AmeriCorps Volunteer Handbook

This program is available to all, without discrimination on the basis of race, color, sex, sexual orientation, pregnancy, religion, age, national origin, genetic information, disability, military status, familial status, political affiliation, or any other characteristic protected by law.

Purpose of AmeriCorps

What is AmeriCorps?

AmeriCorps is the federal agency for national service and volunteerism. AmeriCorps provides opportunities for Americans of all backgrounds to serve their country, address the nation's most pressing challenges, and improve lives and communities.

Commitment

As an AmeriCorps volunteer, you are expected to adhere to the AmeriCorps pledge, which represents the commitment you have made to serve.

> *I will get things done for America—to make our people safer, smarter, and healthier.*
> *I will bring Americans together to strengthen our communities.*
> *Faced with apathy, I will take action.*
> *Faced with conflict, I will seek common ground.*
> *Faced with adversity, I will persevere.*
> *I will carry this commitment with me this year and beyond.*
> *I am an AmeriCorps volunteer, and I will get things done.*
>
> — the AmeriCorps pledge

Priority Goals

AmeriCorps has four main goals:

- Getting things done
- Strengthening communities
- Encouraging responsibility
- Expanding opportunity

Getting Things Done

AmeriCorps volunteers help communities solve problems in the areas of education, public safety, the environment, and other human needs (like health and housing) by serving directly and by getting other people to serve as volunteers.

Strengthening Communities

AmeriCorps volunteers help unite individuals from all different backgrounds and organizations of all kinds—in a common effort to improve communities.

Encouraging Responsibility

AmeriCorps volunteers explore and exercise their responsibilities to their communities, their families, and themselves—during their service experience and throughout their lives.

Expanding Opportunity

AmeriCorps helps those who help America. AmeriCorps volunteers receive education awards to further their education or to pay back student loans. They also gain valuable job experience, specialized training, and other skills.

Position Descriptions

The activities each AmeriCorps volunteer engages in to address the needs of children and families at risk vary from agency to agency, but may include the following: mental health assessments, treatment plans, individual therapy, group therapy, court reports, case notes, treatment meetings, individual psychotherapy, bio-psycho-social histories, intake assessments, co-facilitate psychotherapeutic and psycho-educational groups, family therapy sessions, case management, community referrals and networking, inter-agency staff meetings, community projects, agency and intervention assessments and evaluations, and teach classes. The AmeriCorps volunteer will usually assist full-time personnel. The AmeriCorps volunteers are more knowledgeable and have received more training than ordinary volunteers, and can therefore contribute to the organization in more specialized capacities.

An NSOPW and FBI criminal background check through Truescreen must be completed on each AmeriCorps volunteer.

Program

Responsibilities of the Program

Our program recruits throughout the College of Family, Home, and Social Sciences. This allows for and encourages diversity among our program. If an MSW student is doing an internship out of state, we recommend to the student that they look on the AmeriCorps.gov website for other state AmeriCorps opportunities in which they could participate.

Our program allows students to serve in the community along with their internship. Each agency has qualified supervisors. AmeriCorps volunteers receive appropriate supervision in each of their individual agencies.

As a program, we collect data on the population that the AmeriCorps volunteers serve. Our program objectives are to serve new clients each month and to increase service site capacity. AmeriCorps volunteers report their numbers each month in the required Monthly Progress & Demographic Report in IPT. We track this progress toward our objectives. We demonstrate that our progress is on-track to meet the objectives in our quarterly reports.

Before AmeriCorps volunteers begin their term of service, we provide an orientation. This orientation enhances AmeriCorps volunteer security and sensitivity to the community and covers their risks and

responsibilities. This pre-service training prepares the AmeriCorps volunteers for their service in the community. Also covered at the orientation are the AmeriCorps prohibited activities. Program will provide a printed copy to each AmeriCorps volunteer to post at their service location.

AmeriCorps volunteers receive on-going training throughout their term of service. This training is in a variety of topics that apply to the population being served and enhance AmeriCorps volunteers' abilities to serve.

ELIGIBILITY

To be eligible to enroll in AmeriCorps, an individual must:

- Be a U.S. citizen, a U.S. national, or a Lawful Permanent Resident Alien
- Be at least 17 years of age
- Have successfully passed a criminal background check.

The Corporation for National and Community Service will verify eligibility electronically, but AmeriCorps volunteers may be required to present one of the following pieces of identification along with their Social Security card:

- A birth certificate showing that you were born in one of the 50 states, the District of Columbia, Puerto Rico, Guam, the U. S. Virgin Islands, American Samoa or the Northern Marina Islands.
- An unexpired U.S. 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 Certificate of Report of Birth (DS-1350) issued by the State Department.
- A Certificate of Naturalization (Form 550 or N-5700) issued by the Immigration and Naturalization Service.
- A Certificate of Citizenship (Form N-560 or N-561) issued by the Immigration and Naturalization Service.
- A Primary Documentation of Status as a lawful permanent resident alien of the United States.
- Driver's License

If a prospective AmeriCorps volunteer does not have a high school diploma or GED, these State and National Grand Provisions apply:

Section IV-5d:
"Who has a high school diploma or an equivalency certificate (or agrees to obtain a high school diploma or its equivalent before using an education award) and who has not dropped out of elementary or secondary school in order to begin a term of service as an AmeriCorps volunteer (unless enrolled in an institution of higher education on an
ability to benefit basis and is considered eligible for funds under section 484 of the Higher Education Act of 1965, 20 U.S.C. § 1091), or who has been determined through an independent assessment conducted by the grantee to be incapable of obtaining a high school diploma or its equivalent."

The reference to section 484 of the Higher Education Act of 1965, 20 U.S.C. § 1091) reads as follows:
"In order for a student who does not have a certificate of graduation from a school providing secondary education, or the recognized equivalent of such certificate, to be eligible for any assistance under subparts 1, 3, and 4 of part A and parts B, C, and D of this subchapter and part C of subchapter I of

chapter 34 of title 42, the student shall have completed a secondary school education in a home school setting that is treated as a home school or private school under State law."
A prospective AmeriCorps volunteer who is attending BYU falls in these provisions and can participate in AmeriCorps without a High School Diploma or GED.

Hours of Service

The AmeriCorps volunteer will complete a minimum of hours of service during this period choosing between the three options below.

- Reduced Half Time AmeriCorps volunteers must serve at least 675 hours during a period of 12 months.
- Quarter-Time AmeriCorps volunteers must serve at least 450 hours during a period of 12 months.
- Minimum Time AmeriCorps volunteers must serve at least 300 hours during a period of 12 months.

The AmeriCorps volunteer understands that to complete the term of service successfully (as defined by the Program and consistent with regulations of the Corporation for National and Community Service) and to be eligible for the education award, he/she must complete all the hours of service (as noted in above), and satisfactorily complete pre-service training and the appropriate education/training that relates to the AmeriCorps volunteer's ability to perform service.

Pre-Enrollment Orientation

AmeriCorps volunteers are required to attend pre-enrollment orientation presented by the Program Director. AmeriCorps volunteers will learn the specifics of the program at the pre-enrollment orientation and be able to ask any questions. AmeriCorps volunteers will also bring a driver's license (or other approved form of identification) for enrollment purposes. The ID # and type of ID will be recorded and signed off by the individual who examines it. At the Orientation, AmeriCorps volunteers will start a AmeriCorps volunteer Enrollment Checklist (MEC). This checklist is used by the Program Director and Campus Coordinator to track enrollment and ensure all forms are scheduled and completed when needed.

NOSPW

The Corporation for National and Community Service requires that all AmeriCorps volunteers be checked on the National Sex Offenders Registry database prior to enrollment or service hours being completed. Following Orientation, any AmeriCorps volunteer who turns in the AmeriCorps volunteer Enrollment Checklist will be processed through Truescreen to see if they are in the database. Documentation will be kept that the AmeriCorps volunteer has been screened. (See details below under Criminal Background Check).

Individuals may not participate in any capacity within AmeriCorps if they are currently listed on the National Sex Offender Registry or have been convicted of murder. The AmeriCorps Program Director will check the Registry and sign a pdf of the results.

Criminal Background Check

The Corporation for National and Community Service has established the following provision: Background criminal record checks are required, to the extent permitted by state and federal law, for "any individual who receives a Corporation grant-funded education award."

Therefore, all AmeriCorps volunteers are required to clear a criminal background check (CBC). AmeriCorps volunteers must complete an FBI Fingerprint background check. This is to be completed upon application, prior to beginning your term in AmeriCorps. Second-term AmeriCorps volunteers will not need a CBC for their second term, if that term begins less than 180 days after the end date of their first term. AmeriCorps will cover the cost of all CBCs required to enroll.

Initiation of FBI fingerprint background checks begins at Pre-Enrollment Orientation. AmeriCorps volunteer is given instructions on how to complete the background check and NSOPW. AmeriCorps volunteers verify that they will take the necessary steps to complete their background check. AmeriCorps volunteers will complete the Enrollment/Eligibility form in IPT prior to getting their background check.

How are criminal background checks conducted?

Written permission is obtained from all applicants prior to conducting background checks. If permission is not granted, that individual will not be allowed to serve as an AmeriCorps volunteer. Background checks will be completed by the AmeriCorps volunteer and reviewed by the AmeriCorps Program Director before the individual is enrolled as an AmeriCorps volunteer.

NOSPW and FBI Fingerprint Background check:

Program initiates NSOPR and FBI fingerprint background check through Truescreen. AmeriCorps volunteer receives email from applicationstation@truescreen.com. AmeriCorps volunteer is required to follow the instructions in the email, setting up an account and filling out their personal information. Program reviews results when they are received and verifies AmeriCorps volunteer eligibility to serve. The Program Director then reviews the findings from the check and ensures that the individual is eligible to serve in AmeriCorps. The Program Director will sign a pdf of the results and add the following statement:

"The results of this check were reviewed and used in determining eligibility for an AmeriCorps position. This criminal history check was performed in accordance with the Serve America Act to determine eligibility for service in an AmeriCorps program. Any further dissemination or use of this check is prohibited by state statute 53-10-108."

Results will be uploaded to AmeriCorps volunteer file in IPT. Confidential information is protected by a username and password in IPT.

When will my criminal background check be completed?

Criminal background checks through Truescreen generally take less than 7 days, but can take up to 3 weeks to complete. Please allow enough time during the enrollment process for the background check to be completed. AmeriCorps volunteers cannot start their term of service until the background check has been completed, reviewed and uploaded to IPT.

How are criminal background check results evaluated?

Results will be kept in the strictest of confidence. BYU FHSS AmeriCorps Program Director will have access to the results and evaluate them. Background check results will only be used for AmeriCorps service. CBC results may indicate an individual's prior felony and/or misdemeanor convictions. All prior convictions will be reviewed on a case-by-case basis with the following being cause for immediate

disqualification for service in AmeriCorps:

- Identification on the National Criminal Research Database as a sex offender
- Conviction of murder

See Fair Credit Reporting Act in the Rights section below.

If the results from the Background Check or the NSOPW come back questionable, the applicant may meet with the Program Director to review the results and correct as needed.

IPT System

IPT is used by all Utah State AmeriCorps Programs to store and manage all documents required by AmeriCorps, including AmeriCorps volunteer application, enrollment/eligibility application, AmeriCorps volunteer contract, background check results, and timesheets.

1. Go to www.runipt.com
2. Organization ID: ucovac
3. Enter your username and password
    a. The first time, log in using the default username and password that was emailed to you by IPT.
    b. You will then choose your own username and password.
4. Fill out your information on the student detail page.
5. You will receive emails from IPT when a new form is scheduled. Log in to IPT and click on the "Forms" tab to complete those.

Enrollment

Before a AmeriCorps volunteer can be enrolled in the AmeriCorps Program, the Program Director must receive all proper enrollment paperwork, and the information must be complete. Failure to provide the appropriate signatures and required documentation will delay enrollment in the program. The following items must be completed by the AmeriCorps volunteer:

- NSOPW check completed by Program through Truescreen
- Criminal Background Check (CBC) – completed through Truescreen
- IPT Application
- Enrollment/Eligibility Form
    - includes written consent from candidates to perform NSOPW and Criminal Background Checks
    - clarifies for a covered position candidate the understanding that his or her position is contingent on eligibility determined by the results of the National Service Criminal History Check
- AmeriCorps volunteer Service Agreement
- Proof of Eligibility—provide an original U.S. Birth Certificate or U.S. Passport or Driver's License to Program Director

All forms must be complete and the background check and NSOPW returned before the start date of the term of service.

Enrollment Form

1. Fill out your information on the form.

2. Click the blue link to electronically sign the form.

AmeriCorps volunteer Service Agreement

Read over each of these and electronically sign at the bottom.

eGrants enrollment

Program will send AmeriCorps volunteer an invitation to participate in AmeriCorps. AmeriCorps volunteer must create an eGrants account and accept the invitation by completing form on eGrants. Once the AmeriCorps volunteer has accepted the invitation, then the program can complete the Pre-enrollment. Pre-enrollment on eGrants must be completed PRIOR to AmeriCorps volunteer start date. This includes verifying AmeriCorps volunteer background check and NSOPW completion.

AmeriCorps volunteer must be enrolled in eGrants within 5 days of his/her start date.

Start and End Date

The AmeriCorps volunteer's term of service begins and ends on the dates specified in the AmeriCorps volunteer Service Agreement. The Program and the AmeriCorps volunteer may agree, in writing, to extend this term of service for the following reasons:

- The AmeriCorps volunteer's service has been suspended due to compelling personal circumstances.
- The AmeriCorps volunteer's service has been terminated, but a grievance procedure has resulted in reinstatement.

To request an extension:

- Submit a written request to your AmeriCorps Program Director.
- The Program Director will evaluate the request and let you know within 30 days if the request has been authorized.
- Upon authorization, the AmeriCorps volunteer's account in eGrants will be updated to reflect the change in service term.

AmeriCorps volunteers may serve on jury duty and in the Armed Forces with no penalty.

A AmeriCorps volunteer must be enrolled in eGrants within 5 days of their start date. A AmeriCorps volunteer must be exited from eGrants within 30 days of their last date of service.

Monthly Time Logs/Service Hour Record

Time logs are due on the fifth of every month e.g. June time logs are due on July 5th. Time logs will be submitted online through IPT. The following needs to be completed for each time log:

- Record hours on a daily basis, separated by AmeriCorps volunteer Development Hours (indirect, can account for no more than 20% of your total hours served) and Direct Service Hours.
- AmeriCorps service activities
    - **AmeriCorps volunteer Development/Training** – (AmeriCorps volunteer development) – class related to major, conference attendance
    - **Volunteer Recruitment/Coordination/Management** – (direct service) – mobilizing volunteers
    - **Individual/Group/Family Therapy** – (direct service) – therapy (including client prep time), leading a group, assessment

- **Documentation** – (direct service) – paperwork, case notes, supervision
- **Teaching** – (direct service) – teaching a class or skill
- **No Hours Served**

REMINDER:

- Time Logs are due on a monthly basis.
- AmeriCorps volunteers can record a maximum of 65 hours a week.
- AmeriCorps volunteers can record a maximum of 12 hours/day.
- Be sure to record your hours to the nearest quarter hour (.00, .25, .50, .75)

Deadline for SHRs to be signed:

AmeriCorps volunteer SHRs are due on the 5th of the month. SHRs are considered late on the 6th of the month. AmeriCorps volunteer will be emailed on the 6th with 1st late notification. 2nd late notification email will be sent on the 8th of the month and a phone call/text to the AmeriCorps volunteer. Program Director will email on the 10th of the month.

Supervisors will begin to review and sign SHRs as they come in through the 5th of the month. If SHRs are not signed by the supervisor by the 5th, a reminder email will be sent. Program Director will notify supervisors on the 10th of the month if SHRs are not reviewed and signed.

Program Director will sign monthly SHRs beginning on the 5th. IPT will be checked daily and forms signed until all forms are reviewed and signed for the month.

DIRECT SERVICE VS. AMERICORPS VOLUNTEER DEVELOPMENT HOURS

Direct service is serving directly with people to fulfill the mission of your service site AND service directly related to that mission. For example, if you are serving at an elementary school, the time you spend with students at that school (tutoring, mentoring, teaching) counts as direct service time. Also, any work you do that will directly affect the students' learning at that school counts as direct service time even though you are not in direct contact with students. These non-contact direct service activities would include preparing lesson plans, parent-teacher conferences, assembling materials related to students' learning, arranging for guest speakers, and coordinating field trips.

AmeriCorps volunteer development activities (or indirect service) include the time you spend reflecting on your service or receiving training to improve your ability to perform your service. These activities include talking with other student teachers about your service experiences, co requisite class time spent reflecting on how to improve teaching skills, in-service training, and attending conferences related to your direct service. The time it takes you to fill out your monthly time sheet counts as AmeriCorps volunteer development.

AmeriCorps volunteer Development: training, class time, conferences
Direct Service: any activity you engage in AT your agency, any time you put in AWAY from your agency in preparation for a client

Electronically sign the service hour record when it is complete.

LIMITATIONS

AmeriCorps volunteer development hours are limited to 20% of your term of service hours. That is 135 hours for a 675 hour term of service, 90 hours for a 450 hour term of service, and 60 for a 300 hour term of service. Any AmeriCorps volunteer development hours above 20% will not count towards the term of

service.

AmeriCorps volunteers are bound by a ratio of direct (80%) and indirect (20%) service hours that may be counted toward a service term. Under the 2003 AmeriCorps Guidelines, this ratio does not change; however, AmeriCorps volunteers can engage in some direct service capacity building activities. AmeriCorps volunteers are not permitted to count administrative support hours toward their term of service, regardless of the site in which those hours are served. When deciding whether an activity is capacity building or administrative support, ask the following question, "Does this activity provide any direct benefit to the greater community, not solely to the nonprofit organization or campus?"

Volunteer Management

AmeriCorps volunteers may recruit, train and coordinate volunteers. This can include developing training or other materials to use with those volunteers, planning volunteer recognition events, doing volunteer follow- up, and providing ongoing volunteer support. AmeriCorps activities must also provide benefits to the host organization that would not be there without that AmeriCorps volunteer's participation.

Community Outreach

Capacity building AmeriCorps activities connect the nonprofit host site to the local community, connect the campus to community-based organizations or individuals, inform or educate community AmeriCorps volunteers about available services, or create partnerships between nonprofit organizations. Capacity building can also include research or reporting that benefits local communities or community-based organizations.

Employee Displacement

AmeriCorps volunteers may not, as part of their AmeriCorps hours, perform services that have been assigned to an employee or to an employee who has recently resigned or has been discharged. Also, programs may not use a AmeriCorps volunteer in a way that will displace an employee or position.

Monthly Progress and Demographic Reporting

AmeriCorps volunteers must complete a monthly progress and demographic report in IPT for each month they are an AmeriCorps volunteer. AmeriCorps volunteers will report on volunteer mobilization, number of new clients served and great stories on this form.

Clearing Signatures and Deleting Forms

The Program Director can clear signatures. When doing so, they will:

1. Make a note at the bottom of the form for the reason the signature is being cleared.
2. Record in the AmeriCorps volunteer's Contact log the form name and reason the signature is being cleared/deleted and the date the form was originally signed.
3. Clear the signature.
4. Email the AmeriCorps volunteer with instructions on what to do and why the signature was cleared.

To delete a form, the program director must submit a request through the state.

Dashboard

A useful tool in IPT is the Dashboard. This keeps track of how many AmeriCorps volunteer development and direct service hours the AmeriCorps volunteer has completed, and how many hours the AmeriCorps volunteer has left to complete their term of service. This is a good way to make sure the AmeriCorps volunteer is on track to complete their hours in the allotted time frame. The Dashboard includes all hours that have been entered into the service hour records, whether the form has been signed or not.

Exiting

Before exiting the program, the AmeriCorps volunteer must complete the following:

- Final Coordinator Evaluation
  - This form is scheduled and completed in IPT.
- Exit Form
  - The top portion is filled out and signed by the AmeriCorps volunteer. The Program Director fills out and signs the bottom portion.

The AmeriCorps volunteer will then access the education award online through eGrants, once the AmeriCorps volunteer has been exited from the program.

A AmeriCorps volunteer must be exited within 30 days of their last date of service.

Redeeming your Education Voucher

Follow these steps to redeem your voucher. More details are available online at http://socialwork.byu.edu/Pages/Field/AmeriCorps.aspx

- Login to https://my.americorps.gov/mp/login.do.
- Click on “My Education Award” on the left menu.
- Click on “Create Education Award Payment Request” on the left-side menu. Select “Education Expenses” from the Payment Type drop-down menu, and type the current or upcoming semester in which you are registered for classes, and then the total amount as the Amount Authorized. You don’t have to use your total award all at once, but you can.
- Search for the institution: Brigham Young University and Provo. The address that will auto-populate is correct.
- Notice how the status is “Pending Institution Action.”
- Once everything has been accepted, the status will change to “Accepted by Institution.”

Second Term of Service

The AmeriCorps volunteer understands that to be eligible to serve a second term of service the AmeriCorps volunteer must receive satisfactory performance reviews for any previous term of service. The AmeriCorps volunteer's eligibility for a second term of service with this Program will be based on an end-of-term evaluation of the AmeriCorps volunteer's performance focusing on factors such as whether the AmeriCorps volunteer has:

- Completed the required number of hours.
- Satisfactorily completed assignments, tasks, or projects.
- Met any other criteria that were clearly communicated both orally and in writing at the beginning of the term of service.

The AmeriCorps volunteer understands, however, that the mere eligibility for an additional term of

service does not guarantee selection or placement.

Rules of Conduct

To earn an education award you must satisfactorily complete your 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 AmeriCorps volunteer:

- 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.

Prohibited Activities

AmeriCorps volunteers, like private citizens, may participate in any of the activities listed below on their own time, at their own expense, and at their own initiative. Any individual may take part in the prohibited activities, but they may not count that time toward an AmeriCorps term of service and may not wear AmeriCorps service gear in such instances.

Political Activities

- Any activity involving attempting to influence legislation or an election or aid a partisan political organization.
- Organizing a letter-writing campaign to Congress.
- 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.
- Registering voters.
- Organizing or participating in protests, petitions, boycotts, or strikes.
- AmeriCorps volunteers are encouraged to vote as individuals NOT representing AmeriCorps, but are not required to do so. AmeriCorps volunteers may count up to 2 hours direct service to vote in an election.

Religious Affairs

- 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.
- Engaging in any form of religious proselytizing.

For-Profit Business

- Providing a direct benefit to a for-profit entity, a labor union, a partisan political organization, or an organization engaged in religious activities.

Union Activities

- Assisting, promoting, or deterring union organizing.
- Impairing existing contracts for services or collective bargaining agreements.

Abortion Services

- Providing abortion services or making referrals for such services.

Safety Factors

- Participation in activities that pose a significant safety risk.
- Completing projects without supervision.
- Conducting service at a private residence or any unauthorized site.

Important reminders:

- AmeriCorps volunteer should let their service site know if they 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.

Fundraising

- BYU FHSS AmeriCorps does not allow AmeriCorps volunteers to participate in fundraising efforts.

AmeriCorps volunteers are required to post the Prohibited Activities poster at their service location. A printed copy of the Prohibited Activities will be provided to each AmeriCorps volunteer within one month of their start date by their Campus Coordinator. AmeriCorps volunteers will be notified of this requirement at the AmeriCorps Orientation, in an email from the Program Director which includes the Prohibited Activities document as an attachment. Prohibited Activities poster can also be found on the School of Social Work website: Prohibited Activities

Expectations

The AmeriCorps volunteer is expected to, at all times while acting in an official capacity as an AmeriCorps volunteer:

- Comply with the rules and standards of the host agency.
- Demonstrate mutual respect toward others.
- Follow directions.
- Direct concerns, problems, and suggestions to Program Director.

The AmeriCorps volunteer understands that the following acts also constitute a violation of the Programs rules of conduct:

- Violation of the BYU Honor Code, as determined by the BYU Honor Code office.
- Engaging in any activity that may physically or emotionally damage other AmeriCorps volunteers of the Program or people in the community.

- Failure to notify the Program of any criminal arrest or conviction that occurs during the term of service.
- Under the Drug-Free Workplace Act, you must immediately notify the Program Director if you are convicted under any criminal drug statute. Your participation in the Program is conditioned upon compliance with this notice requirement, and action will be taken if this is violated.

Consequences

In general, for violating the above stated rules, the Program will do the following (except in cases where during the term of service the AmeriCorps volunteer has been charged with or convicted of a violent felony, possession, sale, or distribution of a controlled substance):

- For the AmeriCorps volunteer's first offense, an appropriate Program official will issue a verbal warning to the AmeriCorps volunteer.
- For the AmeriCorps volunteer's second offense, an appropriate Program official will issue a written warning and reprimand the AmeriCorps volunteer.
- For the AmeriCorps volunteer's third offense, the AmeriCorps volunteer may be suspended for one day or more and will not receive credit for any service hours missed. (Program will notify AmeriCorps volunteer in writing of the number of days of suspension)
- For the fourth offense, the Program may release the AmeriCorps volunteer for cause.
- The Program will notify the AmeriCorps volunteer of any violation and action being taken in writing. Notification signed by both the AmeriCorps volunteer and Program Director will be kept in the AmeriCorps volunteer's file.
- The AmeriCorps volunteer understands that he/she will be either suspended or released for cause in accordance with section VIII of this agreement for committing certain acts during the term of service including but not limited to being convicted or charged with a violent felony, possession, sale, or distribution of a controlled substance, or violation of the BYU Honor Code as determined by the Honor Code Office.

Release from Term of Service

The AmeriCorps volunteer understands that he/she may be released for the following two reasons:

- For cause, as explained in paragraph 2 of this section.
- For compelling personal circumstances as defined in paragraph 3 of this section.

The Program will release the AmeriCorps volunteer for **cause** for the following reasons:

- The AmeriCorps volunteer fails to turn in a monthly time log for two consecutive months, without notifying the Program Director that no hours were logged that month.
- The AmeriCorps volunteer has dropped out of the Program without obtaining a release for compelling personal circumstances from the appropriate Program official.
- During the term of service the AmeriCorps volunteer has been convicted of a violent felony or the sale or distribution of a controlled substance.
- The AmeriCorps volunteer has committed any of the offenses listed.
- The AmeriCorps volunteer has committed another serious breach that, in the judgment of the Program director, would undermine the effectiveness of the Program.
- Violation of the BYU Honor Code as determined by the Honor Code Office.

The Program may release the AmeriCorps volunteer from the term of service for **compelling personal circumstances** if the AmeriCorps volunteer demonstrates that:

- The AmeriCorps volunteer has a disability or serious illness that makes completing the term

impossible.

- There is a serious injury, illness, or death of a family AmeriCorps volunteer which makes completing the term unreasonably difficult or impossible for the AmeriCorps volunteer.
- The AmeriCorps volunteer has military service obligations.
    - If a AmeriCorps volunteer is deployed to serve in any US armed forces unit, the AmeriCorps volunteer may defer their term of service up to 1 year. If the AmeriCorps volunteer is unable to complete their term of service after the deferment time, they will be exited without an award; but will be marked "not eligible for an education award – other"
- Some other unforeseeable circumstance beyond the AmeriCorps volunteer's control makes it impossible or unreasonably difficult for the AmeriCorps volunteer to complete the term of service, such as a natural disaster, a strike, relocation of a spouse, or the non-renewal or premature closing of a project or the Program.

Compelling personal circumstances which do not constitute leaving the Program:

- To enroll in school.
- To obtain employment, other than moving from welfare to work.
- Because of dissatisfaction with the Program.

If the AmeriCorps volunteer discontinues his/her term of service for any reason other than a release for compelling personal circumstances as described in paragraph 3 the AmeriCorps volunteer will cease to receive the benefits described below.

See Grievance Procedures under the Rights section below.

BENEFITS

EDUCATION AWARD

Upon successful completion of the AmeriCorps volunteer's term of service, the AmeriCorps volunteer will receive an education award from the National Service Trust. The amount of the education award is listed in the AmeriCorps volunteer Service Agreement in IPT.

HIGHLIGHTS

A AmeriCorps volunteer has seven years from the date he/she completed his/her service to use the award. The AmeriCorps volunteer can use the education award to repay qualified student loans, pay for current educational expenses (cost of attendance), and to attend an approved school-to-work program. Payments made from the education award account and interest payments are considered taxable income.

The AmeriCorps volunteer understands that his or her failure to disclose to the Program any history of having been released for cause from another AmeriCorps program will render him or her ineligible to receive the education award.

If the AmeriCorps volunteer has received forbearance on a qualified student loan during the term of service, the National Service Trust will repay a portion or all of the interest that accrued on the loan during the term of service.

Information about the Education Award

- If you have outstanding federally-qualified student loans, you may qualify for forbearance during your term of service.
- You may register for an online account through My AmeriCorps Portal to access your education award upon successful completion of the AmeriCorps program.
- You can draw on your award in increments.
- You can benefit from actively participating in the financial aid process. Make an appointment to meet with a financial aid counselor and have them explain to you your aid package and show you how it works to your greatest benefit.
- When using the award to repay student loans, you can either use the award to reduce the principal or to defer several payments. Depending on what you do after AmeriCorps, develop a plan that best suits you and your finances.
- You are responsible for taxes on the award in the year it is used, not in the year it is earned. If you use the award over two calendar years, you will be taxed for the amount used in each calendar year.
- Once you have used your award, fill out Worksheet C (income exclusion) on the FAFSA correctly.
- Neither the AmeriCorps living allowance nor the education award count as income on the FAFSA. However, your education award does count as a resource that can reduce your aid package in the year you use it if you are using it to pay for tuition.
- Once a AmeriCorps volunteer has been exited, they can check their education award balance online, and request payments to their education or financial institution. The web address to register is: https://my.americorps.gov/mp/login.do.
- A AmeriCorps volunteer must be enrolled as an AmeriCorps volunteer before the semester begins in which he/she wants to use the award.

Benefits beyond the Education Award

- Leadership training
- Job experience and skills
- Civic education
- Resume booster
- Can be combined with work-study
- No repayment of student loans while you are serving

Rights

Participation in AmeriCorps must be based on merit and equal opportunity for all. You have a right to reasonable accommodations for disabilities. If you believe your rights have been violated you may report such violations to the director of your program. You may also file discrimination-related grievances with the Equal Opportunity Counselor of the Corporation for National and Community Service at (202) 606-5000, ext. 312.

Fair Credit Reporting Act

Notice Regarding Background Investigation

The AmeriCorps Program ("the Company" or "Employer") may obtain information about you from a consumer reporting agency for employment purposes. Under the Fair Credit Reporting Act, EBI, Inc. is considered a "consumer reporting agency" (CRA), and the reports provided to AmeriCorps are considered "consumer reports." Thus, you may be the subject of a "consumer report" and/or an

"investigative consumer report" which may include information about your character, general reputation, personal characteristics, and/or mode of living, and which can involve personal interviews with employers and/or associates. Please be advised that the nature and scope of the most common form of investigative consumer report obtained with regard to applicants for employment is an investigation into your education and/or employment history conducted by Employment Background Investigations, Inc. (EBI), P.O. Box 629, Owings Mills, MD. 21117, 1-800-324-7700. These reports may be obtained at any time after receipt of your authorization and, if you are hired, throughout your employment. You have the right, upon written request made within a reasonable time after receipt of this notice, to request disclosure of the nature and score of any investigative consumer report and a summary of your rights under the Fair Credit Reporting Act. The scope of this notice and authorization is all-encompassing, however, allowing Employer to obtain from EBI all manner of consumer reports and investigative consumer reports now and, if you are hired, throughout the course of your employment to the extent permitted by law. As a result, you should carefully consider whether to exercise your right to request disclosure of the nature and score of any investigative consumer report.

A Summary of Your Rights under the Fair Credit Reporting Act

The federal Fair Credit Reporting Act (FCRA) promotes the accuracy, fairness, and privacy of information in the files of consumer reporting agencies. There are many types of consumer reporting agencies, including credit bureaus and specialty agencies (such as agencies that sell information about check writing histories, medical records, and rental history records). Below is a summary of your major rights under the FCRA. For more information, including information about additional rights, go to www.ftc.gov/credit or write to: Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580. You must be told if information in your file has been used against you. Anyone who uses a credit report or another type of consumer report to deny your application for credit, insurance, or employment – or to take another adverse action against you – must tell you, and must give you the name, address and phone number of the agency that provided the information. You have the right to know what is in your file. You may request and obtain all the information about you in the files of a consumer reporting agency (your "file disclosure"). You will be required to provide proper identification, which may include your Social Security number. In many cases, the disclosure will be free. You are entitled to a free file disclosure if:

- A person has taken adverse action against you because of information in your credit report;
- You are the victim of identity theft and place a fraud alert in your file;
- Your file contains inaccurate information as a result of fraud;
- You are on public assistance;
- You are unemployed but expect to apply for employment within 60 days.

Additionally, all consumers are entitled to one free disclosure every 12 months upon request from each nationwide credit bureau and from nationwide specialty consumer reporting agencies. See www.ftc.gov/credit for additional information.

You have the right to ask for a credit score. Credit scores are numerical summaries of your credit-worthiness based on information from credit bureaus. You may request a credit score from consumer reporting agencies that create scores or distribute scores used in residential real property loans, but you will have to pay for it. In some mortgage transactions, you will receive credit score information for free from the mortgage lender.

You have the right to dispute incomplete or inaccurate information. If you identify information in your

file that is incomplete or inaccurate, and report it to the consumer reporting agency, the agency must investigate unless your dispute is frivolous. See www.ftc.gov/credit for an explanation of dispute procedures. Consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information. Inaccurate, incomplete or unverifiable information must be removed or corrected, usually within 30 days. However, a consumer reporting agency may continue to report information it has verified as accurate.

Consumer reporting agencies may not report outdated negative information. In most cases, a consumer reporting agency may not report native information that is more than seven years old, or bankruptcies that are more than 10 years old.

Access to your file is limited. A consumer reporting agency may provide information about you only to people with a valid need—usually to consider an application with a creditor, insurer, employer, landlord, or other business. The FCRA specifies those with a valid need for access.

You must give your consent for reports to be provided to employers. A consumer reporting agency may not give out information about you to your employer, or a potential employer, without your written consent given to the employer. For more information, go to www.ftc.gov/credit.

You may limit "prescreened" offers of credit and insurance you get based on information in your credit report. Unsolicited "prescreened" offers for credit and insurance must include a toll-free phone number you can call if you choose to remove your name and address from the lists these offers are based on. You may opt- out with the nationwide credit bureaus at 1-888-5-OPTOUT (1-888-567-8688).

You may seek damages from violators. If a consumer reporting agency, or, in some cases, a user of consumer reports or a furnisher of information to a consumer reporting agency violates the FCRA, you may be able to sue in state or federal court.

Identity theft victims and active duty military personnel have additional rights. For more information, visit www.ftc.gov/credit.

States may enforce the FCRA, and many states have their own consumer reporting laws. In some cases, you may have more rights under state law. For more information, contact your state or local consumer protection agency or your state attorney general.

Grievance Procedures

In the event that informal efforts to resolve disputes in the BYU AmeriCorps program are unsuccessful, AmeriCorps volunteers, labor organizations, and other interested individuals may seek resolution through the following grievance procedures. These procedures may apply to, but are not limited to, service-related issues, such as assignments, evaluations, suspensions, or release for cause; as well as issues related to non-selection of AmeriCorps volunteers, and displacement of employees, or duplication of activities by AmeriCorps.

Alternative Dispute Resolution (ADR)

ADR is available, but must be selected within 45 days of the underlying BYU AmeriCorps dispute. If an aggrieved party chooses ADR as a first option, a neutral party designated by the program will attempt to facilitate a mutually agreeable resolution. The neutral party must not have participated in any previous

decisions concerning the issue in dispute. ADR is confidential, nonbinding, and informal. No communications or proceedings of ADR may be referred to at the grievance hearing or arbitration stages. The neutral party may not participate in subsequent proceedings.

If ADR is chosen by the aggrieved party, the deadlines for convening a hearing and of a hearing decision are 30 and 60 days respectively. They are held in abeyance until the conclusion of ADR. At the initial session of ADR, the neutral party must provide written notice to the aggrieved party of his or her right to request a hearing. If ADR does not resolve the matter within 30 calendar days, the neutral party must again notify the aggrieved party of his or her right to request a hearing. At any time, the aggrieved party may decline ADR and proceed directly to the hearing process.

Grievance Hearing

An aggrieved party may request a grievance hearing without participating in ADR or, if ADR is selected, it fails to result in a mutually agreeable resolution. The aggrieved party should make a written request for a hearing to BYU AmeriCorps Program Director, Brigham Young University, School of Social Work, 2190 JFSB, Provo, UT 84602. Except for a grievance that alleges fraud or criminal activity, a request for a hearing must be made within one year after the date of the alleged occurrence. At the time a request for a hearing is made, the BYU FHSS AmeriCorps program will make available to the aggrieved party information that is relied upon in its disciplinary decision.

The BYU FHSS AmeriCorps program will arrange for one or more pre-hearing conferences at a time mutually convenient to the parties. Pre-hearing conferences are not a substitute for a hearing. They are intended to facilitate a mutually agreeable resolution of the matter to make a hearing unnecessary or to narrow the issues to be decided at the hearing. The format of the pre-hearing conference may be flexible, involving meetings with one party at a time and/or with both parties together. Pre-hearing conferences are conducted by the AmeriCorps volunteer's site coordinator.

The hearing will be conducted by the BYU FHSS AmeriCorps Program Director, or a neutral third party agreed upon by disputing parties. The person conducting the hearing may not have participated in any previous decisions concerning the issue in dispute. (Note: To ensure impartiality in the hearing, programs may choose to designate someone other than the Program Director to approve disciplinary actions regarding AmeriCorps volunteers, leaving the program director available to conduct grievance hearings.) A hearing will be held no later than 30 calendar days after the filing of the grievance, and a written decision will be made no later than 60 calendar days after filing.

Binding Arbitration

An aggrieved party may request binding arbitration if a grievance hearing decision is adverse or if no decision is made within 60 days of the filing of the grievance. The arbitrator will be independent and selected by agreement of the parties. If the parties cannot agree on an arbitrator, the Corporation's Chief Executive Officer (CEO) will appoint one within 15 calendar days after receiving a request from one of the parties.

An arbitration proceeding will be held no later than 45 calendar days after the request for arbitration, or no later than 30 calendar days after the appointment of an arbitrator by the Corporation's CEO. An arbitration decision will be made no later than 30 calendar days after the commencement of the arbitration proceeding.

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

Drug-Free Workplace Policy (1-1-92)

Honor Code

As a condition of enrollment, BYU requires all students/personnel to abide by a published Honor Code. The Code supports the ideals and principles of its sponsor, The Church of Jesus Christ of Latter- day Saints. The Honor Code among other things requires that students/personnel avoid drug abuse. This means refraining from the possession, use, or distribution of any legally defined narcotic or dangerous drug except as prescribed by a licensed medical practitioner. It also specifies that they observe the Church's Word of Wisdom, which includes abstinence from alcoholic beverages, tobacco, tea and coffee.

Drug-Free Workplace Act

On 18 November 1988, the federal government enacted the Drug-Free Workplace Act of 1988. As outlined in the Act, applicants for federal funds must certify their institutions have taken steps to prevent illegal drug use in the workplace by individuals directly engaged in federally-sponsored work. To comply with this law and its commitment to support society's effort to eliminate drug abuse, BYU has adopted this Drug-Free Workplace Policy to supplement the Honor Code. If there is a conflict between BYU's Drug-Free Workplace Policy and Honor Code, the Honor Code will be the controlling document.

All colleges/departments must comply with the certification requirements of the Drug-Free Workplace Act if their personnel receive or apply for:

- Funding under any federal grant or cooperative agreement regardless of dollar amount.
- Any federal contract of $25,000 or more, unless performance of the contract is entirely outside the territorial limits of the United States.

The Act applies only to contractors and grantees, not to subcontractors or subcontractees, and applies only to direct receipt of federal funds and not to third party reimbursement. The Act is program specific. The responsibility for compliance and levy of any sanctions for non-compliance with the performance of the contract or grant will be with the Principal Investigator, college or department and not with the University as a whole.

The Act applies only to contracts and grants awarded on or after 18 March 1989. Parties who modify a contract entered into before 18 March 1989 by creating a new commitment not contained in the existing contract must meet the requirements of the Act.

The government may impose sanctions against a University program found in violation of the act. The sanctions may include termination of the contract/grant, suspension of payments under the contract/grant, or suspension/disbarment for future awards from any federal source.

Supplemental regulations in addition to the Act are applicable to Department of Defense (DOD) contracts with personnel who have access to classified information. For more information on the DOD regulations, contact the Office of Research & Creative Activities, A-261 ASB, ext. 2-3841.

University/Individual Obligations under the Drug-free Workplace Act

In addition to the Honor Code, BYU has adopted a comprehensive Drug-Free School Policy and has made

the commitment to maintain a workplace free from the unlawful manufacture, use, dispensing, possession or distribution of controlled substances, as defined by applicable law. The University absolutely prohibits the unlawful manufacture, use, dispensing, possession or distribution of controlled substances by any student or individual in the workplace. All students and personnel engaged in the performance of a federally-funded contract or award must comply with the terms of this Drug-Free Workplace Policy, the Honor Code, and the BYU Drug-Free School Policy as conditions of enrollment/employment. All individuals engaged in the performance of work under a federally-funded contract will receive a copy of this policy.

Any student/individual engaged in a federally-funded contract/award convicted of violating a criminal drug statute in the workplace or otherwise must notify the immediate supervisor and the Executive Director of Research and Creative Work no later than five days after the conviction. The Executive Director of Research and Creative Work will notify the appropriate federal agency within ten days of receiving notice of the conviction. Within 30 days of receiving notification of a student/individual conviction, the University will dismiss the student/individual, unless the only contact with the drug in question was limited and the offender has commenced the repentance process as defined in the BYU Drug-Free School Policy prior to apprehension, in which case the University will determine an appropriate sanction case by case. A student/individual may also be subject to criminal penalties under applicable federal and state law.

The University supports a student's or an individual's participation in programs for the prevention of controlled substance abuse. The University encourages AmeriCorps volunteers of the campus community to seek assistance for preventive controlled substance abuse. Individuals may get information about available University programs through the Drug Abuse Prevention Office, 485 WIDB.

Drug-Free School Policy (1-1-92)

As a condition of enrollment/employment, BYU requires all students/personnel to abide by a personal commitment to the University Honor Code which includes the abstinence, whether on or off campus, from the possession, use or distribution of any illegal drug or alcohol as well as the abstinence from the use of any controlled legal substance, without specific medical authorization, that may have adverse effects on the body. These substances are collectively referred to in this policy as "illicit drugs."

On 12 December, 1989, the federal government enacted the Drug Free Schools and Communities Act Amendments of 1989. As outlined in the Act, an institution of higher education, as a condition for receiving federal funds under any federal program, must certify that it has adopted and implemented a program to prevent the unlawful possession, use or distribution of illicit drugs by students and personnel. To comply with this law and further its commitment to support society's effort to eliminate drug and alcohol abuse, BYU has adopted this Drug Free School Policy to supplement the Honor Code. If there is a conflict between BYU's Drug Free School Policy and the Honor Code, the Honor Code will be the controlling document.

This Drug Free School Policy is not to be confused with the University Drug Free Workplace Policy which is designed to comply with the Drug Free Workplace Act of 1988 and which governs the workplace environment of University personnel engaged in research sponsored by the federal government.

In order to comply with the Drug Free Schools and Communities Act, BYU has adopted and will implement a drug prevention program for its students, faculty and staff. This program will include an

annual distribution in writing to each student regardless of the length of the student's program of study and to all personnel outlining the standard of conduct expected of students/personnel in relationship to the possession, use or distribution of illicit drugs, misuse of prescription drugs, alcohol and tobacco; a description of the applicable legal sanctions under local, state and federal law which may arise from the unlawful possession or distribution of illicit drugs; a description of the health risks associated with the use of illicit drugs; a description of the University drug abuse prevention program available to students/personnel and a clear statement of the disciplinary sanctions which may be imposed upon students/personnel for violations of the standard of conduct.

Conduct/Disciplinary Sanctions for Drug Violations

There are differences between the intentional misuse of illicit and prescription drugs and the unintentional misuse of prescription drugs prescribed for valid medical reasons. Those individuals involved in the unintentional use of prescription drugs are not subject to the sanctions stated in this policy, but rather are encouraged to seek assistance from the University Drug Abuse Prevention Office. On the other hand, those individuals involved in the intentional misuse of illicit drugs, i.e., the possession, use or distribution of illicit drugs, whether on or off campus, will be subject to immediate disciplinary action.

The University's Board of Trustees has directed that involvement with illegal drugs will result in dismissal from the University or employment on the first offense except in those circumstances where the only contact with the drug was limited and where a student or an individual has repented before disciplinary action has begun.

In the appropriate case, the discipline may involve referral to the authorities for criminal prosecution unless the violation constitutes a first offense, the individual's contact and exposure to the illicit drug was limited in scope and the individual has contacted the University Drug Abuse Prevention Office requesting assistance in receiving treatment for the discontinuance of such use and has commenced the repentance process for the inappropriate conduct by confession to the appropriate ecclesiastical leader prior to apprehension. In the event of such contact, the University may determine the appropriate sanction case by case. A student/individual who violates the policy a second time will be subject to immediate dismissal from the University or employment, and, in appropriate cases, for referral to the authorities for criminal prosecution. Appropriate University sanctions will also be applied to those individuals involved in the use of alcohol and tobacco in violation of the BYU Honor Code as circumstances warrant.

Available Drug Counseling and Treatment

BYU supports student/individual participation in preventive programs for the inappropriate use of illicit drugs, prescription drugs, alcohol and tobacco. Individuals may get information about, or enter the University program through the University Drug Abuse Prevention Office at 485 WIDB.

The University preventive program will: provide educational training programs for all students/personnel who request the service, provide accurate and timely dissemination of information concerning the effects of drug abuse and establish and conduct a drug evaluation and referral program as follows:

- Educating student/personnel about the detrimental effects of illicit drugs, misuse of prescription drugs, alcohol and tobacco. The educational program will consist of University sponsored workshops, seminars and lectures as determined appropriate by the Director of the University

Drug Abuse Prevention Program and approved by University Administration.

- The information dissemination program will provide information to the University community that will assist in preventing inadvertent prescribing, administering, dispensing, recommending or ingesting substances that contain a generic or metabolic product of any drug that may have an adverse effect on the body.
- BYU recognizes that potential legal sanctions and health risks may accompany a student's or individual's use of drugs. The applicable legal sanctions under local, state and federal law may include significant fines and/or imprisonment. A summary of applicable legal sanctions from the inappropriate use of illicit drugs may be obtained from the Office of the General Counsel, A 357 ASB.
- The health risks associated with the use of drugs include physical and psychological addiction, physical, psychological and spiritual deterioration, disease and death. A description of the health risks associated with any particular drug may be obtained from the University Drug Abuse Prevention Office at 485 WIDB.
- Students/personnel involved in the intentional use of illicit drugs will be required to seek an evaluation through the University Drug Abuse Prevention Office for possible referral for outside medical assistance. All discussions will be handled in a confidential manner.

Biannual Drug-Free School Policy Review

The University will appoint a standing BYU Drug Free Compliance Committee which will on a biannual basis review the University's student/personnel Drug Abuse Prevention Program to determine its effectiveness, implement changes to the program if needed and insure that appropriate disciplinary sanctions are being consistently enforced against students/personnel who are in violation of the policy.

Non-Discrimination

It is against the law for organizations that receive federal financial assistance from the Corporation for National and Community Service to discriminate on the basis of race, color, national origin, disability, sex, age, political affiliation, or, in most cases, religion. It is also unlawful to retaliate against any person who, or organization that, files a complaint about such discrimination. In addition to filing a complaint with local and state agencies that are responsible for resolving discrimination complaints, you may bring a complaint to the attention of the Corporation for National and Community Service. If you believe that you or others have been discriminated against, or if you want more information, contact:

Name of Program Contact, Title	Office of Civil Right and Inclusiveness
Program Name	Corporation for National and Community Service
Address	1201 New York Avenue, NW
Phone Number (Voice and TTY)	Washington, D.C. 20525
Fax Number	(202) 606-7503 (voice); (202) 565-2799 (TTY)
Email Address	(202) 565-3465 (FAX); eo@cns.gov (e-mail)

Reasonable Accommodation for AmeriCorps volunteers 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. As a Program that receives federal funds, Brigham Young University FHSS AmeriCorps, complies 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 individuals 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.

AmeriCorps volunteers may request reasonable accommodations by completing the Reasonable Accommodation Request form and submitting it to the Program Director.

Confidentiality

Information provided regarding her/his disability, by a potential AmeriCorps volunteer or a AmeriCorps volunteer shall be kept confidential, except that appropriate supervisors, managers, and safety and health personnel may be informed regarding any restrictions in service duties or necessary accommodations. Government personnel may be provided information in compliance with various laws and regulations.

Self-Identification

A potential AmeriCorps volunteer or a AmeriCorps volunteer with a disability is not required to disclose information about any physical or mental limitations, whether or not you believe it will interfere with your capability to perform the essential functions of the position sought or held. If you would like, however, for the Program, to consider any special arrangements to accommodate a physical or mental impairment, you may identify that impairment, describe the functional limitations that result from that impairment, and suggest the type of accommodation that you believe would be appropriate. Medical verification of the condition may be requested for the AmeriCorps volunteer to be protected under Section 504 of the Rehabilitation Act.

Grievances

An individual whose request for an accommodation was denied may use the grievance procedure outlined in the AmeriCorps volunteer Contract to appeal the decision and/or file a complaint with the

Corporation for National and Community Service Equal Opportunity Office within forty-five days of the decision or forty-five days from when the AmeriCorps volunteer becomes aware of the decision.

Reasonable Accommodation Request

A "reasonable accommodation" refers to a:

- Modification or adjustment to a job application process that enables a qualified applicant with a disability to be considered for the position.
- Modification or adjustment to the work environment in which a position is customarily performed that enables a qualified individual with a disability to perform the essential functions of that position.
- Modification or adjustment that enables employees with disabilities in a particular organization to enjoy the same benefits and privileges as the organization's non-disabled employees.

Frequently Asked Questions

Hours/Service Hour Record:

Q: Where do I go to fill out my Service Hour Record?
A: www.runipt.com. Sign into your account, click on My Forms on the left side, and click on the Service Hour Record you would like to fill in, press Save once you have completed.

Q: How do I fill out a Service Hour Record?
A: Instructions are found on the Social Work website. Socialwork.byu.edu>AmeriCorps>Service Hour Record Example.

Q: When are my Service Hour Records due?
A: On the 5th of the next month (i.e. Your August Time Log is due on September 5th).

Q: How many hours a week can I record in my Service Hour Record?
A: You can record a maximum of 65 hours a week.

Q: What counts as Direct Service hours and AmeriCorps volunteer Development hours?
A:

- AmeriCorps volunteer Development/Training – (*AmeriCorps volunteer development*) – class related to major, conference attendance
- Volunteer Recruitment/Coordination/Management – (*direct service*) – mobilizing volunteers
- Individual/Group/Family Therapy – (*direct service*) – therapy (including client prep time), leading a group, assessment
- Documentation – (*direct service*) – paperwork, case notes, supervision
- Teaching – (*direct service*) – teaching a class or skill

Q: How many AmeriCorps volunteer Development (indirect) hours can I have?
A: Your AmeriCorps volunteer Development hours can account for no more than 20% of your total hours served. For a 675 term of service, that is 135 hours. For a 450 term of service, that is 90 hours. For a 300 term of service, that is 60 hours. Please stop recording AmeriCorps volunteer Development once you have reached that limit.

Q: Do I need to fill out the rest of the month Service Hour Record once I have completed my hours?
A: No, you only need to record until you have reached your number of hours. ReAmeriCorps volunteer,

however, that AmeriCorps volunteer Development hours can only count for 20%, so make sure that you have enough total hours.

Q: What do I do when my signature is cleared from a form in IPT?
A: Wait for an email from socialwork@byu.edu explaining why your signature was cleared and how to fix the error. After you know what needs to be corrected, you can log in to IPT, fix the error(s) and re-sign the form. Be sure to correct your errors before re-signing. (Note, you will also receive a generic, auto-generated email anytime a signature is cleared on a form.)

TERM OF SERVICE:

Q: How long is one term of service?
A: A term of service is determined by the number of hours required. We offer terms of service of 300, 450 and 675 hours. You have up to 12 months to complete a term of service.

Q: **How many terms of service may I complete?**
A: A student may complete four (4) terms of service through State and National Program (like BYU's) and may earn up to an equivalent of two full education awards. A 300 hour term of service = .21 of an education award; 450 hour term of service = .26 of an education award and 675 hours = .37 of an education award.

Q: Can I change my term of service once I am enrolled in the program?
A: Yes, you have 30 days from your start date to request a change in your term of service. You can only select a term of service that is more hours than the one you are currently enrolled in and there must be an open slot for the number of hours you are requesting. However, please consider carefully how many hours of service you will be able to complete during your year of service. Once you have committed to a certain number of hours, you will be obligated to honor that commitment or forfeit your AmeriCorps education award.

Q: If I finished one term of service, can I continue filling out time logs and just continue to my next term of service?
A: No. Once you have completed a term of service, you must complete the exit paperwork and be exited from eGrants. If there are slots available and if you qualify, you may then complete the enrollment paperwork for the new term of service. If you log hours for your first term of service in August and then enroll in a new term of service beginning in mid-August, you will need to complete two time logs for August. One for the first term of service, up until your last date of service for that contract; and one for the new contract beginning on your start date.

EDUCATION AWARD:

Q: What are highlights of the education award?
A:

- You can request disbursement of your award any time – before a semester starts or during the semester – any time before the last day of class.
- No disbursement occurs until AFTER the add/drop deadline – which is AFTER tuition is due.
- Only 50% of your requested amount is disbursed prior to the midpoint of the semester.
- At the midpoint of the semester, the remaining 50% is disbursed.

- If your request is after the midpoint of the semester, then all funds are disbursed in one installment.
- With your AmeriCorps award, you pay tuition first and are then reimbursed the amount of your education award.
- Once disbursement arrives on campus (disbursements are only on Fridays), it takes approximately two weeks for it to appear in your myFinancial account.

Q: How do I request my education award?
A: Once you have completed your required hours and completed the required paperwork, we will exit you from eGrants. Then you can go online and request your award for a term/semester in which you are enrolled as a student. (This can be a current semester or upcoming semester) Instructions on how to request your award are located here: https://socialwork.byu.edu/SiteAssets/Field/AmeriCorps/How%20to%20request%20education%20voucher%20dispersal.pdf).

Q: When will I get my education award?
A: The National Corporation confirms with BYU that you are a registered student. If you are still a registered student following the add/drop deadline of the semester you requested your funds, the National Corporation will disburse 50% of your education award to BYU. BYU receives disbursements on Fridays only. Once BYU receives the disbursement, they will credit the amount to your myFinancial account. No funds will be disbursed before the Add/Drop deadline of a semester. You WILL need to pay tuition before these funds are received. *Think of education awards as reimbursement for tuition already paid.*
At the midpoint of the semester the National Corporation will again confirm with BYU that you are still a registered student. If you are, the remaining 50% of your education award will be disbursed to BYU. The same process is followed and the money shows up in your myFinancial account.
If you have already paid tuition and have no balance due when the money is deposited in your account, then BYU reimburses the money to you as an overage in your account. If you have direct deposit set up on your account, then the money is direct deposited in your bank account. If not, a check is mailed to the address listed on My Map. Be sure your information is accurate.

Q: Why is my education award disbursed in two installments?
A: Too many AmeriCorps volunteers have requested their education award, received it, and then withdrawn from school. So, the National Corporation has changed their policy and will verify mid-semester that you are still a student and disburse your education award in two installments.

Q: What can my education award be applied toward?
A: Your education award may be applied directly to your current enrollment expenses for the cost of attendance. You can also use your award to pay qualified student loans if you have them, or you can hold on to your award for up to seven years to use it for future educational expenses.

Q: What if this is my last semester of graduate school and I won't be paying tuition for another semester?

A: If you complete your required hours before the end of a semester, you can request your education award for THAT semester. The disbursement works the same. You have already paid tuition. If your request is before the mid-point of the semester the disbursement is in two installments. If your request it after the mid-point of the semester, then the disbursement is in one installment.

Q: Can the education award be applied to the same university term in which I am completing my service hours?
A: The AmeriCorps Education Award can be used to pay current educational expenses. Current educational expenses are expenses that were incurred by you after you first enrolled in an AmeriCorps term of service. The award cannot be used to pay for expenses that pre-date your involvement with AmeriCorps. Furthermore, you must be enrolled in eGrants in the semester before you wish to use your education award.

Q: Can I transfer my education award?
A: Individuals age 55 or older on the official AmeriCorps volunteer start date who enrolled in an approved AmeriCorps State and National position on or after October 1, 2009 may transfer their Education Award to their child, grandchild or foster child. The individual designated to receive the transferred award must be a citizen, national or lawful permanent resident alien of the United States, and must use the award within ten (10) years from the AmeriCorps volunteer's exit date. This rule applies only to those individuals who were 55 years of age or older at the start of their term of service, AND who enrolled on or after October 1, 2009.

Q: I am currently enrolled in a semester and requested my education award for this semester, why have I only received half of my education award?
A: The National Corporation disburses ½ of the education award after the add/drop deadline and the other ½ of the award at the midpoint of the semester. This is to ensure that you are still a student and don't just register and then withdraw, taking the education award money and not using it for the intended purpose of getting an education.

EXTRAS:

Q: What does "mobilizing a volunteer" mean?
A: Any time you get someone (invite them, encourage them, take them with you, etc.) to volunteer, that's considered "mobilizing a volunteer." You must mobilize a volunteer (or multiple volunteers) for at least two hours during your term of service.

Q: When are the enrollment forms due?
A: Enrollment forms are due before the first date of service. Be aware that AmeriCorps spots are limited and space is granted on a first come, first served basis. No hours can be counted towards the term of service until all enrollment forms are complete and the background check has been returned to us.

Q: If I have any other questions or need help, who can I contact?
A: The AmeriCorps Program Director, Charlene Clark at charlene_clark@byu.edu or 801-422-7438, or the Student Secretary at socialwork@byu.edu or 801-422-3282.

Produced and published at U.S. taxpayer expense