservice in timesheets may result in denial of hours claimed. In the case

where members are engaging in unauthorized service or insufficient delineation of teleservice, teleservice privileges may be revoked.

Site supervisors will determine approval or rejection of a member's timesheet by considering what is an appropriate or reasonable amount of time for the member to be spending on a task or project. Site supervisors will review submitted timesheets and must use the comment box to detail how they verified member's teleservice. Timesheet comments should mention the verification method used for each different teleservice activity listed.

Teleservice Authorization Form

Host sites who will have members teleserving must sign the Teleservice Authorization Form which addresses the following criteria:

- Clear description of how communication will occur between supervisors and members during teleservice.
- Defined strategy to mitigate risk of time and attendance abuse.
- Assurance of appropriate supervision and plan to validate activities performed virtually.
- Method defined for supervisor to verify accuracy of members claimed hours.

Teleservice Authorization forms must be submitted, signed, and approved by MCHS Staff prior to a member teleserving. It is the host site's responsibility to alert MCHS staff if they believe a member falls under this teleservice policy.