

Utah Higher Education AmeriCorps Network Policies and Procedures Guidebook



AmeriCorps



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Introduction and Overview

This manual does not supersede any of the requirements established by the Corporation for National and Community Service (CNCS) in respect to terms, requirements, and provisions for AmeriCorps grants. The information in this manual does not include all of the legal requirements of the AmeriCorps grant, it is intended as a resource to support AmeriCorps State programs with the development of compliant program and fiscal operations. Please review CNCS guidance for managing AmeriCorps grants online at <http://nationalservice.gov/build-your-capacity/grants/managing-ameri-corps-grants>.

Goals

As UHEAN members serve in their communities, they will be able to expand the capacity of organizations to meet identified critical community needs. They will be able to help organizations recruit individuals from the community to serve. They will also gain skills, experience, and an Education Award which can be used to further their education or to repay student loans.

Focus Areas

Members in the UHEAN AmeriCorps Program meet critical needs in their service and funnel resources into high need organizations which focuses on the following areas:

Education – Members and site supervisors will work together to gauge the number of students affected. Members will serve as support to teachers in elementary, middle, and high schools across the state by providing extra support to over taxed educators at Title 1 schools or in areas of high needs of math, science, and education. Monthly assessments will be done to determine the number of students who are in a mentoring or tutoring program and show improved academic engagement.

Healthy Futures - Members will serve in a variety of ways to provide primary and preventative health care services and programs to individuals who are uninsured, economically disadvantaged, medically underserved, or those living in rural areas. Members will provide dental hygiene, nursing, mental health, preventative care, and nutrition.

Capacity Building – Members will serve at non-profit organizations to increase volunteer mobilization and enhance the mission of the organizations.

Eligible Institutions to Participate in the UHEAN AmeriCorps Program:

Salt Lake Community College	Utah State University
Southern Utah University	Utah Tech University
Southwest Tech College	Utah Valley University
University of Utah	Weber State University

AmeriCorps Grants

AmeriCorps Eligibility

There are several requirements for AmeriCorps membership and this section outlines detailed information regarding citizenship/allowable legal status, Educational Attainment, and criminal history background checks. An AmeriCorps Participant must:

- Be at least 17 years of age at the commencement of service; or
- Be an out-of-school youth 16 years of age at the commencement of service participating in a program described in § [2522.110\(b\)\(3\) or \(g\)](#);
- Have a high school diploma or its equivalent; or
- Not have dropped out of elementary or secondary school to enroll as an AmeriCorps participant and must agree to obtain a high school diploma or its equivalent prior to using the education award; or
- Obtain a waiver from the Corporation of the requirements in paragraphs (a)(2)(i) and (a)(2)(ii) of this section based on an independent evaluation secured by the program demonstrating that the individual is not capable of obtaining a high school diploma or its equivalent; or
- Be enrolled in an institution of higher education on an ability to benefit basis and be considered eligible for funds under section 484 of the Higher Education Act of 1965 ([20 U.S.C. 1091](#));
- Be a citizen, national, or lawful permanent resident alien of the United States. ***Written declaration regarding high school diploma sufficient for enrollment.*** For purposes of enrollment, if an individual provides a written declaration under penalty of law that he or she meets the requirements in paragraph (a) of this section relating to high school education, a program need not obtain additional documentation of that fact.

Primary documentation of status as a U.S. citizen or national. The following are acceptable forms of certifying status as a U.S. citizen or national:

- A birth certificate showing that the individual was born in one of the 50 states, the District of Columbia, Puerto Rico, Guam, the U.S. Virgin Islands, American Samoa, or the Northern Mariana Islands;
- A United States passport;
- A report of birth abroad of a U.S. Citizen (FS-240) issued by the State Department;
- A certificate of birth-foreign service (FS 545) issued by the State Department;
- A certification of report of birth (DS-1350) issued by the State Department;
- A certificate of naturalization (Form N-550 or N-570) issued by the Immigration and Naturalization Service; or
- A certificate of citizenship (Form N-560 or N-561) issued by the Immigration and Naturalization Service.

Primary documentation of status as a lawful permanent resident alien of the United States. The following are acceptable forms of certifying status as a lawful permanent resident alien of the United States:

- Permanent Resident Card, INS Form I-551;
- Alien Registration Receipt Card, INS Form I-551;
- A passport indicating that the INS has approved it as temporary evidence of lawful admission for permanent residence; or
- A Departure Record (INS Form I-94) indicating that the INS has approved it as temporary evidence of lawful admission for permanent residence.

Secondary documentation of citizenship or immigration status. If primary documentation is not available, the program must obtain written approval from the Corporation that other documentation is sufficient to demonstrate the individual's status as a U.S. citizen, U.S. national, or lawful permanent resident alien. [[64 FR 37413](#), July 12, 1999, as amended at [67 FR 45360](#), July 9, 2002]

Educational Attainment

CNCS requires that AmeriCorps members have a high school diploma or GED by the time they utilize the Eli Segal Education Award. Members are allowed to complete classes towards their GED during their year of service to satisfy this requirement if necessary. An AmeriCorps member will not be eligible to utilize the Award unless they have satisfied the Educational Attainment Requirement.

Criminal History Background Check Requirements

Under the Serve America Act (SAA), all grantees must conduct National Service Criminal History checks on participants and program employees in AmeriCorps and any other programs funded by CNCS laws. All employees, participants, and others who receive a salary, national service education award, living allowance, or stipend under CNCS grants, even if the activities do not involve service with vulnerable populations, must receive the checks prior to beginning employment or service. An individual is ineligible to serve in an AmeriCorps program if they:

1. Refuse to consent to a State Criminal Registry and FBI Check
2. Make a false statement in connection with a Program's inquiry concerning the individual's criminal history
3. Are registered or required to be registered on a State or the National Sex Offender Registry
4. Have been convicted of murder as defined in 18 U.S.C. 1111.

Programs must be able to document scanned or an attached consent form including a signed statement from candidate agreeing to undergo checks and candidate's understanding that the position is contingent on results.

UHEAN will pay for and perform state and federal criminal background checks on all members of the AmeriCorps Program. The National Service Criminal History Check must be conducted, reviewed, and an eligibility determination made by the grant recipient or subrecipient based on the results of the National

Service Criminal History Check *before* a person begins to work or serve in a position specified in [§ 2540.201\(a\)](#).

Upon receipt of any criminal history results in the state or federal criminal history check, UHEAN will call the site supervisor of record per the Member's Position Description. If the Qualified Site Contract signed at the site has outlined allowable results, the site supervisor will not be called for history falling within the allowable results.

Per Corporation for National Service policy, the following criminal acts will automatically result in denial of access to the AmeriCorps Affiliated Program:

- Murder (national mandate)
- Conviction which lists the prospective member on the national sex offender registry (national mandate)

For all other criminal history, UHEAN generally leaves it to the discretion of the supervisor and their government/non-profit organization to determine whether the AmeriCorps member can serve at their site; they often have to communicate with the human resources department or risk management team.

If the organization does not have an articulated policy, and UHEAN believes the AmeriCorps members' criminal history is a potential threat to clients, particularly vulnerable populations (children age 17 or younger, persons age 60 and older, and/or individuals with disabilities) and/or is not in the spirit of AmeriCorps service, UHEAN may deny the individual access to, or exit them from Program.

Misdemeanor violations, other minor offenses older than 10 years, and charges without convictions typically will not disqualify a person from participation in an AmeriCorps program. However, each criminal history check with results is reviewed by a UHEAN staff member and a determination is made on a case by case basis.

Criminal history findings are shared with Site Supervisors per the policy outlined above. In addition, per Utah Commission on Service and Volunteerism policy, UHEAN will upload the first page of the state and federal criminal history check results in the required member management system, IPT. In order to protect highly confidential information within the history checks (example, Social Security Numbers), UHEAN will redact the social security number and remove all pages except for page one prior to uploading in IPT.

NSCHC Requirements for Serving Subsequent Terms

If a person serves consecutive terms of service or employment with the same organization in a position specified in [§ 2540.201\(a\)](#) and does not have a break in service or employment longer than 180 days, then no additional National Service Criminal History Check is required, as long as the original check complied with the requirements of [§ 2540.204](#).

Background Check Resources

UHEAN uses www.nsopw.gov to run National Sex Offender Registry checks. Checks must be run before the first day of a member's service, and the report must include all jurisdictions to be valid. If the member has legally changed their name (due to marriage, divorce or court order), a second check must be run on their previous legal name. The date when the campus coordinator or member of UHEAN staff digitally signs the document, using their Adobe digital signature, is considered the date from which the check is valid.

If a member is re-enrolling in a new term of service within 180 days of their exit from a previous term of service, the check can be reused. If more than 180 days have elapsed, a new check must be run.

If a check is not completed before the member's first day of service due to UHEAN or the campus coordinator's oversight, the member cannot be penalized by having hours discounted. UHEAN must self-report the error to UServe.

UHEAN uses the Utah Bureau of Criminal Identification to process all FBI background checks and state repository checks.

AmeriCorps Prohibited Activities

The following activities must not be engaged in while charging time to the AmeriCorps program, accumulating service and/or training hours, or performing activities supported by the AmeriCorps program or CNCS staff and members. The subgrantee also must not use grant funds to support the following activities:

- Attempting to influence legislation;
- Organizing or engaging in protests, petitions, boycotts, or strikes;
- Assisting, promoting, or deterring union organizing;
- Impairing existing contracts for services or collective bargaining agreements;
- Engaging in partisan political activities, or other activities designed to influence the outcome of an election to any public office;
- Participating in, or endorsing, events or activities that are likely to include advocacy for or against political parties, political platforms, political candidates, proposed legislation, or elected officials;
- Engaging in religious instruction, conducting worship services, providing instruction as part of a program that includes mandatory religious instruction or worship, constructing or operating facilities devoted to religious instruction or worship, maintaining facilities primarily or inherently devoted to religious instruction or worship, or engaging in any form of religious proselytization;
- Providing a direct benefit to—
 - A business organized for profit;
 - A labor union;
 - A partisan political organization;

- A nonprofit organization that fails to comply with the restrictions contained in section 501(c)(3) of the Internal Revenue Code of 1986 except that nothing in this section shall be construed to prevent participants from engaging in advocacy activities undertaken at their own initiative;
- An organization engaged in the religious activities described in [paragraph \(g\)](#) of this section, unless Corporation assistance is not used to support those religious activities; and
- Conducting a voter registration drive or using Corporation funds to conduct a voter registration drive;
- Providing abortion services or referrals for receipt of such services; and
- Such other activities as the Corporation may prohibit.

Individuals may exercise their rights as private citizens and may participate in the activities listed above on their initiative, on non-AmeriCorps time, and using non-Corporation funds. Individuals should not wear the AmeriCorps logo while doing so.

IMPORTANT REMINDERS:

- Let your service site know if you have any health or physical issues of which they should be aware.
- Wear clothing that is appropriate to your volunteer environment and to the work that you are doing.
- Any injury, no matter how small, should be reported at once to your Site Supervisor and Program Director.
- Serious injuries will be reported to the State Commission and/or national office.
- If you feel your safety is at risk during service hours, please contact your Site Supervisor or your Program Director immediately.

AmeriCorps Recruitment, Selection and Orientation

Member Compliance with Nonduplication and Non-displacement

AmeriCorps members provide great service to this country. It is important to recognize that a member’s service is to strengthen and enhance the community where they serve. For this reason, AmeriCorps members may not duplicate an activity that is already available in the locality of their program. A member may not conduct activities that are the same or substantially equivalent to activities provided by a State or local government agency already serving in the community.

AmeriCorps members also may not displace an employee or position, including partial displacement such as reduction in hours, wages, or employment benefits, as a result of the member’s service. AmeriCorps members may not displace a volunteer as a result of the member’s service. AmeriCorps members cannot move into a new position within an organization that otherwise could have gone to an employed individual. An AmeriCorps member may not perform any services or duties or engage in

activities that would otherwise be performed by an employee as part of the assigned duties of such employee. An AmeriCorps member may not perform any services or duties, or engage in activities, that—

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

An AmeriCorps member may not perform services or duties that have been performed by or were assigned to any—

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

Recruitment Plan

UHEAN begins enrollment on mid-August every year. We work with colleges and universities months in advance prior to the first enrollment date to set up member recruitment. Each institution has a “Campus Coordinator”, the coordinators complete a slot application indicating the number of slots they want for the grant year, what specific programs they are for, the need, the impact, and how many members they anticipate they can recruit. A little over 90% of our members are actually in their academic programs at their institution and coordinators will recruit those students in their academic field to join AmeriCorps. Students do not shy away from this opportunity as the Education Award is a big part of the reason for their successful recruitment.

UHEAN determines allocated slots to the institutions based on the content of their slot application and most importantly, how the institution has done with filling their AmeriCorps slots in past years. After reviewing this information, UHEAN is able to decide as to how many slots each institution may receive; also determining the number of MSY we request and the outcome is to have 100% enrollments.

Institutions use recruitment methods such as: creating fliers to be posted on institution campuses, going into classrooms to discuss this great opportunity with students, using the institutions emailing system to send out mass emails about the AmeriCorps Program, and finally, inviting AmeriCorps Alumni to share this information with their friends as a recruiting tool.

AmeriCorps Member Enrollment

UHEAN AmeriCorps begins enrollment on August 15th of each year. UHEAN has two official enrollment periods per month, the 1st of the month and the 15th of the month. All enrollment paperwork must be completed and signed before or on the member’s start date in order for them to begin service on that

start date. If members are unable to enroll successfully within 30 days of their start date, should they choose to continue with AmeriCorps, they will have to retake the orientation quiz, resign any signed enrollment forms, and complete any other documents their campus coordinator does not have on file.

AmeriCorps Member Supervision

Quality supervision and mentorship is critical in helping to maximize the benefits of service for the member and the organization. AmeriCorps Members should be supervised by qualified staff at the service site and should not be supervised by other AmeriCorps Members. AmeriCorps Members cannot be supervised by other AmeriCorps Members because it potentially violates the non-displacement requirement of the AmeriCorps regulations. Additionally, AmeriCorps Members look to their supervisors for guidance, mentorship, and other professional development opportunities.

Member Orientation

UHEAN AmeriCorps members are required to complete a one-hour orientation prior to beginning their term of service. Orientations are held online or in-person. Orientations must be presented by a UHEAN Staff member. UHEAN AmeriCorps Orientations cover the following topics below:

- Introduction to the UHEAN AmeriCorps Program
 - UHEAN Staff
 - Introduction to National Service and AmeriCorps
 - Role of State Service Commission (UServeUtah)
 - Specific skills and knowledge to perform service, Sensitivity to the Community
 - Brief History of Service in America
 - AmeriCorps network of over 600 programs and over 40,000 members
- Program Benefits (Education Award)
- Program Requirements and Policies
 - Program's code of conduct
 - Member rights and responsibilities
 - Prohibited Activities
 - Drug-Free Workplace
 - Grievance Procedures
- Enrolling
 - Enrollment Process
 - IPT Application
 - Fingerprinting and Background Checks
 - Utah AmeriCorps Tracking System (IPT)
 - My AmeriCorps Portal
- Tracking Hours
 - Allowed Activities
 - Position Descriptions
 - IPT Forms
- Exiting
 - Exit Process

- Suspension and Termination Rules
- Member Support Policies
- Member safety
- Equal Opportunity, Affirmative Action

AmeriCorps Member Management

Rules of Conduct

To earn an education award the member must satisfactorily complete their program requirements and full term of service, including attendance, compliance with applicable rules, a positive attitude, quality service, and respect toward others in the program and in the community.

At no time may the Member:

- Engage in any activity that is illegal under local, state, or federal law.
- Engage in activities that pose a significant safety risk to others.
- Engage in any AmeriCorps-prohibited activities.

AmeriCorps Member Benefits

UHEAN AmeriCorps members will receive:

- Training
- Monthly support emails
- Eli Segal AmeriCorps Education Award - The financial award.
- Member Assistance Program - a free and confidential counseling and referral service with in-person or phone counseling sessions.
- Member Events - During Service member have the opportunity to participate in the Annual Member Gathering, National Days of Service, Active Engagement Retreat, and other Hosted Events.
- Alumni Resources - After one term of service, participating in the alumni network provides resources and events to help members excel in their field of work. This includes opportunities to network and share new career opportunities, benefit from professional development workshops & presentations, and build their resume through participation in the alumni network.
- Professional Networking - By serving with AmeriCorps, members join a network of more than 1 million strong. AmeriCorps alumni continue to give back to their communities after their service. The connections made and the network built while serving with AmeriCorps is unlike any other.
- Loan Forbearance - Members also have access to Loan Forbearance. Individuals in approved AmeriCorps positions are eligible for forbearance for most federally-guaranteed student loans. While a member's loan is in forbearance during their term of service, interest continues to accrue. However, If they successfully complete their term of service the National Service Trust will pay all or a portion of the interest that accrued on their qualified student loans during your service period. Members can request that their loan company ("loan holder") approve a forbearance for their qualified student loans during their service period. Members can easily and

quickly request the forbearance on-line through My AmeriCorps. After members finish their term of service, they will be responsible for repaying their loan according to the terms of the loan.

Member Development

Members may count up to 20% of their total hours in the member development category. The following activities may be counted as part of this total:

- Attending classes related to service (excluding the time spent on homework)
- Meeting with site staff or college/university faculty for the purposes of professional development, training, or evaluation that is directly related to service
- Reflecting on one's service individually or collectively, including the completion of the monthly progress report
- Participating in professional development events or classes related to one's service or future career.

Member Time and Attendance

The UHEAN AmeriCorps Program Director, Campus Coordinators, and Site Supervisors are responsible for verifying the accuracy of and signing member timesheets.

- Members are responsible for completing their own timesheets and submitting them in IPT on the 1st of each month for review and verification.
- Members must sign their completed timesheets. Qualified supervisors are responsible for verifying the accuracy of and signing the timesheets. Supervisors cannot sign and date a timesheet before members have signed and dated their service log (same applies to members).
- Member timesheets track of the member's time and ensures completion of the required number of hours to qualify for an Education Award.
- The timesheets must account for time related to training, direct service. Fundraising is not allowed in UHEAN AmeriCorps projects, although it is included in the State's Service Hour Record Form.
- Timesheets distinguish between the member's hours to comply with all federal regulations to include no more than 20% of member time on training.
- Travel time to and from activities does not count towards service, fundraising, or training hours.

Voting, Jury Duty, Armed Forces Reserves

Voting and serving jury duty are important responsibilities of citizenship. UHEAN highly encourages those who are eligible to take time to register and vote. In return, members may count time spent voting and serving jury duty as hours on their Service Hour Record forms. Members serving in Armed Forces Reserves may also count active duty time on their Service Hour Record forms.

National Days of Service

UHEAN requires members to participate in National Days of Service, as set by AmeriCorps policy, that are held either on or the week of September 11th and Martin Luther King Day. Members may count this time as part of their direct service, regardless of whether or not the service takes place at their service

site or directly benefits their site's clients/community. UHEAN encourages members to utilize the National Days of Service as an opportunity to complete their Volunteer Mobilization Projects by inviting friends, family, and classmates to service events hosted in their communities.

Performance Evaluation

UHEAN does not complete a mid-term evaluation for members as they are only 300, 450, and 675 hour term members. However, UHEAN does conduct an End-of-Term evaluation to ensure the member has satisfactorily completed all assignments/requirements to earn the full Education Award.

Extending Terms of Service (Compelling Personal Circumstances)

The program may place a member on suspension and extend the member's term of service beyond one calendar year due to the same compelling personal circumstances listed below. Member must contact UHEAN Staff at the beginning of the suspension period and complete the Term Suspension Form.

Site Payment and AmeriCorps Term

To provide further support student members in the UHEAN AmeriCorps Education Award Program against the increasing cost of education, at the direction of the Utah State Commission for Service and Volunteerism, student members may be eligible to receive monetary payment from their service site as long as the following conditions are met:

- The member's service is non-duplicatable and does not displace a paid employee.
- The member's service at the service site does not begin more than 14 business days before they are enrolled in the UHEAN AmeriCorps Program (cannot have been paid prior to enrollment).
- The total payment received while serving is not more than equivalent of Maximum living allowance for the term they are serving in that grant year.

Incentive Hours

To provide incentive for members to participate beyond the direct scope of their position descriptions on their College/University Campus and with UServe Utah's Member and Alumni Events, the Utah Higher Education AmeriCorps Network provides incentive hours. Whereas all hours are approved and verified separately by the member's Campus Coordinator, a total of 10 % of total term hours* can be used as incentive hours for members available per term of service served. This For members completing 300, 450, or 675-hour terms, the following applies:

- Unless offered and monitored by the UHEAN Program Director, incentive hours are at the discretion of the Campus Coordinator under the direction of this policy.
- For incentive hours to be valid, the activity and hours must be initially submitted by the Campus Coordinator upon completion via the member's IPT contact log no later than 14 days after the activity. The submission should include: Date of Activity – Original Hours Completed + Incentive Hours to be Records – Description of Activity. Campus

Coordinators who need more information should refer to the Campus Coordinator Handbook for the Current Grant Year.

- Members must also have corresponding reporting of the activity and hours (totaled as original hours plus incentive hours) earned in their monthly reports. In the Service Hour Record Form, the hours should be reported using the closest description as possible and with hours in the direct service column. In the Monthly Progress Report Form, the member should record a description of the activity completed in the Alternative Activities Section.
- If a program decides to offer any incentive, it must be in writing and on file that clearly describes when an incentive/bonus would be used to ensure that there is no possible perception of favoritism toward any member.
- Incentive Hours are to be used to encourage members to participate in on campus activities that need more member leadership or support, school/program hosted member development opportunities, or AmeriCorps member and alumni events.
- All members are approved to earn a total of 10% of their minimum hours as earned incentive time. Special requests for additional incentive hours must be submitted to the Program Director at the beginning of the member's term of service.

Exiting the UHEAN Program without Award in Good Standing

In order to exit from the UHEAN program in good standing, the member is required to complete all exit items as if they were exiting with their award. They also need to complete a letter of Compelling Personal Circumstance which explains why they are exiting from the program early without completing the requirements as per their Member Service Agreement. Whether they are granted the status of good standing is at the discretion of UHEAN Staff.

Early Release from Service

Members may be released for two reasons: "cause" or "compelling personal circumstances."

"Cause" is defined as:

- Violating the rules of conduct and or participating in the prohibited activities
- Dropping out of the program without obtaining a release;
 - Dropping out of the program is constituted as having two or more consecutive months of forms incomplete and failing to respond to contact from both the UHEAN Staff members, Campus Coordinators, and Site Supervisors. Student members who may seek to exit from the program, but do not complete the full requirements of exiting from the program will be exited without any of their award in poor standing regardless of hours served.
- Being charged with a violent felony or the sale or distribution of a controlled substance; or
- Any other serious breach that in the judgment of the program manager, would undermine the effectiveness of the program.

Participants must disclose their release for cause on any subsequent applications to AmeriCorps programs.

“Compelling personal circumstances” include those that are beyond the participant's control, such as, but not limited to:

- A participant's disability or serious illness;
 - The UHEAN AmeriCorps Program takes mental, physical, and emotional health very seriously. Members who are experiencing any type of disability or serious illness impacting their ability to complete their term of service are encouraged to contact UHEAN Staff about whether a suspension or early exit from service is most applicable to their situation.
- Disability, serious illness, or death of a participant's family member if this makes completing a term unreasonably difficult or impossible; or
 - The UHEAN AmeriCorps Program takes mental, physical, and emotional health very seriously. Members who are caretakers of someone experiencing any type of disability, serious illness, or death of a family member impacting their ability to complete their term of service are encouraged to contact UHEAN Staff about whether a suspension or early exit from service is most applicable to their situation.
- Conditions attributable to the program or otherwise unforeseeable and beyond the participant's control, such as a natural disaster, a strike, relocation of a spouse, or the nonrenewal or premature closing of a project or program, that make completing a term unreasonably difficult or impossible;
 - The UHEAN AmeriCorps Program will rarely enforce a program wide exit, in cases such as the beginning of the COVID-19 Pandemic, suggestions will be made in a tiered response that is dependent on the situation and those who will be impacted.
 - Individuals who face unforeseeable circumstances beyond their control are encouraged to contact UHEAN Staff about whether a suspension or early exit from service is most applicable to their situation.
 - Non-renewal or premature closing of a project or the Program itself is defined as closing before the End Date of the Member's Term according to the signed Member Service Agreement and/or Member Service Agreement Addendum.

Those that CNCS, has for public policy reasons, determined as such, including:

- Military service obligations;
- Acceptance by a participant of an opportunity to make the transition from welfare to work; or
- Acceptance of an employment opportunity by a participant serving in a program that includes in its approved objectives the promotion of employment among its participants.

Personal circumstances which do not constitute leaving the Program:

- To enroll in school or take more credits in school
- To obtain employment, other than moving from welfare to work
- Because of dissatisfaction with the program

Drug-Free Workplace Policy

In accordance with the Federal Drug-Free Workplace Act of 1988, the program is committed to maintaining a drug and alcohol-free environment. Members are therefore notified that:

- The unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance is prohibited in the workplace and places of service;
- Actions, including termination from the program, will be taken against any member for violations of such prohibitions;

As a condition of service as an AmeriCorps Member:

- Members will abide by the terms of drug-free workplace policy; and
- Notify the program director in writing if he or she is convicted for a violation of a criminal drug statute occurring in the workplace and must do so no more than five calendar days after the conviction.
- In joining AmeriCorps, the member agrees to remain drug-free for the remainder of the year.

As part of an ongoing member orientation and training, the program, if requested, will inform members about:

- The dangers of drug abuse in the workplace and service area;
- The program's policy of maintaining a drug-free workplace;
- Any available drug counseling, rehabilitation, and employee assistance programs; and the penalties that you may impose upon members for drug abuse violations occurring in the workplace or service area.

Reasonable Accommodations for Members with Disabilities

AmeriCorps encourages individuals with disabilities to participate as national service providers through the AmeriCorps Programs. AmeriCorps prohibits any form of discrimination against persons with disabilities in recruitment, as well as in service. Each site that UHEAN AmeriCorps members serve at must comply with the requirements of the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act.

No qualified individual with a disability shall, by reason of disability, be excluded from participation in or be denied the benefits of the Program, services, or activities of the Program, or be subjected to discrimination by the Program. Nor shall the Program exclude or otherwise deny equal services, programs or activities to an individual because of the known disability of an individual with whom the individual is known to have a relationship or association. According to the ADA, the term "disability" means, with respect to an individual, a physical or mental impairment that substantially limits one or more of the individual's major life activities, a record of having such an impairment, or being regarded as

having such an impairment. "Major life activities" means functions such as caring for oneself, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning, and working. A "qualified individual with a disability" is an individual with a disability who with or without reasonable accommodations meets the essential eligibility requirements for the receipt of services or the participation in programs or activities provided by the Program.

Reasonable accommodations may include modifying rules, policies, or practices; the removal of architectural, communication, or transportation barriers, or the provision of auxiliary aids and services. The Program shall make reasonable accommodations in policies, practices, or procedures when the accommodations are necessary to avoid discrimination on the basis of disability, unless the Program can demonstrate that making the modifications would fundamentally alter the nature of the service, program, or activity, and/or impose an "undue hardship". A reasonable accommodation may include: making facilities readily accessible to and usable by individuals with disabilities; job restructuring; part-time or modified schedules; acquisition or modification of equipment or devices, training materials, or policies; etc.

Members may request reasonable accommodations by completing the Reasonable Accommodation Request form and submitting it first to the Campus Coordinator at the member's institution. If Accommodations are not being met, submit the request form to the UHEAN AmeriCorps Program Manager.

Grievance Procedures

In accordance with 42 U.S.C. 12636 and implementing regulations at 45 C.F.R. 2540.230, the following grievance procedures have been established by the AmeriCorps program to deal with grievances from participants, labor organizations, and other interested individuals.

Step 1 of the grievance process should be the filing of a written grievance by the affected party seeking personal relief in a matter of concern or dissatisfaction relating to any AmeriCorps program issues, such as assignments, evaluations, suspension, or release of cause. Should the affected party decide to file a grievance, the following options are available for settling a grievance:

Option 1: Resolution through Immediate Supervisor. Prior to initiating the formal written grievance procedure, the aggrieved member should refer the complaint to his/her immediate supervisor who will attempt to resolve the complaint by mediation.

Option 2: Optional Alternative Dispute Resolution (ADR). As a first option, a member may choose to have the operating site designate a neutral party to resolve the complaint. Please read the ADR section regarding specific guidance and time limits for ADR process.

Option 3: Grievance Hearing. A member may choose a grievance hearing to resolve the complaint. A written request for such a hearing must be made in writing to the Program Coordinator. Please read the

Grievance Hearing section regarding specific guidance and time limits for the grievance hearing and the grievance hearing decision.

Option 4: Binding Arbitration. Bind Arbitration is available to the affected party only if a grievance hearing decision is adverse or if no decision is made within 60 days of the filing of the initial grievance. Please read the Binding Arbitration section regarding specific guidance and time limits for arbitration proceedings.

Optional Alternative Dispute Resolution (ADR): ADR must be selected within 45 days of the underlying dispute. If a member chooses ADR as a first option, a neutral party designated by (operating site) will attempt to facilitate a mutually agreeable resolution. The neutral party must not have participated in any previous decisions concerning the issue in the dispute. A hearing must be held no later than 30 calendar days after the filing of the grievance, and a written decision must be made no later than 60 calendar days after filing. Allegations of fraud or criminal activity must be reported immediately to the Corporation for National and Community Service's Inspector General. If the grievance pertains to discrimination on the basis of race, color, national origin, gender, age, or disability the member will be immediately notified in writing of his/her right to file a discrimination complaint with the Corporation's Equal Opportunity Office. (In general, the member has 180 days after the alleged discrimination to file a complaint with the Corporation.)