

Young Adult Service Corps (YASC)

YASC is a program of Jobs for Montana's Graduates Foundation



Corps Member Handbook

2011-2012



Warm Greetings,

On behalf of the Jobs for Montana's Graduates Foundation (JMGF) I would like to welcome and thank you for your participation in our AmeriCorps Program! The Young Adult Service Corps (YASC) is sponsored by the Jobs for Montana's Graduates Foundation (JMGF), the Montana Office of Community Service and AmeriCorps.

AmeriCorps is a program of the Corporation for National and Community Service (CNCS). CNCS is an independent federal agency created to connect Americans with opportunities to give back to their communities and their nation. The Corporation also oversees Senior Corps, AmeriCorps*VISTA, and Learn and Serve America. Together these programs engage more than 1.5 million Americans in service each year!

JMGF was established to support the mission and goals of Jobs for Montana's Graduates (JMG). JMG is sponsored by the Governor's Office and the Office of Public Instruction and is administered by the Department of Labor and Industry. JMG is affiliated with the Jobs for America's Graduates (JAG) Program and is intended to serve high school students through development of skills and learning experiences that are intended to assist a student participant to secure a quality job and/or postsecondary education experience that will lead to a meaningful future.

Young Adult Service Corps (YASC) is intended to offer all Montana students the opportunity to enhance their abilities to obtain their education and career aspirations through participating in National Service. Upon successful completion of a 300 hour term of service, YASC Members earn a \$1175 Education Award. AmeriCorps Members also benefit through their experiences in curricular service and by participating in service learning initiatives.

Montana is the first state to offer such a program and we are delighted you have decided to serve with us. Thank you for participating in the Young Adult Service Corps (YASC) and for your support of National Service in Montana!

Please contact me with your questions and brilliant ideas!

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Section I- Overview

Purpose

The Young Adult Service Corps (YASC) is a service learning program and projects are intended to foster pursuit of postsecondary education, facilitate the development of transferable work skills, and offer experiences that offer a variety of professional, personal and service related opportunities. Further, JMGF and AmeriCorps are intended to benefit Montana's communities by promoting volunteerism.

The program has specific objectives that are measured and the results determine our success. These are:

1. Each YASC participant completes a 300 hour Term of Service; non-paid, volunteer service
2. YASC members who are students will be retained in school, will advance a grade or will achieve a high school diploma
3. School and community based organizations where the YASC participant and community volunteers serve, will report an increased ability to deliver services; and
4. YASC participant will complete two self-assessments of Job Skills. (*One assignment at the start of service and one at the end of service*)
5. Each YASC participant will recruit and engage at least 1 non-AmeriCorps volunteer(s). Each volunteer is to serve at least 8 hours and complete the Community Volunteer Survey.

Reasonable Accommodation

JMGF and YASC do not discriminate on the basis of race, religion, sex, national origin, age, marital status, creed, physical or mental disabilities, color, or any other individuality protected by the law.

Reasonable accommodations will be provided to qualified individuals with known disabilities unless doing so would result in an undue hardship. Materials may be provided in alternate formats. The accommodation must be essential for the Member to perform his/her service successfully. Funds for reasonable accommodations are available for use by Member with disabilities, who have been offered a position with AmeriCorps, and require an accommodation to fulfill the essential functions of their service. In the event you encounter the need to request a reasonable accommodation, please communicate with your site supervisor and the YASC Director. Further, the Montana Office of Community Service (OCS) employs a Disability Coordinator, who can maximize your service experience and guide you through the possibilities of volunteerism.

The Education Award

Upon completion of the 300 hour Term of Service, YASC Members are eligible for a \$1175 Education Award. The Ed Award is not cash; it comes in the form of a voucher and is held by the National Service Trust for a period up to 7 years, effective from the end of service date. The Ed Award may be used to offset the cost of attending qualified Title IV educational institutions, including colleges, universities, vocational schools, and may also be used to offset qualified student loans.

If you have questions about the Ed Award, contact the National Service Trust by calling 800.942.2677 or emailing epayments@americorps.gov . For more information on the Ed Award: http://www.americorps.org/for_individuals/benefits/benefits_ed_award.asp

YASC as Volunteer Incentive

The Young Adult Service Corps (YASC) is an added benefit to School and Community-Based Organizations (CBOs) in their quest to recruit volunteers; fostering both volunteer recruitment and retention. YASC is designed to both offer participating students financial incentive for their service, and to provide CBOs with tools to engage young adults in local communities. Young Adult Service Corps (YASC) enhances volunteer recruitment and school retention while also providing the participant with educational, service learning activities and financial benefits that relate to higher education.

Schools & Community Based Organizations

Part of the YASC mission is to connect young adults and community volunteers with community based organizations (CBOs). CBOs are nonprofits, public agencies, and faith-based organizations. AmeriCorps encourages partnerships with organizations that serve educational, public safety, environmental, human health/welfare, and homeland security needs. Ideally, service site representatives understand the goals of YASC and work to provide meaningful service activities and on site support to ensure a positive service experience for the YASC Members and community volunteers.

In your role, you may work with CBOs as service sites. JMGF recognizes that each community is unique and that some may have more CBOs than others. It is crucial that together we develop and maintain relationships with parents, employers, non-profit agencies, governmental agencies and other civic organizations in your community. If you would like program support regarding service site development, please contact JMGF!

Some examples of CBOs:

- American Red Cross
- Big Brothers and Big Sisters
- Chambers of Commerce
- Food Banks
- Girls Scouts of America
- Historical Societies
- Hospitals
- Human Resource Councils
- Humane Societies
- Kiwanis Clubs
- Local Fire and/or Police Departments
- Montana Department of Transportation
- Montana National Guard
- Museums
- National Honor Societies
- Native American Agencies
- Optimists Clubs
- Public Libraries, Public Schools & affiliated programs
- Rescue missions
- Senior centers
- Various city and county departments
- YMCA or YWCA

Section II- Enrollment, Service Activities & Exit

How It Works

Young Adult Service Corps (YASC) is open to all qualified high school students and recent graduates.

Eligible applicants are age 17-24 *and* in high school *or* recently graduated and may have a diploma or GED. Community and School partners and site supervisors should explain the program and assist students in the application process.

1. The Partner and/or Site Supervisor works with the applicant to submit the Application, Position Description, Member Service Agreement and required identification documentation to the YASC Program Office.
2. Upon notification of acceptance of the Member Application, the Community/School Representative should meet with the student to prepare the Member Development Plan for documenting their goals and objectives. An onsite orientation with the Service Site Supervisor or Program Director must be completed; the orientations is typically the first entry on the Time Sheet and should be listed and described in the member development category.
3. After successfully completing Enrollment & Orientation process, students receive t-shirts, recite the AmeriCorps Pledge and officially become inducted as AmeriCorps Members!

Each month the Member must submit a Monthly Time Sheet. Site Supervisors are expected to verify Monthly Time Sheets and monitor the Member's service experience. Monthly Time Sheets are due into the YASC Program Office in Helena by the 7th of the following month.

Once a Member completes the 300 hours of service and submit all exit paperwork in a timely manner, they can expect the Education Award voucher in the mail within 6-8 weeks.

Program Documents and Form Review

Essentially the paper work occurs at the onset and the completion of the program. Once enrolled, the Monthly Time Sheets are the primary submission. An explanation of YASC related forms are provided below.

- **Member Application/Enrollment Form**-Requires applicant & parental signatures for 17 year olds
- **Member Service Agreement** -The Member Service Agreement provides information about program expectations and participant responsibilities. Requires applicant & parental signatures for 17 year olds
- **Member Development Plan (MDP)** -A tool to help the Member identify specific goals under the following categories: personal, professional and service related. Members complete the MDP at the end of their Service, to document progress towards their goals.
- **Monthly Time Sheet** - Members are required to turn in monthly report on the hours spent on direct service and member development. AmeriCorps requires the program to maintain records supporting these hours. If the Time Sheet is not submitted, Members risk forfeiting the Education Award.
- **Position Description** - In collaboration with the Service Site; this is a detailed description of the Member's service activities. In signing this form the service site representative agrees to monitor the Member's compliance with AmeriCorps Prohibited Activities, and assist in completion of paperwork in a timely manner, *especially Time Sheets.*

Additional documents:

- **Member End of Service Survey** – Provides the opportunity for Members to provide feedback regarding their service experience; this document is part of the required exit paperwork.
- **Community Volunteer Survey** – Survey used to gather information regarding the volunteers' service experience.
- **Site Supervisor Evaluation** – Survey used to gather Service Site feedback.

Member Enrollment & Orientation:

The following is a brief description of YASC Corps Member enrollment process.

1. An applicant must complete and submit a signed Member Application;
2. The Member must provide proof of identity, such as a copy of a valid driver's license (or other valid picture ID), and copy of birth certificate or copy of a valid passport;
3. The Member and School Representative review & submit a signed Member Service Agreement
4. A Position Description is prepared for *each* service site & submitted the YASC Program Office;
5. The Member must complete and submit a Member Development Plan;
6. The Member must pass a criminal background check and a check on the National Sexual Offender Public Registry (NSOPR).

Information on Criminal Background Checks for grant covered individuals

Young Adult Service Corps (YASC) employees, site supervisors and members are considered grant covered individuals. Staff is paid from the grant, site supervisors document in-kind contributions of time and effort to match the grant, and young adults who participate receive an Education Award. Grant-covered individuals must each meet the background check requirements of the Corporation for National and Community Service (CNCS).

YASC Members earning hours will not have unsupervised access to vulnerable populations as defined by the Corporation for National and Community Service, here below;

While earning hours, no YASC member should be alone with a vulnerable population.

- (2) INDIVIDUALS WITH ACCESS TO VULNERABLE POPULATIONS- An individual described in this paragraph is an individual age 18 or older who-
- (A) serves in a position in which the individual receives a living allowance, stipend, national service educational award, or salary through a program receiving assistance under the national service laws; and
 - (B) as a result of such individuals service in such position, has or will have access, on a recurring basis, to-
 - (i) children age 17 years or younger;
 - (ii) individuals age 60 years or older; or
 - (iii) individuals with disabilities.

On April 21, 2011, the two-part National Service Criminal History check became a three-part check requirement for individuals serving in, or working for, a program or project that allows for recurring access to a vulnerable population. Once new regulations are established, newly enrolled or hired individuals in predictable contact with children (17 and younger), senior citizens (60 and older), and individuals with disabilities must undergo:

1. *A National Sex Offender Public Registry check (NSOPR);*
2. *A statewide criminal history repository check of the state of residency and the state where the individual will work/serve (FBI checks do not substitute for state checks); and,*
3. *A fingerprint-based FBI criminal history repository check.*

In order for JMGF/YASC to be compliant with these laws, all grant covered individuals engaged after April 21, 2011 who have recurring access to vulnerable populations *must* consent to and pass, criminal background checks on the NSOPR, the Montana State Repository *and* a fingerprint based FBI check. For YASC, this includes site supervisors and may include some members, dependant on the position description. *An individual's ability to serve as a YASC member is subject to review of applicable criminal history checks.*

JMGF will conduct checks in the National Sexual Offender Public Registry (NSOPR) and in the Montana State Repository for all applicants. JMGF/YASC will complete those two checks at no cost to the applicant. The results of the checks will be housed in the YASC program office. If any individual wishes to receive a copy of their results they may request one in writing and JMGF will provide the individual a copy.

Member Responsibilities & Benefits;

To earn an Education Award Members must successfully complete the following tasks:

- Submit a completed Application packet, including documentation of citizenship, including a copy of your birth certificate or copy of a valid passport
 - Includes Member Application/Enrollment Form, Member Service Agreement, Member Development Plan, & PreService Assessment Survey
 - Applicants under age 18 *must* secure parent/legal guardian signatures on the Member Application/Enrollment Form and the Member Service Agreement
- Complete a minimum of 300 service hours and program and if applicable site requirements stated at the start of service. Submit completed Monthly Time Sheets to the YASC Program office in Helena by the 7th of each month;
- Recruit a minimum of 1 community volunteer to contribute a minimum of 8 hours of service; Have your volunteer complete and return the Community Volunteer Survey!!
- It is AmeriCorps Rules that members are exited within 30 days of the completion of hours; in order to receive the Education Award, each member must complete and submit a Member Exit packet and final Time Sheet
- Each member who successfully completes service with YASC will receive an Education Award! (*Refer to earlier section on Education Award*).

YASC Member Service Activities

There are types of activities for which a Member may receive hours under the program, Direct Service, Member Development and Fundraising. Direct Service activities represent time spent at a Service Site performing the duties assigned under the Member's Position Description.

Please note YASC hours may not exceed a cumulative of 10 hours per day, without prior approval.

Direct service activities address local, educational, environmental, public safety, disaster preparedness and /or other human needs.

Examples of service learning/ direct service activities include, but are not limited to:

- Most volunteer service in the community; Service in the focus areas of Education, Public Safety, Homeland Security, Environmental Initiatives, and/or Human Needs;
- Service-learning experiences in conjunction with a credit- or non-credit-based academic course;
- Volunteer recruitment; and
- Coordinating service-learning or community service projects in the school or in the greater community
- Move and relocate books for the annual book sale for the community library
- Plan and organize a school wide event during Red Ribbon Week or other nationally recognized time of focus, e.g., African American History Month, Women of Achievement Month, etc
- Serve with a food drive for the community food bank
- Help with an annual blood drive
- Help with a paper/cardboard recycling program
- Read and mentor children in kindergarten/elementary school
- Environmental stewardship projects such as city beautification, parks projects, organizing a highway cleanup
- Help at the county fair or other annual community event
- Help at an annual Christmas giving program/Toys for Tots
- Help with a summer recreation program
- Serve meals at a homeless shelter
- Help at the local historical society or museum
- Help at the local senior center
- Help at the community hospital or nursing home
- Collect clothing and other items for children, seniors, disabled persons, and others in need
- Volunteer at the local humane society by collecting food and bedding items, and/or exercising shelter animals
- Volunteer at the fire and/or police department
- Volunteer with a neighborhood watch program
- Recruiting volunteers who will help you or who will serve with the service site after the AmeriCorps member has completed their Term of Service.

Examples of non-allowed Direct Service activities include, but are not limited to:

- Any PAID/STIPEND positions;
- Grant writing and/or fundraising for an agencies capital or operating costs (e.g., a grant for a new staff position);
- Travel time to/from the Service Site
- Hours sleeping or personal recreation time during an overnight retreat;
- Service outside Montana; and
- Any Prohibited Activity as described by AmeriCorps.

YASC Member Development

Member Development activities represent time spent in preparation and planning, training, documenting and evaluating the Member's Service Project. A YASC Corps Member may spend up to twenty (20%) of the 300-hours (60 hours) engaging in Member Development activities.

AmeriCorps defines Member Development as:

- Pre-service orientation;
- Skill development opportunities that insure member success
- Participation in AmeriCorps training events
- Participation in National Days of Service events such as Martin Luther King Jr Day, All Member Gathering, National Youth Service Day, and Make a Difference Day
- Leadership & development training and opportunities
- Training and mentoring to improve member retention
- Activities approved under the YASC Member Development Scholarship

Examples of allowed "Member Development" activities include, but are not limited to:

- Creating a journal of service reflections;
- Attending conferences or training for personal or professional development;
- Grant writing or fundraising for nonprofit agencies that is directly applicable to the direct service of the agency (e.g., a grant for supplies for tutors); and
- Attending staff meetings, taking a language class, obtaining CPR certification, pursuing other personal/professional goals

Examples of non-allowed "Member Development" activities include, but are not limited to:

- Time spent completing academic assignments;
- Activities that pose a significant safety risk to participants or others;
- Travel time to/from a Service Site
- Hours sleeping or personal recreation time during an overnight retreat; and
- Any AmeriCorps Prohibited Activity

School instruction and/or projects that teach the importance of National Service, citizenship and/or help the Member achieve their educational and career aspirations are also appropriate Member Development activities.

Remember YASC hours may not exceed a cumulative of 10 hours per day, without prior approval.

YASC Member Development Scholarship

JMGF is pleased to provide the YASC Members the Member Development Scholarship. These scholarships support professional and personal member development opportunities. These opportunities may include professional conferences, site-specific trainings, personal development workshops, and other service related events. For most members the Member Development Scholarship supports your first significant member development activity, enhances your service experience, commitment to AmeriCorps service and connects you to other people around that state with the same interests.

To be eligible for the Member Development Scholarship, you must meet the following criteria:

- Enrolled AmeriCorps Member, an active Member, meaning not exited in the YASC Management database
- Current on all Time Sheet submissions
- Applying for a personal or professional development event that clearly connects to service
- Submit the Member Development Scholarship Application with details of the event and requested scholarship amount,
- Each YASC Member is eligible for a total of one scholarship award
- Complete and submit the following application and budget

Note: In compliance with Presidential Executive Order 13513 YASC staff, Site Supervisors, Members and others travelling while engaging in an AmeriCorps or other Corporation funded activity are expected to refrain from text messaging while operating a vehicle.

Member Fundraising Activities

A YASC Member may spend no more than ten percent (10%) of the 300 hour Term of Service (30 hours – 10% of the total 300 hours) performing fundraising activities. Fundraising activities do *not* count towards direct service hours, even if a Member spends time on fundraising activities at a Service Site; these hours *must* be reported on the Monthly Time Sheet as Fundraising.

Examples of Member fundraising activities include, but are not limited to, the following:

- Soliciting donations of books from companies and individuals for a program in which volunteers teach children to read;
- Writing a grant proposal to a foundation to secure resources to support volunteer training;
- Securing supplies and equipment from the community to increase an organizations ability to help build houses for low-income individuals;
- Securing financial resources from the community to assist in launching or expanding a program that provides social services to the community and those services are delivered through the members of the CBO;
- Seeking donations from alumni of the program for the specific service projects being performed by current Members.

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

- Raise funds for an organization's general operating expenses or endowment; and
- Write a grant application to CNCS or any other Federal agency.

Member Evaluation

YASC is required to prepare a written evaluation of each Member's performance at the completion of the Member's term of service. The Site Supervisor Evaluation is typically prepared by the Site Supervisor.

At the minimum, the evaluation should rate the following:

- Member completion of assignments, overall performance and observation of leadership confidence over the term of service
- Member completion of any other performance criteria that were clearly communicated at the beginning of the term of service.

Monthly Time Sheets

Time Sheets are crucial to ensuring YASC Members are properly credited for their hours. Please work with your site supervisor to ensure Time Sheets are completed, signed & submitted to JMGF by the 7th of each month.

Members are required to turn in monthly Time Sheets to list the hours and describe the direct service, member development and if applicable, fundraising activities. Of the total hours, at least 80% of a Member's total service hours should be reported on the Monthly Time Sheet as Direct Service. Up to 20% may be reported as Member Development. AmeriCorps requires the program to maintain records supporting these hours and that they are current within 30 days. Time Sheets must be submitted consistently.

- If you know one or more of your students Time Sheet may be late, have them inform JMGF.
- JMGF strongly encourages Members to keep copies of their monthly Time Sheets.

Time Sheet Tips:

- **Use details to describe** the service activities, member development and fundraising activities. If you have hours in a category then that category must have a description, the more detail the better!
- **The proper way to make a correction** on your Time Sheet is to write a line thru the error, and make the correction, then initial next to the correction
- **No white out-** Time Sheets received with white out will be returned to you for proper correction
- **All Time Sheets must be completed, signed and dated in pen,** Time Sheets submitted in pencil will be returned to you to provide you the opportunity to correct the sheet
- **Use 15 minute increments,** for example, one hour & fifteen minutes would be 1.25, hour and a half, 1.5, hour and 45 minutes would be 1.75. You can use fractions, write 15mins or the decimal examples...as long as its in 15 minute increments.
- **Use real time to count hours in the categories of direct service, member development and/or fundraising;** YASC hours in one day may not exceed a cumulative of 10 hours in one day.
- **Site Supervisors are expected to verify hours and service descriptions on the Monthly Time Sheet and monitor the Member's service experience.**
 - If a member has zero hours in a month, you or the student can let us know via email.
- **Community Volunteer Survey** -When the participant recruits a friend, family member or other non-AmeriCorps person to serve 8 hours with them, the volunteer completes the Volunteer Survey used to gather information regarding the volunteers' service experience.
 - We are agreeable to having the volunteer contribute 8 hours occur over a period of time as long as it is the same volunteer.

Once a Member completes the 300 hours of service and submits all exit paperwork in a timely manner, they can expect the Education Award voucher in the mail within 6-8 weeks. It is preferable and faster for alumni to register with My AmeriCorps by visiting www.myamericorps.gov

Although all members have until August 15 to complete their hours and exit paperwork, the AmeriCorps rule requires that participants who are completed with their hours and program requirements exit within 30 days. In many cases this is before August.

Remember the following activities *cannot* be credited as direct service hours on the Monthly Time Sheet:

- Time spent traveling and/or sleeping during overnight retreats affiliated with the service site, or travel time to and from a service site
- Administrative work, unless it benefits the JMGF Member's approved direct service activities, remember, such work (referred to as Member Development) is limited to 20% of the JMGF Member's total service time, or 60 hours (20% of 300 hours).

YASC policy is that Monthly Time Sheet submissions that are more than 2-3 months late may result in those hours not being counted *and* may jeopardize enrollment.

Great Stories

Great Stories are 1-3 paragraph written accounts of positive experiences you had while in service as a YASC Member. During the term of service, you must write and submit at least one Great Story, either during the Term or at the end of Service. Members are encouraged to use time writing your Great Story as an opportunity to reflect on your service experience and the impact you had in the community where you serve. Great Stories also help to demonstrate to the Corporation for National & Community Service, and the Office of Community Service, the positive impacts that you are making in Montana.

You may choose to email your Great Story directly to ssadowski@jmgf-mt.org

Section V- Assurances & Glossary

Prohibited Activities

There are activities including lobbying or political, religious, or advocacy activities that JMGF AmeriCorps Members, and staff may not perform in the course of their duties, while charging time to the JMGF AmeriCorps Program, or at the request of program staff. Members and staff may not engage in any manner that would associate YASC with prohibited activities.

Since YASC partners with local agencies the Member, School Representative, and Site Supervisor should all be aware of the Prohibited Activities. Care should be taken so that service activities do not ask the member to engage in any of the stated Prohibited Activities.

The list of specific prohibited activities includes:

- influencing legislation or an election;
- assisting, promoting, or deterring union organizing;
- engaging in religious instruction;
- conducting worship services;
- engaging in any form of religious proselytism;
- organizing or engaging in protests, petitions, boycotts, or strikes;
- impairing existing contracts for services or collective bargaining agreements;
- participating in, or endorsing, events or activities that are likely to include advocacy for or against political parties, political candidates, political platforms, proposed legislation, or elected officials;
- providing a direct benefit to a for-profit entity, a labor union, a partisan political organization;
- engaging in partisan political activities, or other activities designed to influence the outcome of an election to any public office;
- voter registration drives; and
- other activities that CNCS determines will be prohibited upon notice to the Program.

Please note: *Members like any other citizens, may participate in any of the above activities on their own time, at their own expense, and at their own initiative. Except that Members may not wear any clothing or other paraphernalia (pins, hats, etc.) that might identify them as a participant in an AmeriCorps Program.*

JMGF/YASC Grievance Policy

I. Grievance Procedures; In the event that informal efforts to resolve disputes are unsuccessful, JMGF AmeriCorps Members, labor unions, and other interested individuals may seek resolution through the following grievance procedures. These procedures are intended to apply to service-related issues, such as assignments, service sites, evaluations, suspensions, or release for cause, and issues related to non-selection of members, and displacement of employees, or duplication of activities by YASC or by AmeriCorps. The following options are available:

A. Alternative Dispute Resolution (ADR) –ADR is confidential, non-binding, and informal. ADR is available, but must be selected within forty-five (45) days of the dispute. If an aggrieved party chooses ADR as a first option, a neutral party designated by the Program will attempt to facilitate a mutually agreeable resolution. The neutral party must not have participated in any previous decisions concerning the issue in dispute. No communications or proceedings of ADR may be referred to at a grievance hearing or in the event of arbitration. The neutral party may not participate in subsequent proceedings.

If ADR is chosen by the aggrieved party, the deadlines for convening a hearing and of the hearing decision, thirty (30) and sixty (60) days respectively, are held in abeyance until the conclusion of ADR. At the initial session of ADR, the neutral party must provide written notice to the aggrieved party of his/her right to request a hearing. If ADR does not resolve the matter within thirty (30) calendar days, the neutral party must again notify the aggrieved party of

his/her right to request a hearing. At any time, the aggrieved party may decline ADR and proceed directly to the hearing process.

Remedies for grievances include, but are not limited to, reinstatement in good standing of a member wrongfully suspended or dismissed, and prohibition of placement of a Member. If reinstatement of the member results in the member not being able to fully complete their hours within the term of service, arrangements may be made to allow the member reasonable opportunity to complete the hours.

- B. **Grievance Hearing** – An aggrieved party may request a grievance hearing without participating in ADR or, if ADR is selected, if it fails to result in a mutually agreeable resolution. The aggrieved party should make a written request for a hearing to the YASC Program Director or the JMGM Executive Director. A request for a hearing must be made within one year after the date of the alleged occurrence. At the time a request for a hearing is made, the Program may make available to the aggrieved party information that it relied upon in its disciplinary decision. The Program will arrange for one or more pre-hearing conferences at a time mutually convenient to both parties. Pre-hearing conferences are not a substitute for a hearing. They are intended to facilitate a mutually agreeable resolution of the matter to make a hearing unnecessary or to narrow the issues to be decided at the hearing. The format of the pre-hearing conference may be flexible, involving meetings with one party at a time and/or with both parties together. The YASC Program Director and/or the JMGM Executive Director conduct pre-hearing conferences.

The hearing will be conducted by the JMGM Executive Director or a party designated by the Program. The person conducting the hearing may not have participated in any previous decisions concerning the issue in dispute. A hearing must be held no later than thirty (30) calendar days after the filing of the grievance, and a written decision must be made no later than sixty (60) calendar days after the filing.

- C. **Binding Arbitration** – an aggrieved party may request binding arbitration if a grievance hearing decision is adverse or if no decision is made within sixty (60) days of the filing of the grievance. The arbitrator must be independent and selected by agreement of the parties. If the parties cannot agree on an arbitrator, CNCS' Chief Executive Officer will appoint one within fifteen (15) calendar days after receiving a request from one the parties. An arbitration proceeding will be held no later than forty-five (45) calendar days after the request for arbitration, or no later than thirty (30) calendar days after the appointment of an arbitrator by CNCS' Chief Executive Officer. An arbitration decision will be made no later than thirty (30) calendar days after the commencement of the arbitration proceeding. The cost of arbitration will be divided evenly between the parties, unless the aggrieved party prevails, in which case the Program will pay the total cost of the proceeding as well as the prevailing party's attorneys' fees.

Glossary

AmeriCorps – a National Service program, often referred to as the “domestic Peace Corps” AmeriCorps is a program of the Corporation for National & Community Service (CNCS) along with the National Civilian Conservation Corps, (NCCC), Senior Corps and AmeriCorps*VISTA. AmeriCorps provides thousands of Americans of all ages and backgrounds with Education Awards in exchange for community service. Nationally, over 150,000 AmeriCorps members have helped to meet the nation’s critical needs in the area of public safety, education, health, homeland security and the environment. For more information visit www.americorps.gov

Community Based Organization (CBO) – primarily a local non-for-profit, government, or quasi-governmental agency that serves human needs.

Corporation for National and Community Service (CNCS) – CNCS provides opportunities for Americans of all ages and backgrounds to serve their communities and country through three programs, Senior Corps, AmeriCorps and Learn & Serve America. Members and volunteers serve with national and community nonprofit organizations, faith based groups, schools and local agencies to help meet community needs in education, the environment, public safety, homeland security and other critical areas.

Jobs for America’s Graduates (JAG) – a school-to-career program for student in high schools, alternative schools, community colleges, and middle schools in the United States and the United Kingdom. JAG's mission is to keep young people in school through graduation and provide work-based learning experiences that will lead to career advancement opportunities or to enroll in a postsecondary institution that leads to a rewarding career.

Jobs for Montana’s Graduates (JMG) – Montana based affiliate to JAG with the objective of assisting student participants secure a quality job and/or postsecondary education, that leads to a meaningful career.

Jobs for Montana’s Graduates Foundation (JMGF) – foundation established to support JMG’s mission and goals.

Member Service Agreement- The Member Service Agreement outlines the terms, conditions and benefits of the JMGF AmeriCorps Program. The Member provides a list of prohibited activities, the amount of the Education Award reasons to be released form the Term of Service, and grievance procedures.

Member Development Plan- Member Development is time allotted to a member to pursue professional, personal and service related goals that may not be met through direct service activities. Twenty percent of every service term can be dedicated to Member Development; 60 hours of the 300 hour term of service are allotted for students’ development outside of their direct service.

National Service Trust – The National Service Trust is the organization that manages Education Awards. If a member has questions or concerns regarding the Education Award, the National Service Trust can answer those questions.

Service Learning- The National Center for Service Learning defines Service Learning as having three main components;

1. Service learning constitutes activity that is focused on meeting a human need on the community where that need has to do with the well-being of individuals and/or the environment in which they live
2. Key academic and/or civic objectives to be achieved through combining service with learning have been identified prior too the activity.
3. Opportunities for students to reflect on their experience and its connection to specific academic/civic objectives are incorporated into the service activity.

Service Project – activity described in the Position Description the Member is expected to perform. Service projects can be individual or site inspired, and may be associated with a National Day of Service.

Service Site – a School or Community Based Organization that has agreed to partner with JMGF to offer student volunteers the AmeriCorps opportunity.

Memorandum of Understanding (MOU) - The agreement that solidifies partnership between JMGF and a service site. An MOU is typically completed for each site where the student serves.

Site Supervisor – The site supervisor is the person who serves as the JMGF AmeriCorps Member’s supervisor at the service site. This designated person is the primary site contact for the member during the term of service, assists with on site orientation & training, provides on-going and professional support during service. The site supervisor must sign the Monthly Time Sheets and communicate with the participant to ensure Time Sheets are submitted to the JMGF AmeriCorps Program office monthly.

Term of Service –the required number of direct service hours, total service hours and other required tasks in order to qualify for an Education Award.

Time Sheets- the Time Sheets are an ongoing responsibility of the AmeriCorps Member. The Time Sheets are a critical piece of documentation that must be submitted to the JMGF AmeriCorps program office on a monthly basis in order for the service hours to be counted.

Title IV – a Title IV higher education institution is one that has agreed to the Title IV program Participation Agreement with the U.S. Department of Education. Meaning, the school participates in the federal student aid programs; the school has an agreement with the U.S. Department of Education whereby students at the school are eligible to receive Federal financial assistance to attend the school.

VISTA- AmeriCorps*VISTA (Volunteers In Service To America) members help to bring individuals and communities out of poverty. Members serve full-time for a year and earn a \$4,725 Education Award.

Please contact JMGF with any questions,

Thank you for choosing to serve with the Young Adult Service Corps!

Have a great Term of Service!