Developing Policies and Procedures: A Resource for AmeriCorps State and National Grantees

Grantee Workbook

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# Introduction

This workbook is designed to accompany the eLearning course: [*Developing Policies and Procedures: A Resource for AmeriCorps State and National Grantees*](https://americorpsonlinecourses.litmos.com?C=10732704). The course is available on the AmeriCorps Litmos learning platform at [americorpsonlinecourses.litmos.com](https://americorpsonlinecourses.litmos.com/account/Login). If you do not have a Litmos account, you can create one by following the steps in the [Litmos Getting Started Guide](https://www.americorps.gov/sites/default/files/document/How%20to%20create%20Litmos%20account.pdf).

The AmeriCorps State and National Statues and Regulations and Terms and Conditions outline requirements for grantees to have specific policies and procedures for all aspects of managing an AmeriCorps program, including human resources, member recruitment and eligibility, member management, and fiscal oversight. The training referenced above provides valuable information on all aspects of policy development and implementation for program management policies as well as a high-level overview of fiscal policy requirements. If you are a subgrantee of a state commission, be sure to connect with your commission regarding additional state specific policy and procedure requirements for your program. State specific requirements are not covered in this workbook and eLearning course.

Establishing the required AmeriCorps policies and procedures may initially seem like an overwhelming task, but your organization likely already has its own set of policies and procedures and many of the AmeriCorps requirements may already exist within them. As a first step, it’s recommended to cross reference your current organizational policies with the AmeriCorps Regulations and Terms and Conditions to ensure your existing policies are compliant, and if they are not, you can adjust accordingly.

Your organization should develop your program-specific policies to best meet your operating needs. Policies should not just be copied directly from the AmeriCorps Statutes and Regulations and Terms and Conditions. These documents serve as a framework for the requirements which can be tailored to your organization in your specific policy.

# How to Use this Workbook

As you work your way through each section of the eLearning course, we encourage you to use this workbook to help develop your AmeriCorps policies and procedures. Each section of this workbook includes a checklist to help ensure your organization includes all required components and an area to draft your policies and procedures for a given section

# General Policies and Procedures

The first section of the eLearning course [*Developing Policies and Procedures: A Resource for AmeriCorps State and National Grantees*](https://americorpsonlinecourses.litmos.com?C=10732704) covers general policies and procedures. As you review the policies in this section, cross reference your organization’s existing policies and procedures to determine whether they are already included. If your organization’s existing policies and procedures do not include the requirements for a particular section, use the tools and checklists in the course and this workbook to create your new policy.

## Non-Discrimination Public Notice and Records Compliance

1. Review this section in *Developing Policies and Procedures: A Resource for AmeriCorps State and National Grantees.*
2. Use this workbook to help you develop policies and procedures in this area.

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| **Resources:**   * [AmeriCorps.gov - Civil Rights for Employees, Service Members, and Volunteers](https://www.americorps.gov/about/agency-overview/civil-rights) * Requirements Directly Affecting the Selection and Treatment of Participants  ([45 CFR 2540](https://www.ecfr.gov/current/title-45/subtitle-B/chapter-XXV/part-2540)) * [Member Service Agreement Outline](https://www.americorps.gov/sites/default/files/document/Member-Service-Agreement-Outline_2023-01_508.pdf) * Guidance on providing meaningful access to individual with limited English proficiency ([67 FR 64604](https://americorps.gov/sites/default/files/document/02-26632%20AmeriCorps%20LEP%20Guidance.pdf)) * [AmeriCorps General Terms and Conditions](https://www.americorps.gov/grantees-sponsors/manage-your-grant) |

**Policies and Procedures Checklist: Non-Discrimination Public Notice and Records Compliance**

Check the boxes to confirm that your organization’s policies and procedures address this content:

We have a written non-discrimination policy.

Our policy describes how members, community beneficiaries, applicants, program staff and the public will be notified that our organization operates a program subject to the non-discrimination requirements.

Our policy describes how the organization will notify the public in recruitment materials and applications that it operates its program subject to non-discrimination requirements.

Our policy ensures that information on civil rights requirements, complaint procedures and the rights of beneficiaries is included in member service agreements, handbooks, manuals, pamphlets and posted in prominent locations.

Our policy describes how we will take reasonable steps to ensure that persons with Limited English Proficiency (LEP) have meaningful access and an equal opportunity to participate in our services, activities, programs and other benefits.

Our policy supports record retention to allow AmeriCorps to determine if the organization is compliant with civil rights statutes and regulations. If my organization has subrecipients, my organization’s policies ensure that subrecipients are notified of the requirements of civil rights statutes and regulations and will make information available to my organization to support monitoring of this requirement.

**Notes:**

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## Reasonable Accommodation

1. Review this section in *Developing Policies and Procedures: A Resource for AmeriCorps State and National Grantees.*
2. Use this workbook to help you develop policies and procedures in this area.

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| **Resources:**   * [Disability Accommodation Off Set Request Form Instructions](https://americorps.gov/sites/default/files/document/FY2023_ASN_Disability_Accommodation_Instructions_2022-10_508.pdf) * [AmeriCorps State and National Terms and Conditions](https://www.americorps.gov/grantees-sponsors/manage-your-grant) |

**Policies and Procedures Checklist: Reasonable Accommodation**

Check the boxes to confirm that your organization’s policies and procedures address this content:

Our policies state that our program and activities are accessible to persons with disabilities.

Our policies affirm that selections and project assignments will be made without regard to the need to provide reasonable accommodation.

Our policies describe the process an AmeriCorps member should take to request an accommodation as well as the actions that my organization will take in processing the request.

**Notes:**

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## Drug-Free Workplace Act

1. Review this section in *Developing Policies and Procedures: A Resource for AmeriCorps State and National Grantees.*
2. Use this workbook to help you develop policies and procedures in this area.

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| **Resources:**   * [Drug-Free Workplace Act](https://uscode.house.gov/view.xhtml?req=granuleid:USC-2000-title41-section701&num=0&edition=2000) * Circumstances under which an AmeriCorps participant can be released from service ([45 CFR §2522.230](https://www.ecfr.gov/current/title-45/subtitle-B/chapter-XXV/part-2522/subpart-B/section-2522.230)) * [Member Service Agreement Outline](https://www.americorps.gov/sites/default/files/document/Member-Service-Agreement-Outline_2023-01_508.pdf) |

**Policies and Procedures Checklist: Drug-Free Workplace Act**

Check the boxes to confirm that your organization’s policies and procedures address this content:

Our policy outlines the specific requirements of the Drug-Free Workplace Act that my program will comply with, including that the requirements will be listed in the Member Service Agreement.

Our policy affirms that program staff and members will be oriented to the requirements of the Drug-Free Workplace Act.

**Notes:**

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## Grievance Procedures

1. Review this section in *Developing Policies and Procedures: A Resource for AmeriCorps State and National Grantees.*
2. Use this workbook to help you develop policies and procedures in this area.

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| **Resources:**   * Grievance procedures ([45 CFR 2450.230](https://www.ecfr.gov/current/title-45/subtitle-B/chapter-XXV/part-2540/subpart-B/section-2540.230)) * [Member Service Agreement Outline](https://www.americorps.gov/sites/default/files/document/Member-Service-Agreement-Outline_2023-01_508.pdf) * [AmeriCorps State and National Terms and Conditions](https://www.americorps.gov/grantees-sponsors/manage-your-grant) |

**Policies and Procedures Checklist: Grievance Procedures**

Check the boxes to confirm that your organization’s policies and procedures address this content:

We have a written grievance policy, and this policy complies with the requirements outlined in [**45 CFR 2450.230**](https://www.ecfr.gov/current/title-45/subtitle-B/chapter-XXV/part-2540/subpart-B/section-2540.230).

Our policy details how members, site supervisors, and any applicable organizational staff are oriented to this grievance policy.

Our policy ensures that the grievance policy is included in the Member Service Agreement.

**Notes:**

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## Recordkeeping, Member Information Confidentiality, and Personally Identifiable Information (PII)

1. Review this section in *Developing Policies and Procedures: A Resource for AmeriCorps State and National Grantees.*
2. Use this workbook to help you develop policies and procedures in this area.

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| **Resources:**   * Retention requirements for records ([2 CFR 200.334](https://www.ecfr.gov/current/title-2/subtitle-A/chapter-II/part-200/subpart-D/subject-group-ECFR4acc10e7e3b676f/section-200.334)) * [AmeriCorps State and National Terms and Conditions](https://www.americorps.gov/grantees-sponsors/manage-your-grant)   + Section IX (Member Records and Confidentiality) |

**Policies and Procedures Checklist: Recordkeeping, Member Information Confidentiality, and Personally Identifiable Information (PII)**

Check the boxes to confirm that your organization’s policies and procedures address this content:

Our policy dictates how and for how long a member’s file will be maintained.

We have a policy for maintaining specific documentation that establishes a member’s eligibility to serve in the program

Our policy establishes how we will document a member met program requirements.

We have a policy to prepare for and respond to breaches of PII. This policy includes a notification to AmeriCorps in the event of a breach.

We have a procedure, such as a checklist, to ensure each member file is complete.

**Notes:**

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## Reporting Fraud, Waste, and Abuse to the AmeriCorps Office of Inspector General (OIG)

1. Review this section in *Developing Policies and Procedures: A Resource for AmeriCorps State and National Grantees.*
2. Use this workbook to help you develop policies and procedures in this area.

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| **Resources:**   * [General Terms and Conditions](https://www.americorps.gov/grantees-sponsors/manage-your-grant) * [Fraud Awareness Training for Grantees](https://www.americorps.gov/grantees-sponsors/manage-your-grant) (Training and Technical Assistance - Litmos) |

**Policies and Procedures Checklist: Reporting Fraud, Waste, and Abuse to the AmeriCorps Office of Inspector General (OIG)**

Check the boxes to confirm that your organization’s policies and procedures address this content:

Our policy describes the mechanism in place to report, without delay, any suspected criminal activity, waste, fraud and/or abuse to both the AmeriCorps Office of Inspector General and AmeriCorps.

We have a procedure for training staff and participants on these reporting protocols.

**Notes:**

## Conflict of Interest

1. Review this section in *Developing Policies and Procedures: A Resource for AmeriCorps State and National Grantees.*
2. Use this workbook to help you develop policies and procedures in this area.

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| **Resources:**   * General Procurement Standards ([2 CFR 200.317-327](https://www.ecfr.gov/current/title-2/subtitle-A/chapter-II/part-200/subpart-D/subject-group-ECFR45ddd4419ad436d)) * [General Terms and Conditions](https://www.americorps.gov/grantees-sponsors/manage-your-grant) |

**Policies and Procedures Checklist: Conflict of Interest**

Check the boxes to confirm that your organization’s policies and procedures address this content:

Our policy includes written standards of conduct covering conflicts of interest and, if applicable, governing the performance of employees engaged in the selection, awards, and administration of subawards and contracts.

Our policy includes a written standard of conduct covering organizational conflicts of interest, if applicable.

Our policy describes how employees will be oriented to conflict of interest and how they should report any potential conflicts of interest. If a conflict of interest relating to an AmeriCorps award is identified, the policy states that this will be reported to AmeriCorps immediately.

Our policy includes specific procedures related to procurement as outlined in [**2 CFR 200.317-327**](https://www.ecfr.gov/current/title-2/subtitle-A/chapter-II/part-200/subpart-D/subject-group-ECFR45ddd4419ad436d)**.**

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## Fiscal Policy Requirements

1. Review this section in *Developing Policies and Procedures: A Resource for AmeriCorps State and National Grantees.*
2. Use this workbook to help you develop policies and procedures in this area.

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| **Resources:**   * On-Demand eLearning Courses:   + [***Key Concepts of Financial Grants Management***](https://www.americorps.gov/grantees-sponsors/manage-your-grant)   + [***Ensuring Correct and Supported Salary Allocation***](https://www.americorps.gov/grantees-sponsors/manage-your-grant)     - Training and Technical Assistance - Litmos * [**Monitoring Resources**](https://americorps.gov/grantees-sponsors/monitoring)   + Uniform Monitoring Package (UMP) - Section 1 (Financial and Operational Fitness Assessment (FOFA))   + Segregation of Duties Worksheet * [**2 CFR 200 -Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards**](https://www.ecfr.gov/current/title-2/subtitle-A/chapter-II/part-200?toc=1) * [**AmeriCorps State and National Terms and Conditions**](https://www.americorps.gov/grantees-sponsors/manage-your-grant) |

**Policies and Procedures Checklist: Fiscal Policy Requirements**

Check the boxes to confirm that your organization’s policies and procedures address this content:

Our policy includes written policies and procedures that describe processes and tools that our organization uses for measuring and documenting time and effort spent on federal grants.

Our financial policies describe the internal controls in place, including segregation of duties amongst staff for key financial functions.

Our policy describes how our organization will manage federal cash drawdowns.

Our policies and procedures include a clear cost allocation policy for direct and indirect costs (if applicable).

Our policy describes how our financial management system supports timely, complete, and accurate reporting.

We have a written procedure for tracking and reporting cash and in-kind match contributions.

Our policy includes language on the retention of financial records and supporting documentation, specifically that we will retain records and documentation for three years from the date of the submission of the final Federal Financial Report or when any final action is taken to resolve any claim, audit, or investigation involving the grant.

We have a written procurement procedure that includes standards of conduct that cover at a minimum: conflicts of interest, delineation of purchase thresholds, single source provisions, necessary affirmative steps to assure minority businesses, women’s business enterprises, and labor surplus area firms are used when possible.

**Notes:**

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# Program Policies and Procedures

The second section of the eLearning course [*Developing Policies and Procedures: A Resource for AmeriCorps State and National Grantees*](https://americorpsonlinecourses.litmos.com?C=10732704) covers program policies and procedures. As you review the policies in this section, cross reference your organization’s existing policies and procedures to determine whether they are already included. If your organization’s existing policies and procedures do not include the requirements for a particular section, use the tools and checklists in the course and this workbook to create your new policy.

## Prohibited Activities

1. Review this section in *Developing Policies and Procedures: A Resource for AmeriCorps State and National Grantees.*
2. Use this workbook to help you develop policies and procedures in this area.

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| **Resources:**   * Full list of prohibited activities ([45 CFR §2520.65](https://www.ecfr.gov/current/title-45/subtitle-B/chapter-XXV/part-2520/section-2520.65)) * Nonduplication requirements ([45 CFR 2540.100(e)](https://www.ecfr.gov/current/title-45/subtitle-B/chapter-XXV/part-2540/subpart-A/section-2540.100#p-2540.100(e))) * Nondisplacement requirements ([45 CFR 2540.100(f)](https://www.ecfr.gov/current/title-45/subtitle-B/chapter-XXV/part-2540/subpart-A/section-2540.100#p-2540.100(f))) * [ASN Terms and Conditions](https://www.americorps.gov/grantees-sponsors/manage-your-grant)   + Section V (Supervision and Support), Part C (Prohibited Activities |

**Policies and Procedures Checklist: Prohibited Activities**

Check the boxes to confirm that your organization’s policies and procedures address this content:

Our policy acknowledges that there is a list of prohibited activities staff and members may not engage in while charging time to the AmeriCorps program, accumulating service or training hours, or otherwise performing activities supported by the AmeriCorps program or AmeriCorps.

Our policy includes language addressing the nonduplication and nondisplacement requirements.

Our Member Service Agreement includes the full list of prohibited activities and nonduplication and nondisplacement requirements.

We have a written procedure for verifying that duties listed in Member Position Descriptions do not include prohibited activities as outlined in 45 CFR §2520.65, and that the position description follows the requirements related to supplementation, duplication or displacement of staff as outlined in 45 CFR §2540.100 (e) – (f).

Our policy includes member and site training on prohibited/unallowable activities.

We have a written procedure for ensuring that our AmeriCorps members, sub-grantees (if applicable), and service locations (if applicable) are in compliance with all rules, regulations, and provisions related to prohibited activities, nonduplication, and nondisplacement.

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## National Service Criminal History Check (NSCHC)

1. Review this section in *Developing Policies and Procedures: A Resource for AmeriCorps State and National Grantees.*
2. Use this workbook to help you develop policies and procedures in this area.

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| **Resources:**   * [Recommendations for Effective NSCHC Policy and Procedures](https://americorps.gov/grantees-sponsors/history-check) (under *NSCHC Guidance)* * [National Service Criminal History Check (NSCHC) Manual](https://americorps.gov/grantees-sponsors/history-check) (under *NSCHC Guidance)* * [Regulatory Requirements: 45 CFR §2540.200 - §2540.207](https://www.ecfr.gov/current/title-45/subtitle-B/chapter-XXV/part-2540/subpart-B) * [General and ASN Terms and Conditions](https://www.americorps.gov/grantees-sponsors/manage-your-grant) * [Required Annual NSCHC Course](https://www.americorps.gov/grantees-sponsors/manage-your-grant) (Training and Technical Assistance - Additional Resources) * [Additional Information (including approved NSCHC vendors)](https://americorps.gov/grantees-sponsors/history-check) |

**Policies and Procedures Checklist: National Service Criminal History Check (NSCHC)**

Check the boxes to confirm that your organization’s policies and procedures address this content:

Our policy incorporates the recommended elements outlined in the [**Recommendations for Effective NSCHC Policies and Procedures**](https://americorps.gov/grantees-sponsors/history-check) (under *NSCHC Guidance)*.

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## Member Eligibility Documentation

1. Review this section in *Developing Policies and Procedures: A Resource for AmeriCorps State and National Grantees.*
2. Use this workbook to help you develop policies and procedures in this area.

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| **Resources:**   * [AmeriCorps State and National Terms and Conditions](https://www.americorps.gov/grantees-sponsors/manage-your-grant) * Full List of Eligibility and Documentation Requirements: [45 CFR 2522.200](https://www.ecfr.gov/current/title-45/subtitle-B/chapter-XXV/part-2522/subpart-B/section-2522.200) |

**Policies and Procedures Checklist: Member Eligibility Documentation**

Check the boxes to confirm that your organization’s policies and procedures address this content:

We have a written procedure that describes how we review member eligibility documentation.

We have a written procedure that describes how we find member eligibility documentation satisfactory.

Our policy lists member eligibility requirements and the acceptable forms of documentation needed to prove eligibility.

Our policy details how we maintain documentation to prove member eligibility for a program.

**Notes:**

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## Subrecipient and Service Site Policies

1. Review this section in *Developing Policies and Procedures: A Resource for AmeriCorps State and National Grantees.*
2. Use this workbook to help you develop policies and procedures in this area.

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| **Resources:**   * [Service Site Agreement Outline](https://americorps.gov/sites/default/files/document/Service-Site-Agreement-Outline_2023-01_508.pdf) * [Resources from Office of Monitoring](https://americorps.gov/grantees-sponsors/monitoring) * [AmeriCorps State and National Terms and Conditions](https://www.americorps.gov/grantees-sponsors/manage-your-grant) * Requirements for Pass-Through Entities: [2 CFR 200.332](https://www.ecfr.gov/current/title-2/subtitle-A/chapter-II/part-200/subpart-D/subject-group-ECFR031321e29ac5bbd/section-200.332) * Remedies for Non-Compliance: [2 CFR 200. 339](https://www.ecfr.gov/current/title-2/subtitle-A/chapter-II/part-200/subpart-D/subject-group-ECFR86b76dde0e1e9dc/section-200.339) * Management Decision: [2 CFR 200.521](https://www.ecfr.gov/current/title-2/subtitle-A/chapter-II/part-200/subpart-F/subject-group-ECFR4424206eaecf751/section-200.521) |

**Policies and Procedures Checklist: Subrecipient and Service Site Policies**

Check the boxes to confirm that your organization’s policies and procedures address this content:

We have a written procedure that describes how we select subrecipients and service sites that includes: application process, application review, eligibility requirements, and meetings or trainings included in the application process.

Our policy includes a process for entering into a memorandum of agreement with subrecipients and service sites.

Our memorandum of agreement/service site agreement includes all requirements in the [**Service Site Agreement Outline**](https://americorps.gov/sites/default/files/document/Service-Site-Agreement-Outline_2023-01_508.pdf).

Our policy details how we monitor subrecipients to ensure compliance with AmeriCorps Terms and Conditions. This policy includes how we assess risk of non-compliance, how we respond to subrecipient audit findings, and what enforcement actions we will take in the event of non-compliance.

**Notes:**

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## AmeriCorps Member Safety

1. Review this section in *Developing Policies and Procedures: A Resource for AmeriCorps State and National Grantees.*
2. Use this workbook to help you develop policies and procedures in this area.

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| **Resources:**   * [General Terms and Conditions](https://www.americorps.gov/grantees-sponsors/manage-your-grant)   + Section K (Liability and Safety Issues) |

**Policies and Procedures Checklist: AmeriCorps Member Safety**

Check the boxes to confirm that your organization’s policies and procedures address this content:

Our policy describes how we evaluate service sites for safety risks.

Our policy lists what actions we will take if we learn that a site has become unsafe.

Our policy explains how we will work with service sites to develop detailed position descriptions that provide a clear understanding of the service position, including any potential safety hazards or risks.

**Notes:**

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## Promoting AmeriCorps Identity

1. Review this section in *Developing Policies and Procedures: A Resource for AmeriCorps State and National Grantees.*
2. Use this workbook to help you develop policies and procedures in this area.

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| **Resources:**   * [General Terms and Conditions](https://www.americorps.gov/grantees-sponsors/manage-your-grant)   + Section H (Recognition of AmeriCorps Support) * [AmeriCorps Brand Guidelines and Communication Resources](https://www.americorps.gov/newsroom/communication-resources) |

**Policies and Procedures Checklist: Promoting AmeriCorps Identity**

Check the boxes to confirm that your organization’s policies and procedures address this content:

Our program(s) identify as AmeriCorps program(s).

All agreements with subrecipients, operating sites, or service locations explicitly state that the program is an AmeriCorps program.

Our policy includes language regarding compliance with the Visual Representation and Prominent Display requirements, including following current AmeriCorps branding and co-branding guidelines.

Our policy includes language regarding compliance with the Acknowledgement and Disclaimer on Published Materials requirements, including the display of an acknowledgement and disclaimer statement on all reports and other published materials based upon work supported by our AmeriCorps award.

Our policy includes language regarding compliance with the Brand Identification Through Publicity requirements, including training members about AmeriCorps, placing branded signs at service sites, and identifying the program and members as affiliated with AmeriCorps through publicity opportunities.

We have a procedure to obtain written permission from AmeriCorps before using the AmeriCorps name or logo on materials that will be sold.

We have a procedure to obtain written permission from AmeriCorps before permitting donors to use the AmeriCorps name or logo in promotional materials.

Our policy ensures the AmeriCorps name or logo are not used in connection with any activity prohibited by statute or regulation, including any political activities.

Our policy states that we will not alter the AmeriCorps logo or other AmeriCorps branding.

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# Member Policies and Procedures

The final section of the eLearning course [*Developing Policies and Procedures: A Resource for AmeriCorps State and National Grantees*](https://americorpsonlinecourses.litmos.com?C=10732704) covers member policies and procedures. As you review the policies in this section, cross reference your organization’s existing policies and procedures to determine whether they are already included. If your organization’s existing policies and procedures do not include the requirements for a particular section, use the tools and checklists in the course and this workbook to create your new policy.

## Member Position Description

1. Review this section in *Developing Policies and Procedures: A Resource for AmeriCorps State and National Grantees.*
2. Use this workbook to help you develop policies and procedures in this area.

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| **Resources:**   * [Member Position Description Outline](https://americorps.gov/sites/default/files/document/Member-Position-Description-Outline_2023-01_508.pdf) * Full list of prohibited activities ([45 CFR §2520.65](https://www.ecfr.gov/current/title-45/subtitle-B/chapter-XXV/part-2520/section-2520.65)) * Restrictions for AmeriCorps Assistance ([45 CFR 2540.100](https://www.ecfr.gov/current/title-45/subtitle-B/chapter-XXV/part-2540/subpart-A/section-2540.100)) * Restrictions related to raising resources and fundraising ([45 CFR 2540.100](https://www.ecfr.gov/current/title-45/subtitle-B/chapter-XXV/part-2520/section-2520.40), [45 CFR 2540.45](https://www.ecfr.gov/current/title-45/subtitle-B/chapter-XXV/part-2520/section-2520.45)) * [AmeriCorps State and National Terms and Conditions](https://www.americorps.gov/grantees-sponsors/manage-your-grant) |

**Policies and Procedures Checklist: Member Position Description**

Check the boxes to confirm that your organization’s policies and procedures address this content:

Our policy notes that every member must have a position description on file and included in their Member Service Agreement.

Our policy has a process for reviewing member position descriptions submitted by service sites and subgrantees to ensure they include the required elements outlined in the AmeriCorps State and National Terms and Conditions and Member Position Description Outline.

We have a procedure to ensure that submitted member position descriptions are an accurate and complete description of a member’s actual service activities.

Our policy ensures all member positions are added to the My AmeriCorps Portal as a Service Opportunity Listing.

**Notes:**

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## Member Service Agreement

1. Review this section in *Developing Policies and Procedures: A Resource for AmeriCorps State and National Grantees.*
2. Use this workbook to help you develop policies and procedures in this area.

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| **Resources:**   * [Member Service Agreement Outline](https://americorps.gov/sites/default/files/document/Member-Service-Agreement-Outline_2023-01_508.pdf) * [Member Suspension Resource](https://americorps.gov/sites/default/files/document/Member_Suspension_Resouce_2022-06.pdf) * [AmeriCorps State and National Terms and Conditions](https://www.americorps.gov/grantees-sponsors/manage-your-grant) * Participant Eligibility, Requirements, and Benefits ([45 CFR 2522.200 - 45 CFR 2522.250](https://www.ecfr.gov/current/title-45/subtitle-B/chapter-XXV/part-2522/subpart-B)) |

**Policies and Procedures Checklist: Member Service Agreement**

Check the boxes to confirm that your organization’s policies and procedures address this content:

Our policy identifies that each member must sign a member service agreement on or before the commencement of service that includes all requirements outlined in the AmeriCorps State and National Terms and Conditions.

Our policy has established a procedure to review our member service agreement to ensure that it includes all requirements described in the AmeriCorps State and National Terms and Conditions.

Our records retention policy ensures that a signed copy of each member’s member service agreement will be maintained and available for AmeriCorps review.

Our policies describe how members and site supervisors will be oriented to the member service agreement.

**Notes:**

Click or tap here to enter text.

## Member Recruitment Policy

1. Review this section in *Developing Policies and Procedures: A Resource for AmeriCorps State and National Grantees.*
2. Use this workbook to help you develop policies and procedures in this area.

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| **Resources:**   * [AmeriCorps State and National New National Direct Grantee Resource Guide](https://americorps.gov/sites/default/files/document/New_AmeriCorps_Direct_Grantees_Resources_2022-04_0.pdf) * [AmeriCorps Communication Resources](https://americorps.gov/newsroom/communication-resources) * [Creating a Service Opportunity Listing in eGrants](https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Famericorps.gov%2Fsites%2Fdefault%2Ffiles%2Fdocument%2FCreating_Service_Opportunity_Listing_2022-05_1.pptx&wdOrigin=BROWSELINK) * [Requirements for Service Opportunity Listing](https://americorps.gov/sites/default/files/document/2021_04_21_Requirements_for_Service_Opportunity_Listings_ASN.pdf) * [AmeriCorps State and National Terms and Conditions](https://www.americorps.gov/grantees-sponsors/manage-your-grant) |

**Policies and Procedures Checklist: Member Recruitment Policy**

Check the boxes to confirm that your organization’s policies and procedures address this content:

Our policy describes who will be managing the recruitment process.

Our policy states how a candidate should apply for the program.

Our policy affirms that a Service Opportunity Listing for each position will be posted to the My AmeriCorps portal.

Our policy ensures that, if applicable, service sites are oriented to the AmeriCorps program prior to the start of recruitment to avoid misleading position postings that include terms like employment or job.

Our policy has safeguards in place to ensure a fair and nondiscriminatory recruitment process.

Our policy lists the established minimum requirements a candidate must meet in order to be successful in the position my program has designed.

**Notes:**

Click or tap here to enter text.

## Member Selection and Enrollment

1. Review this section in *Developing Policies and Procedures: A Resource for AmeriCorps State and National Grantees.*
2. Use this workbook to help you develop policies and procedures in this area.

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| **Resources:**   * [AmeriCorps State and National Enrollment Guidance](https://americorps.gov/sites/default/files/document/ASN_Enrollment_Guidance_Updated_2022-11_508ed.pdf) * [AmeriCorps State and National Enrollment Policy and Process](https://americorps.gov/sites/default/files/document/ASN_Member_Enrollment_Policy_2023.03.pdf) * [National Service Criminal History Check Resources](https://americorps.gov/grantees-sponsors/history-check) * [AmeriCorps State and National Terms and Conditions](https://www.americorps.gov/grantees-sponsors/manage-your-grant) |

**Policies and Procedures Checklist: Member Selection and Enrollment**

Check the boxes to confirm that your organization’s policies and procedures address this content:

Our policies describe who in my program is responsible for overseeing the enrollment process.

Our policies acknowledge the 8 day enrollment requirement and include safeguards to ensure all members are enrolled in the My AmeriCorps Portal within 8 days of their start of service.

Our policies establish a process for reviewing eligibility documentation to ensure that a member is eligible for service prior to enrollment in the program.

We have procedures to ensure a fair and nondiscriminatory interview and selection process.

Our policies and procedures ensure all National Service Criminal History Check (NSCHC) requirements are met.

**Notes:**

Click or tap here to enter text.

## Member Support and Evaluation

1. Review this section in *Developing Policies and Procedures: A Resource for AmeriCorps State and National Grantees.*
2. Use this workbook to help you develop policies and procedures in this area.

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| **Resources:**   * [AmeriCorps State and National New National Direct Grantee Resource](https://americorps.gov/sites/default/files/document/New_AmeriCorps_Direct_Grantees_Resources_2022-04_0.pdf) * A[meriCorps State and National Terms and Conditions](https://www.americorps.gov/grantees-sponsors/manage-your-grant) |

**Policies and Procedures Checklist: Member Support and Evaluation**

Check the boxes to confirm that your organization’s policies and procedures address this content:

Our policy documents how our program will complete required member performance evaluations.

We have a procedure for orienting members to their performance evaluation.

Our policy affirms that the program will conduct an orientation for members that includes training on what activities are prohibited during AmeriCorps service hours.

Our program keeps records of midterm (if applicable) and end-of-term written evaluations for each member's performance.

**Notes:**

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## Member Timesheets

1. Review this section in *Developing Policies and Procedures: A Resource for AmeriCorps State and National Grantees.*
2. Use this workbook to help you develop policies and procedures in this area.

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| **Resources:**   * [AmeriCorps Member Timesheet Outline](https://americorps.gov/sites/default/files/document/Member-Timesheet-Outline_2023-01_508.pdf) * Member Fundraising ([45 CFR §2520.40](https://www.ecfr.gov/current/title-45/subtitle-B/chapter-XXV/part-2520/section-2520.40)) * Compensation - Personal services ([2 CFR § 200.430](https://www.ecfr.gov/current/title-2/subtitle-A/chapter-II/part-200/subpart-E/subject-group-ECFRed1f39f9b3d4e72/section-200.430)) * Member Education and Training ([45 CFR § 2520.50](https://www.ecfr.gov/current/title-45/subtitle-B/chapter-XXV/part-2520/section-2520.50)) * [AmeriCorps State and National Terms and Conditions](https://www.americorps.gov/grantees-sponsors/manage-your-grant)   + Section V (Supervision and Support), Part H (Timekeeping) * [AmeriCorps Training: Ensuring Correct and Supported Salary Allocation](https://americorps.gov/grantees-sponsors/manage-your-grant)   + Training and Technical Assistance - Litmos |

**Policies and Procedures Checklist: Member Timesheets**

Check the boxes to confirm that your organization’s policies and procedures address this content:

Our procedures include a process for tracking time and attendance.

Our policy specifies how we will maintain our timekeeping records.

Our policy ensures that a member’s actual time served is being tracked and verified by a supervisor.

Our policy includes that no more than 20% of aggregate member time may be spent in training and not more than 10% of a member's service term may be spent fundraising.

**Notes:**

Click or tap here to enter text.

## Attendance Requirements, Vacation and Sick Leave

1. Review this section in *Developing Policies and Procedures: A Resource for AmeriCorps State and National Grantees.*
2. Use this workbook to help you develop policies and procedures in this area.

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| **Resources:**   * [Member Position Description Outline](https://americorps.gov/sites/default/files/document/2020_02_28_Member_Position_Description_Outline_PDF_ASN.pdf) * Education and Training Activities ([45 CFR § 2520.50](https://www.ecfr.gov/current/title-45/subtitle-B/chapter-XXV/part-2520/section-2520.50)) * Nondisplacement requirements ([45 CFR § 2520.45](https://www.ecfr.gov/current/title-45/subtitle-B/chapter-XXV/part-2520/section-2520.45)) * Living Allowances ([45 CFR § 2522.245](https://www.ecfr.gov/current/title-45/subtitle-B/chapter-XXV/part-2522/subpart-B/section-2522.245)) * Notice of Funding Opportunity * [AmeriCorps State and National Terms and Conditions](https://www.americorps.gov/grantees-sponsors/manage-your-grant) |

**Policies and Procedures Checklist: Attendance Requirements, Vacation and Sick Leave**

Check the boxes to confirm that your organization’s policies and procedures address this content:

We have a procedure to identify daily or bi-weekly hours expectations for each slot type. These expectations are documented in the member position description.

We have a written attendance policy that includes daily or bi-weekly hours goals.

Our policy details vacation and sick leave for members. This policy is included in the member service agreement.

**Notes:**

Click or tap here to enter text.

## Teleservice (when applicable)

1. Review this section in *Developing Policies and Procedures: A Resource for AmeriCorps State and National Grantees.*
2. Use this workbook to help you develop policies and procedures in this area.

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| **Resources:**   * [AmeriCorps State and National Teleservice Policy](https://americorps.gov/sites/default/files/document/ASN_Teleservice_Policy_2023.01.pdf) * [AmeriCorps State and National Terms and Conditions](https://www.americorps.gov/grantees-sponsors/manage-your-grant)   + Section V. (Supervision and Support), Part E |

**Policies and Procedures Checklist: Teleservice (when applicable)**

Check the boxes to confirm that your organization’s policies and procedures address this content:

Our policy states that written authorization of teleservice must be obtained in advance.

Our policy clearly lists the expectations of the communication requirements between supervisors and teleserving members.

Our policy details how teleserving members will be appropriately supervised, including how member activities will be validated and teleservice hours will be verified.

We have procedures for mitigating the increased risk of time and attendance abuse for teleserving members.

**Notes:**

Click or tap here to enter text.

## Living Allowance Disbursement

1. Review this section in *Developing Policies and Procedures: A Resource for AmeriCorps State and National Grantees.*
2. Use this workbook to help you develop policies and procedures in this area.

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| **Resources:**   * Financial benefits for members ([45 CFR §2522.240](https://www.ecfr.gov/current/title-45/subtitle-B/chapter-XXV/part-2522/subpart-B/section-2522.240)) * Other member benefits ([45 CFR 2522.250](https://www.ecfr.gov/current/title-45/subtitle-B/chapter-XXV/part-2522/subpart-B/section-2522.250)) * [AmeriCorps State and National Terms and Conditions](https://www.americorps.gov/grantees-sponsors/manage-your-grant)   + Section VIII (Living Allowances, Other In-Service Benefits, and Taxes) |

**Policies and Procedures Checklist: Living Allowance Disbursement**

Check the boxes to confirm that your organization’s policies and procedures address this content:

Our policy aligns with all living allowance disbursement requirements listed in the AmeriCorps State and National Terms and Conditions (Section VIII, Living Allowances, Other In-Service Benefits, and Taxes).

Our policy states the regular increment (weekly, bi-weekly, monthly) in which the living allowance will be paid and includes this information in the member service agreement.

Our policy states that FICA and income taxes will be withheld from living allowances, as well as any other state or local tax requirements, and this information is included in the member service agreement.

**Notes:**

Click or tap here to enter text.

## Member Termination (including Compelling Personal Circumstances)

1. Review this section in *Developing Policies and Procedures: A Resource for AmeriCorps State and National Grantees.*
2. Use this workbook to help you develop policies and procedures in this area.

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| **Resources:**   * Releasing a Member from Service & Consequences ([45 CFR § 2522.230](https://www.ecfr.gov/current/title-45/subtitle-B/chapter-XXV/part-2522/subpart-B/section-2522.230)) * [Member Suspension Resource](https://americorps.gov/sites/default/files/document/Member_Suspension_Resouce_2022-06.pdf) * [AmeriCorps State and National Program Specific Terms and Conditions](https://www.americorps.gov/grantees-sponsors/manage-your-grant)   + Section IV (Member Recruitment, Selection, and Exit)   + Section VII (Release from Participation) |

**Policies and Procedures Checklist: Member Termination (including Compelling Personal Circumstances)**

Check the boxes to confirm that your organization’s policies and procedures address this content:

We have a process for ensuring Member Terminations are compliant with 45 CFR § 2522.230.

We have a process for documenting the basis for any determination that a compelling personal circumstance prevented a participant from completing a term of service.

We have a process for retaining documentation supporting compelling personal circumstances determinations.

Our policy clearly outlines member suspension and termination rules and consequences in the member service agreement.

We have a procedure for reviewing member suspension and termination information with members at orientation and/or when they sign their member service agreements.

We have a process to ensure the AmeriCorps’ National Service Trust is notified, via the My AmeriCorps Portal, within 30 days of a member’s completion of, suspension from, or release from, a term of service.

We have a process to ensure that performance evaluation selections in the My AmeriCorps portal align with the information in the member’s performance review.

**Notes:**

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## Member Code of Conduct Standards

1. Review this section in *Developing Policies and Procedures: A Resource for AmeriCorps State and National Grantees.*
2. Use this workbook to help you develop policies and procedures in this area.

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| **Resources:**   * [Member Service Agreement Outline](https://americorps.gov/sites/default/files/document/Member-Service-Agreement-Outline_2023-01_508.pdf) * Releasing members from completing a term of service ([45 CFR §2522.230](https://www.ecfr.gov/current/title-45/subtitle-B/chapter-XXV/part-2522/subpart-B/section-2522.230)) * [AmeriCorps State and National Terms and Conditions](https://www.americorps.gov/grantees-sponsors/manage-your-grant)   + Section VII (Release from Participation) |

**Policies and Procedures Checklist: Member Code of Conduct Standards**

Check the boxes to confirm that your organization’s policies and procedures address this content:

We have established standards of conduct, which are outlined in the Member Service Agreement.

We have a procedure for following up on standards of conduct violations.

**Notes:**

Click or tap here to enter text.

## Dress Codes and Uniform Requirements

1. Review this section in *Developing Policies and Procedures: A Resource for AmeriCorps State and National Grantees.*
2. Use this workbook to help you develop policies and procedures in this area.

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| **Resources:**   * [Communication Resources](https://www.americorps.gov/newsroom/communication-resources) (AmeriCorps logos, brand guidelines, and gear) * [General Terms and Conditions](https://www.americorps.gov/grantees-sponsors/manage-your-grant) * Full list of prohibited activities ([45 CFR §2520.65](https://www.ecfr.gov/current/title-45/subtitle-B/chapter-XXV/part-2520/section-2520.65)) |

**Policies and Procedures Checklist: Dress Codes and Uniform Requirements**

Check the boxes to confirm that your organization’s policies and procedures address this content:

Our policy requires AmeriCorps members to wear branded service gear.

Our policy ensures members understand that even when exercising their rights as private citizens, they may not engage in any Prohibited Activities as defined in 45 CFR 2520.65 and Terms and Conditions while wearing an AmeriCorps logo, even if they are not charging time to the AmeriCorps program or accumulating service or training hours.

We include any dress code requirements, as applicable, in the Member Service Agreement.

**Notes:**

Click or tap here to enter text.

## Promoting AmeriCorps Member Identity

1. Review this section in *Developing Policies and Procedures: A Resource for AmeriCorps State and National Grantees.*
2. Use this workbook to help you develop policies and procedures in this area.

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| **Resources:**   * [General Terms and Conditions](https://www.americorps.gov/grantees-sponsors/manage-your-grant)   + Section H (Recognition of AmeriCorps Support) * [AmeriCorps Brand Guidelines and Communication Resources](https://www.americorps.gov/newsroom/communication-resources) * [AmeriCorps Alumni Networks](https://americorps.gov/members-volunteers/alumni) |

**Policies and Procedures Checklist: Promoting AmeriCorps Member Identity**

Check the boxes to confirm that your organization’s policies and procedures address this content:

Our policy details how we support members in understanding and developing their AmeriCorps member identity.

Our policy acknowledges that our members identify themselves as AmeriCorps members and wear service gear branded with the AmeriCorps logo while serving.

**Notes:**

Click or tap here to enter text.

## Training and Certification Requirements

1. Review this section in *Developing Policies and Procedures: A Resource for AmeriCorps State and National Grantees.*
2. Use this workbook to help you develop policies and procedures in this area.

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| **Resources:**   * [Member Position Description Outline](https://americorps.gov/sites/default/files/document/Member-Position-Description-Outline_2023-01_508.pdf) * [Member Service Agreement Outline](https://americorps.gov/sites/default/files/document/Member-Service-Agreement-Outline_2023-01_508.pdf) * [AmeriCorps State and National Terms and Conditions](https://www.americorps.gov/grantees-sponsors/manage-your-grant)   + Section V (Supervision and Support) * Education and Training Activities for AmeriCorps Members ([45 CFR § 2520.50](https://www.ecfr.gov/current/title-45/subtitle-B/chapter-XXV/part-2520/section-2520.50)) * AmeriCorps Members Serving as Tutors ([45 CFR § 2522.940](https://www.ecfr.gov/current/title-45/subtitle-B/chapter-XXV/part-2522/subpart-F/section-2522.940)) |

**Policies and Procedures Checklist: Training and Certification Requirements**

Check the boxes to confirm that your organization’s policies and procedures address this content:

Our policy includes a mandatory orientation for members, including training on what activities are prohibited during AmeriCorps service hours.

Our training plan is compliant with any pre-service orientation or training required by AmeriCorps (please note, this may vary by program type).

We have procedures in place to ensure that no more than 20% of the aggregate of all AmeriCorps member service hours are spent in education and training activities as set forth in 45 CFR § 2520.50.

Member training requirements are outlined in both the Member Service Agreement and Member Position Description.

**Notes:**

Click or tap here to enter text.