



**ServeWyoming
AmeriCorps*State
Grantee Handbook
2020-2021**



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1.1 PURPOSE AND USE OF THE GRANTEE HANDBOOK

The purpose of this handbook is to provide the basic operational policies and procedures to effectively select, monitor, and support AmeriCorps national service programs. The legal and regulatory requirements that underpin AmeriCorps national service are extensive and serve as the basic foundation by which ServeWyoming and AmeriCorps programs must operate. It is the Commission's responsibility to clearly communicate AmeriCorps program requirements and expectations to all sub-grantees in Wyoming. We hope this handbook will assist you by clearly outlining the policies, procedures, and technical assistance opportunities that support quality and productive AmeriCorps programs and become a valuable resource for understanding the basic expectations and requirements for operating AmeriCorps programs. You can also review the AmeriCorps FAQs in **APPENDIX J** for more information. Contents of this handbook can be searched by holding down CTL+F on a PC and COMMAND+F on a Mac.

1.2 SERVICE INITIATIVES

On April 21, 2009, President Obama signed the Edward M. Kennedy Serve America Act, the most sweeping expansion of national service in a generation. This landmark law not only expands service opportunities, but also focuses national service on key outcomes; builds the capacity of individuals, nonprofits, and communities to succeed; and encourages innovative approaches to solving problems. AmeriCorps supports a range of national and community based service programs, providing opportunities for Americans to serve as full-time and part-time stipended participants or volunteers, and as individuals or as part of a team. AmeriCorps includes the following:

AmeriCorps*State and National

AmeriCorps is a network of national service programs that engages Americans each year in intensive service to meet critical needs in education, public safety, health, homeland security and the environment. AmeriCorps members serve thousands of nonprofits, public agencies, and faith-based organizations nationwide. For more information call 307-234-3428.

AmeriCorps*VISTA and AmeriCorps Seniors

For decades, AmeriCorps*VISTA members have been helping bring individuals and communities out of poverty. Members serve full-time for a year to build the capacity of nonprofits, public agencies and faith-based groups throughout the country, work to fight illiteracy, improve health services, create businesses, increase housing opportunities, or bridge the digital divide. AmeriCorps Seniors also offers exciting opportunities for seniors to continue impacting their communities through service. Due to the AmeriCorps re-structuring, please contact us and we will get you to the correct people.

AmeriCorps*NCCC

AmeriCorps*NCCC combines the best practices of civilian service with the best aspects of military service, including leadership and team building. Members serve in teams of 10 to 15 members. Priority is given to projects in public safety, public health, and disaster relief. Teams are based at one of five campuses across the country but work on short-term projects in neighboring states. To learn about AmeriCorps*NCCC, contact **Lindsey Pettitt at 303-844-7423 or lpettit@cns.gov**.

1.3 HISTORY OF SERVEWYOMING

AmeriCorps, under the Edward M. Kennedy Serve America Act, requires the establishment of an independent non-partisan commission in each state to assume responsibility for the distribution and expenditure of funds related to AmeriCorps*State programs. In addition to their grant making responsibilities, state commissions operate according to a unified plan for service in the state, including statewide events, opportunities for training and technical assistance, and networking between service programs. All programs with AmeriCorps members in a state are considered part of the AmeriCorps network in that state and are expected to have an active and positive relationship with their state commission.

ServeWyoming provides our community with a statewide entity to focus service and volunteer efforts, to enhance the ethic of service and volunteerism in the state and provide funds for state-based AmeriCorps programs. In addition to their grant making responsibilities, state commissions operate according to a unified plan for service in the state, including statewide events, opportunities for training and technical assistance, and networking between service programs. All programs with AmeriCorps members in a state are considered part of the AmeriCorps network in that state and are expected to have an active and positive relationship with their state commission.

ServeWyoming was re-established as a non-profit organization in January 2004 by Executive Order. Our mission is *"Improving lives and strengthening Wyoming communities through volunteerism."*

To achieve this mission, ServeWyoming promotes coalitions and collaborative efforts among public, private and non-profit agencies and organizations at the state and local level that will advance community service, volunteer programs and activities in each community of the state. ServeWyoming is governed by a board of Commissioners who are appointed by the Governor and represent a variety of community, industry, and business sectors throughout the state.

ServeWyoming works to ensure that the programs funded by AmeriCorps*State awards (subgrantees) are in compliance with both state and federal grant guidelines. Commission staff is committed to making projects high quality, cost-effective and efficient.

Programs selected as subgrantees to ServeWyoming submit a full Operating Grant Proposal or Planning Grant Proposal, which has been reviewed by Commission staff for compliance with Corporation mandates and state regulations. Applications must demonstrate capacity and contain plans for sustainability, volunteer development and recruitment, and a clear theory of change. All legal applicants must also provide a copy of their current audit. Programs are held responsible for demonstrating success in accomplishing annual Performance Measures, or in clearly identifying reasons to review initial design.

1.4 SUPPORT, GUIDANCE, AND TECHNICAL ASSISTANCE

The Program and Training Officer along with other ServeWyoming staff serve as a coaches and liaisons, assisting in the identification of challenges, providing access to appropriate grants management assistance and support when necessary. Commission staff also assists to:

- **Clearly delineate expectations.** The Program and Training Officer works to ensure that program staff as well as sponsoring organizations receive complete program guidance and support through current written materials which include: ServeWyoming Operating Grant Application, Subgrantee Contract, AmeriCorps Provisions (Terms and Conditions), Grantee

Handbook, AmeriCorps web based resources, ServeWyoming Fiscal Manual, and other supplemental material.

- **Strengthen utilization of best practices.** Examples of best practices are shared in site visit reports, through document review, Grantee Meetings, annual service and volunteerism conferences, and use of an email distribution list as necessary.
- **Provide timely intervention as necessary.** All programs receive a site visit to review programmatic and financial status. Site visit reports cover issues of compliance and require scheduled resolution. Site visit protocol includes a step-by-step process with an action plan for necessary corrections.
- **Ensure adequate and consistent training/guidance.** Staff of all Commission funded programs receive initial training from ServeWyoming and attend annual grantee meetings. These trainings help staff conduct site visits, which include a review of program training needs including access to appropriate technical assistance and support when necessary.
- **Training and Technical Assistance** -Training and technical assistance opportunities available to AmeriCorps programs funded through the Commission are outlined in this guide.
- **Development of Grant Application-** Programs receive assistance with development of reasonable Performance Measures and meaningful evaluation criteria, in addition to the development of a logic model and a theory of change. Progress and compliance with program requirements, including documentation of data and progress reported are criteria considered for grant renewal.
- **Making Contact** - The Program and Training Officer maintains contact with all program staff through phone calls, email and by regular mail. All program reports are reviewed and issues involving compliance require program response in writing.
- **National Resource Center** - A number of online courses are available at the National Resource Center: <http://www.nationalserviceresources.org/online-courses>.
- **Peer Support** - AmeriCorps programs have access to peers, via list serves, across the nation who may have similar programs and questions about the daily management and development of AmeriCorps programs and activities.
- **Annual Grantee Meeting-** Generally in September of every year, AmeriCorps grantees are required to attend the Grantee meeting, which will usually cover important updates and include training and information on common compliance issues or program development topics.
- **Technical Support-** Technical support is available to programs using the two primary systems available for grants management.

OnCorps– Technical support for the MY SERVICE LOG system is available to you for free. If you are having technical trouble with the system or navigating the site, a technician is available to help by email or by selecting the “Help” tab on your homepage: help@oncorpsreports.com

- **eGrants Help Desk – Technical support** for eGrants, Portal, or My AmeriCorps Portal problems is available online or by phone: 1-800-942-2677 or visit

<http://www.nationalservice.gov/questions/app/ask>. To document any technical issues, it is a good idea to have eGrants issue a trouble ticket number for future reference. Their hours of operation are as follows: **Monday through Thursday: 9 a.m. to 7 p.m. Eastern Time. (Only open on Fridays in January, and May through September: 9 a.m. to 7 p.m. Eastern Time.) The Hotline is closed on all Federal Holidays.**

1.5 RISK BASED ASSESSMENT, SITE VISITS AND MONITORING

Risk Based Assessment

In the fall, each program receives a risk assessment from the Program and Training Officer, based on the Risk-Based Assessment Form (**APPENDIX A**) which lists major risk factors, range of scores, and definition of monitoring categories. Risk Assessment is reviewed again mid-year based on the same factors, to ensure current program review and support for unexpected issues. The amount of monitoring and additional support is determined by the given rating. In addition, risk and compliance ratings are considered during application for future and continued funding.

Monitoring of sub-grantees

Program monitoring is viewed as a cooperative activity, with a goal of continuous improvement. Monitoring of subgrantees includes:

- Preliminary review of each Program's grant which ensures that program Performance Measures contain reasonable outcomes, are obtainable and that evaluation plans are workable. Assistance with revision and review (if necessary) is provided.
- Compliance with submission and review of documentation.
- Phone check-ins with Program Directors by Commission staff.
- Communication with Program Directors to support understanding of federal and state regulations to include forwarding of AmeriCorps Updates and other relevant Corporation communications.
- Ongoing assessment of technical assistance needs and appropriate referral based on phone conversations, requests from Program Directors and results of site visits.
- Review of Progress Reports, Periodic Expense Reports (PER) and Federal Financial Reports (FFR) and all related data.
- Site Visits by ServeWyoming staff and sometimes Commissioners.
- Review of procedures including: financial management, timely enrollment and exiting of members, member time logs, recruitment and retention levels, background check policies/procedures, and member enrollment/exit forms.

Site Visit Protocol

The Commission uses site visits to gather general information about programs and to look more closely at project operations to ensure compliance with grant terms and conditions. Site visits are used to assess the overall capacity of the organization to develop and operate a high quality program and to provide specific feedback and assistance to programs or to determine if specific technical assistance is required. All grantees receive at least one site visit per year and on-going desk-based monitoring by ServeWyoming staff.

Site Visits

Site visits emphasize administrative review and include member file review. A random selection of current or previous year's member files are reviewed to determine that the program is maintaining the full level of member records. Sampling is utilized to review member source documents against My Service Log/eGrants Portal and reporting in the area of member enrollment information and timesheets. Achievement of program performance measures is verified by review of source data related to individual performance measures, including sampling and review of member activity reports and surveys. We may also ask to see source documentation of in-kind donations and expenses reported on the PERs and FFRs.

Subgrantees receive checklist and agenda at least one week in advance of all scheduled visits. For more information about what staff reviews at a site visit see the Site Visit Tool (**APPENDIX B**). The best way to prepare for a site visit is to conduct audits on your own files and review the Site Visit Tool. The visit is not intended to "catch you" doing something wrong, but to see what you're doing right, what policies and procedures you have in place for effective grants management and areas for improvement.

Follow-Up Visits – Depending on risk assessment outcome, programs will receive follow-up visits to address particular areas of concern.

Site Visit Follow-up

All subgrantees receive written feedback within 30 days following each visit which includes: summary of accomplishments, response to any request for technical assistance, recommendations and any areas of compliance requiring revisions. Compliance revisions must be corrected within the schedule stated in this report, generally ten working days following receipt of report. Failure to provide documentation of compliance will cause the Commission staff to initiate a Corrective Action Plan.

According to a report from AmeriCorps on an OIG Audit, background checks, member contracts and timesheets are the most common findings resulting in disallowed costs. A program should develop written policies and procedures for documenting member/staff eligibility and train staff.

Corrective Action Plan

Programs which consistently do not meet reporting deadlines, file incorrect or incomplete reports, or fail to make a proper response to site visit compliance requests are notified of the need to develop a corrective action plan with the Commission. This plan includes actions the program needs to take to address identified issues, and the Commission's monitoring strategy and consequences of non-compliance, which may range from withholding payment to grant closure (see contract). Staff will perform a site visit at the initiation and/or closure of the Corrective Action Plan. ***Please do not perform a corrective action step without first reviewing it with your program officer. In the past, the incorrect steps have been taken, making the problem worse.***

Disallowed Costs

If during our site visit, we discover questioned costs, our process for recouping the disallowed costs (i.e., ineligibility, incorrect NSCHCs) will be handled on a case-by-case basis and may include: 1) reducing future awards, 2) reducing future reimbursement requests, 3) NSCHC Non-compliance fines, or 4) requesting reimbursement of funds as a lump sum payment or incrementally. Programs may want to consider setting aside a designated account or purchase Errors and Omissions to cover these unexpected costs and programs are highly encouraged to require members to serve more than just the minimum hours of their service term. We work closely with AmeriCorps to mitigate findings. New procedures and policies have been released.

Please speak to your program officer for more information. NSCHC FAQs can be found in **APPENDIX J**.

Interviews and Surveys

Staff may survey AC program staff, members, stakeholders and host sites (**APPENDIX B**) to receive feedback regarding service, benefits, and supervision. Survey results provide worthwhile feedback and are shared in a confidential manner with Program Directors. These surveys provide an additional perspective and are utilized as one of the Commission's monitoring tools. The Commission may distribute surveys or questionnaires directly to target groups or conduct one-on-one interviews with representatives of target groups during site visits or over the phone. In all cases the Commission will inform the project director when verbal, web-based or written surveys are conducted in connection with the project.

1.6 DISABILITIES AND REASONABLE ACCOMMODATIONS

ServeWyoming works to provide reasonable accommodations and auxiliary aids to members and potential members and to support activities related to increasing the placement of individuals with disabilities as AmeriCorps members in AmeriCorps*State programs.

Despite the AmeriCorps goal of inclusion and its efforts, Americans with disabilities still represent a largely untapped pool of candidates for the state's programs. Both ServeWyoming and Wyoming AmeriCorps programs have roles to play in the outreach, recruitment and retention effort.

The National Service Inclusion Project has provided all AmeriCorps programs with the Disability Inclusion Manual (**APPENDIX C**). The guide is a great resource of all of your inclusion questions and needs. More resources are also available on their website at www.serviceandinclusion.org.

ServeWyoming Responsibilities:

- Assess State commission office accessibility and make adjustments as necessary including physical accommodations and staff training.
- Review all existing State Commission informational material to ensure inclusionary language.
- Facilitate linkages and partnerships between programs, statewide and local disability organizations.
- Provide upon request, program and outreach materials in alternative formats such as large print, Braille, tapes and computer tapes.
- Provide inclusion training throughout the state.
- Survey AmeriCorps programs to assess the number of people with disabilities already participating in AmeriCorps programs via progress reports.
- Require ServeWyoming programs to submit annual reports to the Commission to provide qualitative, quantitative and anecdotal evidence of their success in including people with disabilities.
- Collect, review and assure quality data and documentation to see if the goals of the legislation and requirements of federal statutes are being met.

Local Program Responsibilities:

- Review all materials and literature to ensure inclusionary language.
- Facilitate training of all staff and members regarding ADA, Rehabilitation Act.

- Establish policies and procedures to ensure nondiscrimination.
- Follow-up with people with disabilities currently in the program to assist in identification of their needs.
- Submit disability reports to ServeWyoming with qualitative, quantitative and anecdotal evidence of success in including people with disabilities.

Reasonable Accommodation:

Reasonable accommodation is a logical adjustment made to a job and/or the work environment to enable a person with a disability to perform the essential functions of the job. Reasonable accommodation should be determined on a case-by-case basis. Disabilities affect people differently and an accommodation that is successful for one person may not be appropriate for another, despite their having the same disability. Individuals with disabilities should therefore be consulted on the most appropriate accommodation needed. Individual members with a disability who request reasonable accommodations should be provided with a copy of the respective program's grievance procedure in the event that the accommodation does not meet his or her needs and information and interactive discussions are not fruitful.

Most members with disabilities require no accommodations and when accommodations are required more than half involve no cost. At times, AmeriCorps has funds available to cover these accommodations.

1.7 GRANT TIMELINE AND CALENDAR OF EVENTS

The Commission's decision to seek new applicants is based primarily on the availability of funds from AmeriCorps and the capacity of the Commission to effectively monitor and support new AmeriCorps sub-grantees. There are two primary pools of funds available to potential applicants, including planning grants in each category: Competitive and Formula.

- **Competitive Funds** - Competitive funds are awarded to AmeriCorps applicants who successfully compete at both the state and national level. The Commission formally recommends programs for competitive funding and final decisions are made by AmeriCorps in Washington D.C. Fund availability is determined by Congress and priorities are established by the AmeriCorps. Programs may also include Tribal, Education Award Only, Professional Corps, and Fixed Award grants.
- **Formula Funds** – Formula funds are awarded to AmeriCorps applicants who successfully compete at the state level. The Commission formally approves programs for formula funding and informs AmeriCorps of its decisions. Fund availability is determined by Congress and allocated to the Commission on a formula basis. Programs may also include Tribal, Education Award Only, Professional Corps, and Fixed Award grants.

All AmeriCorps grants are one year grants, renewable for an additional year, contingent upon performance and compliance, and must recompile after the second year. All programs, regardless of funding stream are monitored by ServeWyoming.

Grant Review Schedule

ServeWyoming staff will develop a grant review schedule prior to the start of the program year that clearly outlines anticipated grant review activities for the year. The grant review schedule will include submission deadlines for all applicant activities, including continuation applications for competitive or formula grants, proposed time frames for Commission and staff functions, and tentative dates for decisions. The grant schedule is generally available by the fall of each year.

Training Schedule

To the best of their ability ServeWyoming staff will provide subgrantees with a schedule of available trainings for the current grant year. Both members and program directors have training requirements. Our goal is to provide training opportunities, based on feedback from programs and members, to improve both the AmeriCorps and organizational experience. A training schedule may be provided.

List of ServeWyoming Holidays

Below is a list of ServeWyoming holidays in which the office will be closed/limited hours:

New Year's Day	January 1
MLK Day of Service	Third Monday in January
President's Day	Third Monday in February
Good Friday	Good Friday
Memorial Day	Last Monday in May
Independence Day	July 4
Parade Day	First Day of Central Wyoming Fair and Rodeo
Labor Day	First Monday in September
Veteran's Day	November 11
Thanksgiving	Fourth Thursday of Nov. and the day after
Christmas	Office Closed Dec 25-26 and limited hours until Jan. 2

SECTION 2: MANAGING YOUR AMERICORPS PROGRAM

2.1 GENERAL RESPONSIBILITIES

As a subgrantee of ServeWyoming you have many responsibilities. A grant from the federal government is often complex, with many requirements, reports, and paperwork. As a new program you may feel overwhelmed by the amount of documentation you have to keep track of and store. Although this is unavoidable, we hope to provide you with best-practices from the field that will help you develop systems to record and retain information needed during a site visit. In addition, starting off with great practices **and written policies and procedures** will help you manage your AmeriCorps program more efficiently and effectively during the life of your grant. If you can get the administrative responsibilities under your belt in the beginning, you will be able to spend more time focusing on the important strategies, goals, and progress of your program, and give more attention to the development and strengthening of your AmeriCorps members. It is not only a requirement to attend the annual grantee meeting, but you will also learn a lot by attending, no matter how many times you have attended in the past.

2.2 AMERICORPS TERMS & CONDITIONS, REGULATIONS & STATUTES

Although the AmeriCorps statutes and regulations are important, most of your common questions can be found in the AmeriCorps Provisions (Terms and Conditions) (**APPENDIX E**). Every year they are updated with new rules and policies developed in response to situations of managing programs and in Congress. It is important to become familiar with these provisions in the beginning, as these rules will further ensure a great start to managing your program.

Although the Provisions/Terms & Conditions are directed towards Commission staff, they include information on member eligibility, member contracts, background checks, and other pertinent guidance. When you have a question pertaining to the management of your program or members, please refer to this document first. If you are unable to find your answer, the next step would be to use the Grantee Handbook. Although many answers can be found there, often questions arise that do not have clear answers. That is when you call us! We can help you navigate the issue and double check with our own resources and AmeriCorps.

2.3 PROGRAM START UP RESOURCES AND CHECKLISTS

As mentioned above, how you start the program and funding year can significantly affect the success of your program. The AmeriCorps field and ServeWyoming staff have created a number of resources, in addition to technical assistance and program director meetings that can help you get started. The resources include: “Starting Strong: A Pre-Service Training Manual,” **(APPENDIX F)** which gives hints and ideas about getting members started; “AmeriCorps Program Start-Up Blueprint” **(APPENDIX G)**, which helps program directors determine steps to take throughout the duration of the grant cycle, including when to have pre-service orientation for members, evaluation, etc.; and the “Program, Member, and Fiscal Start Up Checklists” **(APPENDIX H)**, which may help you visualize the items and procedures that should be in place as your members begin their service and your programs get up and running.

2.4 ELECTRONIC STORAGE OF MEMBER RECORDS

The electronic storage procedures and system must provide for the safe-keeping and security of the records, including: 1) Sufficient prevention of unauthorized alterations or erasures of records, 2) Effective security measures to ensure only authorized persons have access to records, 3) Adequate measures designed to prevent physical damage to records, 4) A system providing for back-up and recovery of records, 5) Provide for the easy retrieval of records in a timely fashion, including: a) Storage of the records in a physically accessible location, b) Clear and accurate labeling of all records and, c) Storage of the records in a usable, readable format.

Where there is a requirement of a signature on a record, records must include an image of the original signature. Records without signatures, when required, are considered incomplete.

2.5 WHEN TO SEEK OUT HELP

There are times when despite your best efforts, issues arise with member enrollment, recruitment, exits, member performance, compelling circumstances, low match, and especially and problems with NSCHCs or accompaniment. These are time to call us! Your program officer can consult about all the potential solutions that might help. If you wait, the problem could get worse. We have access to many colleagues in the field, our counterparts at AmeriCorps, other programs in our state, and years of experience in the office. We can help.

SECTION 3: MANAGING YOUR MEMBER CORPS

3.1 RECRUITMENT, ELIGIBILITY AND SELECTION

RECRUITMENT: “How am I going to recruit members?” This is a concern many programs face once receiving their notice of award. Although there are some common ways to recruit, no formula exists to guarantee that you get members pouring through your door. The best advice is to start your recruitment process before you even get the award.

Common recruitment practices include word-of mouth; recruiting current volunteers from your organization or partners; advertising in the newspaper, online and at community colleges or universities; recruitment, volunteer, and career fairs; using current AmeriCorps members to recruit new members; sending announcements through your list-serves and newsletters; listing opportunities on your website; flyers or posters in common community areas such as the library or senior center. Another resource to you to recruit both locally and nationally is to use the eGrants Portal to list your AmeriCorps positions. The announcements are then posted on the AmeriCorps.gov website, where potential members are searching for opportunities.

ELIGIBILITY: To be eligible to serve in AmeriCorps, the subgrantee must ensure that member eligibility documentation is reviewed and found satisfactory prior to enrollment. A member must be a U.S. Citizen or lawful permanent resident. Citizenship is automatically verified by AmeriCorps, part of the new pre-enrollment process, but may take up to three days. A program can also use a passport or U.S. birth certificate to verify citizenship while awaiting eGrants verification. The status of a member's eligibility is found in the eGrants Portal. A member cannot begin service until their citizenship is verified. If an individual's information cannot be automatically verified by the Social Security Administration, grantees will no longer receive an email requesting them to fax documentation to the National Service hotline. AmeriCorps State and National grantees will instead receive an email notifying them that the individual's SSN and citizenship could not be verified and that the grantee needs to obtain and review copies of the required documentation to keep in the individual's physical file. If documentation is not sent to AmeriCorps, the grantee will not be able to enroll the member. You can run a report in eGrants to see if any members are being processed or have not been verified. At this time, the report will only generate names if they have not been verified. Programs should document citizenship has been verified.

If the individual or grantee wishes to update the individual's name, date of birth, or social security number in the MyAmeriCorps system, they will still need to fax in documentation so that the updates can be made. Individuals may have difficulty using their Segal AmeriCorps Education Award if this information in the system is incorrect.

Members must be at least 17 years old (with parental consent), and who has received a high school diploma or its equivalent (e.g. GED, IEP), agrees to obtain a high school diploma or its equivalent (unless this requirement is waived based on an individual education assessment conducted by the program) and the individual did not drop out of an elementary or secondary school to enroll in the program, or is enrolled in an institution of higher education on an ability to benefit basis and is considered eligible for funds under section 1091 of title 20. Members will not be able to use the Education Award without obtaining this level of education. All documentation must be kept in the member file. Members without a GED, must be offered support services to earn it during their service.

SELECTION: Members must receive background checks: The NSOPW and either a State (of service and/or residency) criminal history check and/or an FBI check. A check against the National Sex Offender Registry (NSOPW) must be conducted and ADJUDICATED (reviewing, selecting "Pass" and creating a note) in TRUESCREEN, *prior to a member's start date and when hours begin accruing* (at orientation is too late!)*. Then, no later than the member's start date, a state criminal history background check (of residency and/or service: please section 3.2 below for more information) and if serving vulnerable populations, an FBI check must be initiated. If a program does not serve vulnerable populations an FBI check will suffice. Review this website for AmeriCorps's NSCHC information: <https://www.nationalservice.gov/resources/criminal-history-check/states/WY>. An application and interview process are the best way to ensure uniformity in your selection process and to avoid any intentional or unintentional discrimination. Please see **APPENDIX I** for acceptable interview

questions. In addition, it is highly encouraged and of benefit to you to actively recruit members with disabilities and those over 55. In your recruitment advertising we ask that you include a statement such as, "People with disabilities are encouraged to apply." Please see **APPENDIX C** for more recruitment and interview guidelines.

*The start date is what is found in their contract and what is entered in eGrants, which should be the same date.

3.2 BACKGROUND CHECKS

Programs must develop a background check policy, which includes the background check and accompaniment (when allowable) procedures. All potential members must clear, at minimum, two background checks, the National Sex Offender Registry (NSOPW) check (conducted and **ADJUDICATED PRIOR** to their start date) and a State Criminal History Check in the state they claim residency (they determine this) and will be serving (sometimes this is the same state) and must be initiated no later than their start date. If members are serving vulnerable populations (children age 17 or younger, persons age 60 and older, and/or individuals with disabilities) are also required to receive a third FBI check through the FIELDPRINT, which must also be must be initiated no later than their start date. Members may not serve until the all checks have been **ADJUDICATED**. Documentation of cleared and adjudicated results must be kept in the member file. This can be done by printing the results and annotated with initials and date, documented in a member file checklist, or in a clearance member provided by a supervisor. Programs that believe their members are not serving vulnerable populations should first consult with ServeWyoming before determining what background checks are necessary.

Any staff funded through the AmeriCorps grant or used as match must also receive these ADJUDICATED checks prior to charging their time to the grant, and documentation kept in an AmeriCorps staff file. Members and staff must authorize the background checks and be made aware that their enrollment is contingent on the results of all background checks. In addition, if a member has less than 120 days between a one term of service and the next, it is possible to use background check results from that previous term. All potential members must clear the National Sex Offender Registry (NSOPW) check (**PRIOR** to their start date). The official site required by the ServeWyoming is Truescreen. Information on setting up an account can be found in Appendix J. A print out of the "pass" status is recommended. A clear check is one that 1) uses the member's given name (i.e., on birth certificate, U.S. passport, or government issued I.D.) 2) is adjudicated by a supervisor.

No later than the first day of a member's start date, the required and appropriate State Criminal History Background Check must be initiated through TRUESCREEN. **Please check the ASP/NFF Table in Appendix J for the correct state check. Sometimes only an NSOPW is required (i.e., if a potential member resides in Wyoming). If members are serving with vulnerable populations, you must also initiate an FBI check.** AmeriCorps candidates and staff must authorize the State/States and/or FBI checks to be done and be notified that their acceptance to the program is contingent (contingency statement), on the results. Candidates and staff must also be informed that they are not eligible to serve if they have been convicted of a sex offense, murder, or if they provide a false statement. They must also be informed that they have an opportunity to dispute the records if they believe the results are incorrect and deem them ineligible to serve.

Members must not be responsible for the costs of any background checks. If they pay out of pocket they should be reimbursed. Members can indicate on the fingerprint check where they want the results to be sent. It can take 3-4 weeks for the results to get back to you. All programs now must access ServeWyoming and AmeriCorps's official channeller, Fieldprint, to conduct

FBI checks. It is faster, but there are requirements. For more information consult with your program officer or see the NSCHC FAQs (**APPENDIX J**)

You must be able to provide documentation on the source you used to conduct both state (repository) and FBI checks. Not all subgrantee situations are alike. Please review the most updated NSCHC FAQs (**APPENDIX J**) and speak with your program officer before proceeding to ensure you are conducting compliant checks.

Grantee must send member and staff NSCHC to ServeWyoming program manager for monitoring purposes within one week of member enrollment or staff start date. ALL background checks must be completed by member start date; accompaniment is no longer allowable. NSCHC are the program's responsibility. Even with this additional NSCHC monitoring, **ServeWyoming is not responsible for program NSCHC that are found to be noncompliant before or after NSCHC monitoring.** The grantee is solely responsible for proper background checks.

For a list of common questions and answers please see **APPENDIX J**. You cannot use a vendor to conduct your criminal history background check. Although FBI/State background check results are confidential you must maintain the records in a secure location. Programs must create a background check policy that describes how the background check process is conducted, how results are verified, where results are maintained and how records of the initiated and cleared background check is to be documented (e.g., memo in file stating when it was initiated, documentation of initiation, government issued photo id, etc.) Authorization to conduct background checks is not considered acceptable documentation of initiation. See the FAQs **APPENDIX J** for more information.

Background checks, including NSOPWs, are one of the most common site visit findings and can be one of the costliest to correct. Please see the background check FAQs in **APPENDIX J** to ensure you are completing all of the necessary steps within the required timeframe. The background check requirements can be confusing, so PLEASE call us if you are unsure of any steps. In addition, this link provides you with many resources on the components of background checks: <http://www.nationalservice.gov/resources/criminal-history-check>. It is very important you become familiar with the steps, rule, and consequences (i.e., Enforcement Guidance).

There may be legitimate instances you might consider enrolling a candidate with NOT CLEARED results, you must follow the regulations and steps outlined in the AmeriCorps guidelines and contact ServeWyoming to ensure compliance.

Required Online Introductory eCourse

Though only one individual per grant is required to take this training, AmeriCorps strongly recommends ensuring at least two individuals take the training in every organization to mitigate the risk of noncompliance in the event of unexpected absences or staff turnover. From the time that the first designated individual at an organization has successfully completed the eCourse, the organization must ensure that at least one individual on staff has an unexpired certification from the eCourse. For example, if an individual in an organization first completes the eCourse on August 1, 2017, either that individual or another appropriate individual within the organization must complete the eCourse again before July 31, 2018. Maintain all certificates as grant records. You must complete AmeriCorps's eCourse on the NSCHC requirements and pass the eCourse's post-test to meet this requirement. Learners that successfully complete this post-test will receive a certificate from the system documenting their completion. Visit the AmeriCorps Knowledge Network at <https://www.nationalservice.gov/CHCVideoLibrary>.

3.3 ENROLLING MEMBERS

Member enrollment is completed through the eGrants portal. Members must be enrolled within 8 days of their start date, which is indicated in their contract and in eGrants. Compliance in this area is very important as the Trust budgets Education Awards in accordance with how many members are enrolled. In addition, to start the enrollment process, you must have an approved member listing opportunity. Information on how to complete this process is here: [Service Listing Opportunities](#). Pre-enrollment and Staff Time-Grantees may not enroll members or charge staff time (those included as Grantee or AmeriCorps Share) prior to completing three steps: 1) an NSOPW according to the AmeriCorps rules, 2) all background checks, and 3) citizenship verification (staff are verified per Grantee HR policies). Members must then be enrolled, and the grantee certify these three steps have occurred, in eGrants, within 8 days of their start date. The Grantee must maintain documentation for staff and members, including documents to verify citizenship. See **APPENDIX 5** for the Member Enrollment Form if you have approved to use the paper form. There is also now a way to enroll a “batch of members.” See info here: [Group Enrollment Process](#). In addition, AmeriCorps has a new policy on changing enrollment dates. Please visit the new policy here: [Enrollment Date Change Policy](#)

All AmeriCorps opportunities are not required to be listed in the Portal with a member position description. Members must also be assigned to detailed service location in eGrants, within so that AmeriCorps and ServeWyoming at any time can determine where members are actually serving in the state. The following tutorial outlines the pre-enrollment procedure in eGrants: [Member Enrollment Process](#). Please ensure that returning members complete the exit process and all enrollment/exit dates are correct, before re-enrolling to avoid an unallowable overlap in member terms.

Entering Members into My Service Log - To keep track of member hours and other documentation, you must enter members into My Service Log.

3.4 MEMBER CONTRACTS

Member contracts are an important way to communicate expectations, prohibitions and policies of the AmeriCorps program and your organization. Member contracts must be signed prior to or on their service start date, as indicated in the contract. Please check the current provisions for the minimum requirements of a member contract. You can also see **APPENDIX K** for a checklist of these items. Members should receive a copy of their signed contract for their records and a copy should also be placed in their member file. The contract should be reviewed with the member, preferably at their pre-service orientation so that they have a chance to ask questions or get clarification.

It is important to note that all member contracts must have items as required by the Terms and Conditions (**APPENDIX E**). Following the action plan that AmeriCorps developed as a result of the 2011 congressional hearings, AmeriCorps is taking steps to provide evidence-based assurances that AmeriCorps members are avoiding prohibited activities and are in compliance with the rules and regulations that govern their service. On a quarterly basis, AmeriCorps will contact Commissions to sample all active members within the AmeriCorps grant programs. The pool of members selected is a random.

AmeriCorps will be reviewing Position Descriptions of each member selected as well as requiring the Commission (ServeWyoming) to attest that (1) the activities outlined in the Position Descriptions are within the scope of the grant and (2) the operating site/subgrantee that oversee the selected member(s) has member agreements that contain the required elements and are

signed for all members serving at their site. In addition, AmeriCorps may ask for clarification on the following situations:

- ☐ *If position descriptions for your members include volunteer generation, training, or management.*
- ☐ *If position descriptions include member engagement in additional service projects, outside of their day-to-day responsibilities.*

Position descriptions must provide for meaningful service activities and performance criteria that are appropriate to the skill level of the member. If a member is engaged in tutoring, there are specific tutoring requirements, and this must be reviewed by ServeWyoming.

3.5 MEMBER ORIENTATION AND TRAINING

All members should receive an orientation pertaining to their year of service and their placement site. The grantee shall plan, develop and implement an orientation and year-round in-service training curriculum to be completed and provided to the Grantor at least one month prior to the start-up date of the program. Orientation will include members rights and responsibilities (usually outlined in their contract), the program's code of conduct, requirements under the Drug-Free Workplace Act, review of history and philosophy of national service, role and function of ServeWyoming, explanation of forbearance and education awards, review of prohibited activities, guidelines for suspension and termination rules, the difference between personal and compelling reasons, grievance procedures, fundraising guidelines, sexual harassment, other non-discrimination issues, and other topics as necessary. Members shall be informed how they may make up service hours. On-going service training will include civic engagement, citizenship, ethic of service, diversity and commitment to service and Life after AmeriCorps (alumni association, etc.). Members should also receive a handbook including this and any other organization policies for their reference.

An orientation helps the member understand the contract and expectations of their service term, but also serves as a way to build esprit de corps and friendships with their team. They are also your biggest voice. Training them on your mission and AmeriCorps will be a valuable asset to your organization. "Starting Strong" (**APPENDIX F**) is a great manual for orientation and on-going training ideas. Along with the training you provide to help them conduct effective service; members should also receive training in civic participation, member benefits, and Life After AmeriCorps. **The Center for Civic Reflection** is also a valuable way for members to reflect and discuss their motivations and importance of serving. This can be found here: <http://civicreflection.org/resources/>. Some trainings can be provided by ServeWyoming staff. Members are also required to attend at least ONE training provided by ServeWyoming. Trainings are offered online and in person. Members also have access to trainings offered by other AmeriCorps programs in their area. ServeWyoming will at times send announcements of training opportunities. In addition, members should receive a calendar of training events and expectations so that they may plan accordingly. ServeWyoming also provides a list of training opportunities and National Service Days (**APPENDIX L**).

Pursuant to an agreement between AmeriCorps and the Federal Emergency Management Agency (FEMA), members may be requested to provide assistance in the event of a natural or other disaster. As part of its commitment to community service, the subgrantee is encouraged to certify full-and half-time members in First Aid Training and CPR Certification (within 3 months of their service start date), and to provide the members with an opportunity to attend at least one emergency response training. Based on the nature of the disaster, the member may be trained to assist with any of the following activities: Volunteer Reception Centers (VRC),

community preparedness education, first aid, damage assessment, and other disaster related activities. The member may be requested to provide assistance anywhere in the state of Wyoming.

3.6 MEMBER HANDBOOKS

Along with their member contracts, a member handbook is a good way to centralize all the policies, reports, benefit information, etc. in one place. We have samples of member handbooks, but a checklist is also available (**APPENDIX K**).

3.7 THE MEMBER FILE

The member file is one of the most important files to create. This file should contain the documentation of member eligibility, background checks, timesheets (if applicable - members with certain programs at times have a difficult time accessing MY SERVICE LOG to enter hours and sign timesheets online; paper timesheet are only allowed in order to obtain a member signature), evaluations, incidents, grievance procedures, change of status, enrollment/exit and termination for cause or compelling circumstances. A checklist of what should be in a member file has been provided (**APPENDIX K**). Member files should only be accessible to the appropriate staff and should be in a locked cabinet or room. Sensitive member information, such as reasonable accommodation requests, FBI/State background check results, medical information, etc. should be kept in a separate file marked "CONFIDENTIAL." It is important that this file be easily accessible to ServeWyoming staff during a site visit.

3.8 TIMESHEETS AND TELESERVICE

Members must maintain timesheets. Timesheets are the number one way to document hours that count towards the members' Education Award. If their time is not documented per the requirements, the program will be required to pay the award back to AmeriCorps. Programs are required to use MY SERVICE LOG to record hours and they must be entered no more than 30 days after each month and should be reviewed for appropriate service activities.

Timesheets record at minimum the hours of service, service categories (i.e., Direct Service (70%), Training (20%), and ServeWyoming approved Fundraising (10%)), description of activities, and service site. The member AND a supervisor must sign the timesheet. After members are assigned a user ID, they can enter hours online at any time. The timesheets are not valid until both a member (FIRST STEP) and a supervisor (host site supervisor and/or program director) approves them online (SECOND STEP). A supervisor may not electronically sign a member's timesheet until the member has signed it. If obtaining a member's signature first is not possible, members must sign a paper timesheet and the program director or supervisor must then sign the timesheet in MY SERVICE LOG. A copy of the paper timesheet with the member's signature must be placed in the member file. This procedure, however, should only be utilized if ServeWyoming has made special permission to the program, which is given on a case by case basis.

As a whole, training hours for your entire team of members must not exceed 20%. For example, if one member exceeds 20% of their hours in training, this is allowable as long as your entire team does not exceed 20%. Training hours are those hours members RECEIVE training, not hours in which members conduct training.

Teleservice: Telework has become increasingly popular across the private, public, and nonprofit sectors. AmeriCorps's OIG has recommended that AmeriCorps State and National provide grantees and/or subgrantees with guidance on AmeriCorps members who request to

perform their service remotely (teleservice). Members requesting teleservice arrangements under the auspices of reasonable accommodation of a disability are excluded from this policy, as those requests are covered under other laws and policies.

AmeriCorps issued interim guidance in January 2017 stating teleservice should be rare, if ever, and involve appropriate documentation, and oversight. The following guidance is provided for those unique situations in which a grantee determines that teleservice is appropriate or when a small number of a member's service hours can properly be accrued through teleservice. Teleservice is appropriate only when the activity can be meaningfully supervised and the hours verified independently. If a subgrantee determines that its AmeriCorps members will be allowed to teleserve, the subgrantee must establish a policy that addresses the following:

- Written authorization of teleservice in advance
- Expectations of the communication requirements between supervisors and teleserving members
- Mitigation of the increased risk of time and attendance abuse
- Appropriate supervision including validation of the activities to be performed, and
- Verification of hours claimed.

Further, the sub grantee should consider updating its insurance coverage to address legal liability attribution (for the grantee or teleserving member) for incidents that occur during teleservice.

3.9 PROHIBITED ACTIVITIES

While charging time to the AmeriCorps program, accumulating service/training hours, or otherwise engaging in activities associated with the AmeriCorps program or AmeriCorps, staff and members may not engage in the following activities:

- Any effort to influence legislation;
- Organizing or participating 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 which 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 education 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 proselytizing;
- Providing a direct benefit to (1) a business organized for profit, (2) a labor union, (3) a partisan political organization, (4) an organization engaged in the religious activities described above, unless Corporation assistance is not used to support those religious activities, (5) a non-profit organization that fails to comply with the restrictions ; related to engaging in political activities or substantial amount of lobbying except that nothing in these provisions shall be construed to prevent participants from engaging in advocacy activities undertaken at their own initiative; and (6) An organization engaged in the religious activities described in paragraph C. 7. above, unless AmeriCorps assistance is not used to support those religious activities
- 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;
- Such other activities as AmeriCorps may prohibit.
- AmeriCorps members may not raise funds for living allowances or for an organization's general (as opposed to project) operating expenses or endowment; also, AmeriCorps members may not write a grant application to AmeriCorps or to any other Federal agency;
- AmeriCorps members may not provide direct benefit to a nonprofit organization that fails to comply with the restrictions contained in section 501(c)(3) of the Internal Revenue Code of 1986 except that nothing in this section shall be construed to prevent participants from engaging in advocacy activities undertaken at their own initiative; and
- Other activities as AmeriCorps determines will be prohibited, upon notice to the Grantee.

AmeriCorps members may not engage in the above activities directly or indirectly by recruiting, training, or managing others for the primary purpose of engaging in one of the activities listed above. Individuals may exercise their rights as private citizens and may participate in the activities listed above on their own initiative, on non-AmeriCorps time, and using non-Corporation funds. Individuals should not wear the AmeriCorps logo while doing so. ***In addition, at no time may an AmeriCorps member become an employee of the organization for which they are serving.***

Fundraising Activities: AmeriCorps members may raise resources directly in support of your program's service activities, but at a maximum of 10% of their service hours **and only with approval from ServeWyoming**. Examples of fundraising activities AmeriCorps members may perform include, but are not limited to, the following:

- Seeking donations of books from companies and individuals for a program in which volunteers teach children to read;
- Writing a grant proposal to a foundation to secure resources to support the training of volunteers;
- Securing supplies and equipment from the community to enable volunteers to help build houses for low-income individuals;
- Securing financial resources from the community to assist in launching or expanding a program that provides social services to the members of the community and is delivered, in whole or in part, through the members of a community-based organization;
- Seeking donations from alumni of the program for specific service projects being performed by current members.
- Anything related to a fundraising event (i.e., save the date cards, etc.)

AmeriCorps members may not:

- Raise funds for living allowances or for an organization's general (as opposed to project) operating expenses or endowment;
- Write a grant application to AmeriCorps or to any other Federal agency.

The prohibited activities should in contracts, handbooks, and should be posted visibly.

3.10 MEMBER BENEFITS AND THE EDUCATION AWARD

All applicants and members should be aware of the benefits available to them for their service. Member benefits may vary. Please see the information below.

Living Allowances: All full-time members are required to receive a living allowance. Members who are less than full time can receive the allowance, but it is not required. The living allowance is considered taxable for FICA and income tax. Living allowances are not wages, are paid in regular increments, and are increased only on the basis of increased living expenses. Members

who begin service later or end service early should be paid the same bi-weekly/monthly amount as other members. For example, a Full-Time member who would be paid for 12 months of service, but completes the hours of his/her term two months early, forfeits two months of the living allowance. To supplement their living allowance, AmeriCorps members prior to committing to service, may apply for food stamp assistance. Please call your local Department of Family Services for more information. You may also reference the chart below:

Service Term	Minimum # of Hours	Minimum Living Allowance	Maximum Total Living Allowance
Full-time	1,700	\$13,992	\$27,984
Three Quarter-time	1,200	n/a	\$19,753
Half-time	900	n/a	\$14,815
Reduced Half-time	675	n/a	\$11,111
Quarter-time	450	n/a	\$7,408
Minimum-time	300	n/a	\$4,938

Residential Program: If a member is serving in a program that provides room and board, that portion may be used as match towards the grant.

Waiver or Reduction of Living Allowance: AmeriCorps may, at its discretion, waive or reduce the living allowance requirements if a program can demonstrate to the satisfaction of AmeriCorps that such requirements are inconsistent with the objectives of the program, and that members will be able to meet the necessary and reasonable costs of living (including food, housing, and transportation) in the area in which the program is located.

Child Care: AmeriCorps Operating Grant Programs must make child care available to any full-time (or member serving in a full-time capacity) member who is eligible for and needs such assistance to participate. AmeriCorps will fund child care directly and will pay 100% of the allowance as defined by payment rates of the Child Care and Development Block Grant (CCDBG). AmeriCorps will provide technical assistance to programs in determining member eligibility, provider eligibility and child care allowance. AmeriCorps will also make payments to the child care providers directly. The grantee must provide an estimate of the number of members and the number of their children needing child care, and AmeriCorps will arrange for direct payment to qualified child care providers.

Member eligibility for child care is based on need. AmeriCorps defines need to be consistent with the CCDBG Act of 1990, as follows: total family income of the member must be less than 75% of the State median income, or as defined by the State under CCDBG guidelines; and the member must reside with and be the parent or guardian of a child under the age of 13. For Wyoming Income Guidelines, please see **APPENDIX W** and contact your local Department of Family Services office for more information.

If members are accepted into a program and are receiving and continue to receive child care assistance from other sources such as a parent or guardian, they are ineligible for child care from the program. On the other hand, if members become ineligible for assistance because of their enrollment in the program, or the member certifies that he or she needs child care to participate in the program, child care must be provided. For guidelines, please visit the current provider, **GAP Solutions, Inc.** at <http://www.americorpschildcare.com>.

Health Care: Healthcare Coverage. Except for EAPs, Professional Corps, or members covered under a collective bargaining agreement, the recipient must provide, or make available, healthcare insurance to those members serving a 1700-hour full-time term who are not otherwise covered by a healthcare policy at the time the member begins his/her term of service. The recipient must also provide, or make available, healthcare insurance to members serving a 1700-hour full-time term who lose coverage during their term of service as a result of service or through no deliberate act of their own. AmeriCorps will not cover healthcare costs for dependent coverage. Less-than-full-time members who are serving in a full-time capacity for a sustained period of time (e.g. a full-time summer project) are eligible for healthcare benefits. Programs may provide health insurance to less-than-full-time members serving in a full-time capacity, but they are not required to do so. For purposes of this provision, a member is serving in a full-time capacity when his/her regular term of service will involve performing service on a normal full-time schedule for a period of six weeks or more. A member may be serving in a full-time capacity without regard to whether his/her agreed term of service will result in a full-time Segal AmeriCorps Education Award.

Any of the following health insurance options will satisfy the requirement for health insurance for full-time AmeriCorps members (or less than fulltime members serving in a full-time capacity): staying on parents' or spouse plan; insurance obtained through the Federal Health Insurance Marketplace of at least the bronze level plan; insurance obtained through private insurance broker; Medicaid, Medicare or military benefits. AmeriCorps programs purchasing their own health insurance for members must ensure plans are minimum essential coverage (MEC) and meet the requirements of the Affordable Care Act. On Friday May 2, 2014 the U.S. Department of Health and Human Services (HHS) announced a Special Enrollment Period (SEP) for members in AmeriCorps State and National programs, who are not provided health insurance options or who are provided short-term limited duration coverage or self-funded coverage not considered MEC. Members in the AmeriCorps State and National programs and their dependents in the Federally-facilitated Marketplace (FFM) are eligible to enroll in Marketplace coverage when they experience the following triggering events:

- On the date they begin their service terms; and
- On the date they lose any coverage offered through their program after their service term ends. (Source: 45 CFR § 155.420(d)(9)).
- Members have 60 days from the triggering event to select a plan. Coverage effective date is prospective based on the date of plan selection. A copy of the HHS Notice, which provides instructions on how to activate the special enrollment period, is available at <https://www.cms.gov/CCIIO/Resources/Regulations-andGuidance/Downloads/SEP-and-hardship-FAQ-5-1-2014.pdf>.
- Members can also visit healthcare.gov for additional information about special enrollment periods: <https://www.healthcare.gov/coverage-outsideopenenrollment/special-enrollment-period/>. If coverage is being provided via the Healthcare Marketplace, and thus third party payment is not an option, programs must develop a process to reimburse members for monthly premiums. Reimbursements for health insurance premiums are considered taxable income for the member, and programs must have a way to document such reimbursements. ServeWyoming does not specifically endorse any plan. Health insurance plans are also offered through the following:
- National Association of Service and Conservation Corps Health Insurance Plan, 1-800-456-1415, www.nascc.org

Please read the full requirements in the most recent provisions.

****NOTE: For purposes of this provision, a member is serving in a full-time capacity when his/her regular term of service will involve performing service on a normal full-time schedule for a period of six weeks or more.***

Childcare Benefits for Suspended Members: Effective January 1, 2017:

Full-time Professional Corps, EAP, and Partnership Challenge members are now eligible to apply for the AmeriCorps Child Care Benefit; please note that qualifying members (meeting all eligibility requirements) will be awarded benefits with the effective date of January 1, 2017.

Guidance has been published that outlines childcare benefit support that may be provided for members who are placed in a temporary suspended status. To qualify for coverage while under temporary suspended status, members must meet all of the requirements as outlined below.

Members are not eligible for benefits while under suspension. However, if a member is put in a temporary suspended status and meets all of the below requirements, that member may be eligible to receive up to 12 consecutive weeks of continued benefits:

- The Member may not be suspended for cause and/or other disciplinary actions (an example of a qualifying suspension would be if a member was given a temporary suspension under the Family Medical Leave Act);
- The Member must intend to return to service;
- Member must certify he/she needs the continued benefit in order to be able to return to service.

Notification to Child and Health Care Providers: To ensure no lapse in coverage, the grantee must notify the AmeriCorps Child Care benefit administrator (GAP Solutions, Inc.) in writing within five business days after a member's status changes. Costs incurred due to the grantee's failure to keep the benefit administrator informed of changes in a member's status may be charged to the grantee's organization. Program directors should contact **GAP Solutions, Inc.** at <http://www.americorpschildcare.com> americorpschildcare@gapsi.com, or the **toll free number: (855) 886-0687**, about a change in status, childcare related changes or problems.

Grantees must also notify a member's health insurance provider if their status as an AmeriCorps member changes.

AmeriCorps Education Awards: Most AmeriCorps members who successfully complete a term of service will receive education awards. An individual may not receive, through national service educational awards and silver scholar educational awards, more than amount equal to the aggregate value of [two] such awards for full-time service. Members who are exited for compelling circumstances are eligible for a pro-rated education award if they have served more than 15% of their service term hours. The following chart shows the relationship between number of hours an AmeriCorps member serves and the education award the member received based upon successful completion of the term of service. See the link below for the most current education award amounts: <https://www.nationalservice.gov/programs/americorps/segal-americorps-education-award/amount-eligibility-and>

The education award may be used up to seven years from completion of service to pay for any combination of: (1) the costs of attendance at a qualified institution of higher education; (2) the costs of approved school-to-work programs; or (3) the costs of repaying qualified student loans. **The education award is considered taxable income for the year in which it is used. With**

some exceptions, members who do not successfully complete their term of service are not eligible to receive an education award.

Members who have outstanding qualified student loans may be eligible to receive forbearance on their payments while they serve, but they need to contact their loan holders to receive this benefit and submit the required forms to the National Service Trust. AmeriCorps will make payments for interest that accrues during the period of forbearance upon successful completion of a member's term of service. Full-time members may receive full interest accrual payment to the loan holder and half-time members may receive a pro-rated interest accrual payment to the loan holder. **The interest payments by AmeriCorps are considered taxable income for the year in which the payments are made. Members who are 55 years or older at the time they commence service may, upon successful completion of a term of service, transfer the education award to a child, grandchild or foster child.**

Training: Training is an integral part of the member experience. Organizations must plan for and conduct orientations regarding terms of service, AmeriCorps, organizational policies, job duties, civic responsibility, for members. **ServeWyoming may require additional training for members.** For more information, please call Allison Maluchnik at ServeWyoming at 307-234-3428 or email her at allison@servewyoming.org.

Food Stamps and Other Income-Eligible Assistance: AmeriCorps members may be eligible to receive a variety of income-eligible assistance, such food stamps, energy and housing assistance, etc. In addition, The HEART Act, effective as of August 17, 2008, now disregards the AmeriCorps living allowance for SSI eligibility, but it still may impact Medicaid. Potential members should check with your local Department of Family Services or caseworker for information on available assistance and the eligibility requirements/restrictions.

3.11 GRIEVANCE PROCEDURE

Programs must establish a grievance procedure for members who believe that they have been wrongly released for cause, and for other grievances expressed by members or other interested parties. The procedures must include an opportunity for hearing and binding arbitration within the statutory deadlines. Additionally, programs are encouraged to establish an alternative dispute resolution procedure, such as mediation. A model grievance procedure is available for program to use (**APPENDIX M**). Documentation of any grievance procedures must be kept in the member file and notification sent to ServeWyoming immediately. This process must be outlined in the member contract.

3.12 CIVIC PARTICIPATION AND NATIONAL DAYS OF SERVICE

Although members are prohibited from participating in lobbying, voter registration drives, etc., this does not mean they cannot exercise their rights as citizens and in fact events like registering to vote (prior to completing service), voting and jury duty should be encouraged and support by the organization. Members should be given time off without penalty for voting or when called for jury duty. Hours spent involved in these activities are not approved service activities.

To increase member awareness of civic engagement, all programs must participate in at least one (1) National Service Day. Members can plan, develop, and/or participate in any of the National Service Days listed of the National Service Day Report (**APPENDIX L**). National Service Day events and activities should be related to volunteerism, celebrated across the country, and related to the spirit and intention of the day (i.e., research the history and traditions of the service day). These National Service Day events remind members that they are part of a

national network of programs and allow them to work with community volunteers, other AmeriCorps members and other national service participants. Members do not have to serve on the exact day to be counted. Please contact ServeWyoming if you have questions about this. Members are always encouraged to volunteer within the community, and occasionally there are volunteer opportunities with other awareness events, however these activities may not count as a National Service Day, and if not related to their service priorities, may not be an appropriate use of their service hours. Check www.americorps.gov for more information and activity ideas. Within 30 days of the event, programs must report in the progress report, what day was observed and how many members participated.

While members are encouraged to volunteer while serving as an AmeriCorps member, not all volunteering is allowable to count as a service activity. For example, if a member is volunteering as an EMT and this activity is not part of the AmeriCorps program, position description, and assigned activities, s/he cannot count these hours towards their term. Subgrantees that allow members to count additional volunteering towards their term must ensure through a monitoring process (similar to a host site agreement) that members are following the regulations set forth in the Provision, especially but not limited to the prohibited activities.

3.13 SUPERVISION OF MEMBERS

At all times, members must have adequate and immediate supervision, by a qualified individual. Members must be made aware of to whom they report, who will conduct their performance evaluation, who signs off on their timesheets, and who they can turn to for questions or guidance. Members should not accept duties by other staff members or host sites without first getting approval from their supervisor and MOUs should clearly delineate not only approved and prohibited service activities, but ensure that others request permission before assigning duties to members. They must also be given relevant contact information for their supervisor. At no time can a national service participant supervise another member.

3.14 MEMBER EVALUATIONS

Full and half time members must be given a mid-term evaluation so that they are 1) able to receive feedback on their strengths and areas of improvement, and an update on their status towards completion, etc.; and 2) able to give feedback on their service experience or address any concerns or future plans/goals. Although mid-term evaluations are required only for full and half time members, it is good practice to conduct mid-term evaluations on all members. All members must receive a performance evaluation at the end of their service term. An update of their hours towards completion must be included on the evaluation and all evaluations must be signed and dated by the member and supervisor. Member evaluations must be placed in their file and used to document and justify rehire or termination.

3.15 EXITING A MEMBER

Members must be exited in the National Service Trust (via the AmeriCorps Portal) within 30 calendar days of a member exit from the program or completion of his/her term of service. Final total hours are certified in My AmeriCorps portal and are supported by paper or appropriate electronic documentation. Supervisors begin the exit process by unlocking the exit form in the eGrants Portal. All members must exit through the portal. A paper form has been provided only for technical difficulties (**APPENDIX N**). If a member is unable to exit her/himself, a supervisor can complete the exit process in the portal and the reason must be documented and kept in the member file. Members must also log into their My AmeriCorps Portal account and complete their exit by entering their final accrued service hours and complete a very important survey. To

complete the exit process for a member, supervisors or authorized program staff will need to verify these hours and exit the member with or without their education award. An exit evaluation must also be completed and kept in the member file. Please also see "Termination of Service: Compelling or Cause" (Section 4.8)

Deactivating a Member in My Service Log - ServeWyoming is charged each month for members in My Service Log. After a member is exited from AmeriCorps, please deactivate members from My Service Log or you may be charged a fee.

3.16 MY AMERICORPS PORTAL

A member is responsible for obtaining an account in My AmeriCorps Portal. At the end of their service term and to receive their education award, a member must complete the enrollment and exit process online. In addition, award payments and other benefits, such as forbearance on student loans and interest accrual payments, are completed in the My AmeriCorps Portal. This portal also serves as a payment system that allows members to request their Segal AmeriCorps Education Award. Members with qualified student loans are encouraged to request forbearance as soon as possible after enrollment. Members must check with the loan holder to make sure that the forbearance is in place. Go to <https://my.americorps.gov/mp/login.do> for more information; a tutorial on the education award process is available at this site. Members also may use the Helpline for additional information. Call 1-800-942-2677 or visit <http://www.nationalservice.gov/questions/app/ask>.

3.17 DRUG-FREE WORKPLACE

Through the enactment of Senate Bill 1120 (Chapter 1170, Statutes of 1990), the Drug-Free Workplace Act of 1990 ("the Act") was established requiring grantees to ensure the Commission that they will comply with the requirements of Government Code Sections 8350-8357. Definitions:

A. "Drug-free workplace" means a site for the performance of work done in connection with a specific grant or contract described in Government Code Section 8355 of an entity at which employees of the entity are prohibited from engaging in the unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance in accordance with the requirements of this chapter.

B. "Employee" means the employee of a grantee or contractor directly engaged in the performance of work pursuant to the grant or contract described in Government Code Section 8355.

C. "Controlled substance" means a controlled substance in Schedules I through V of Section 202 of the Controlled Substance Act (21 U.S.C. Section 812).

D. "Grantee" means the department, division, or other unit of an organization responsible for the performance under the grant

E. "Contractor" means the department, division, or other unit of a person or organization responsible for the performance under the contract.

Requirements for Certification- Every person or organization awarded a contract or a grant for the procurement of any property or services shall certify that it will provide a drug-free workplace by doing all of the following:

A. Publishing a statement notifying employees and members that the unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance is prohibited in the person's or organization's workplace and specifying the actions that will be taken against employees for violations of the prohibition.

B. Establishing and maintaining a good faith effort to provide a drug-free awareness program to inform employees about all of the following:

- (1) The dangers of drug abuse in the workplace;
- (2) The person's or organization's policy of maintaining a drug-free workplace;
- (3) Any available drug counseling, rehabilitation, and employee assistance programs;
- (4) The penalties that may be imposed upon employees/member for drug abuse violations.
- (5) Notify the employer of any criminal drug statute conviction for a violation occurring in the workplace no later than 5 days after such conviction;
- (6) Notifying ServeWyoming within 10 days after receiving notice of a conviction from an employee/member or otherwise receiving actual notice of such conviction; and
- (7) Each employee must sign a written agreement that she/he received a copy of the statement and s/he will abide by it. The grantee/contractor then must maintain the documentation (signed agreement) on file.

Termination of Contract or Grant:

A. A determination of noncompliance will jeopardize eligibility for continued grant funding. Each contract or grant award may be subject to suspension of payments or termination of the contract or grant, or both, and the contractor or grantee may be subject to debarment, in accordance with the requirements of Section 8356 of the Act, if the Commission determines that any of the following has occurred:

1. The contractor or grantee has made a false certification under Section 8355.
2. The contractor or grantee violates the certification by failing to carry out the requirements of subdivisions (a) to (c), inclusive, of Section 8355.

B. The Commission shall immediately notify the Department of Administrative Services of any individual or organization that has an award canceled on the basis of violation of these provisions.

3.18 NON-DISCRIMINATION/HARASSMENT

AmeriCorps has zero tolerance for the harassment of any individual or group of individuals for any reason. AmeriCorps is committed to treating all persons with dignity and respect. AmeriCorps prohibits all forms of discrimination based upon race, color, national origin, gender, age, religion, sexual orientation, disability, gender identity or expression, political affiliation, marital or parental status, or military service. All programs administered by, or receiving Federal financial assistance from AmeriCorps, must be free from all forms of harassment. Members must be made aware of both AmeriCorps's and the organization's policy. Please see Provisions/Terms and Conditions **APPENDIX E**, the AmeriCorps's Civil Rights and Non-Harassment Policy **APPENDIX Y**, and Non-Discrimination Guidelines **APPENDIX Z** for more information.

Public Notice of Non-discrimination. The grantee must notify members, community beneficiaries, applicants, program staff, and the public, including those with impaired vision or hearing, that it operates its program or activity subject to the non-discrimination requirements of the applicable statutes. The notice must summarize the requirements, note the availability of

compliance information from the grantee and AmeriCorps, and briefly explain procedures for filing discrimination complaints with AmeriCorps. Sample language can be found in the PROVISIONS/TERMS AND CONDITIONS.

3.19 MEMBER GEAR AND AMERICORPS MATERIALS

Member gear is required as it helps promote AmeriCorps and identify official AmeriCorps members. You can order member gear and other paraphernalia here: <http://www.nationalservicegear.org/> and <http://gooddeed.org/ameri-corps.aspx>. If you choose to order member gear from a local vender, please remember the guidelines on using the ServeWyoming or AmeriCorps logo.

Programs can also order AmeriCorps brochures, posters, and other promotional materials here: <https://pubs.nationalservice.gov/>. See **APPENDIX U**.

3.20 BRANDING: LOGOS

AmeriCorps is a registered service mark of AmeriCorps. AmeriCorps provides a camera ready logo. All grantees and subgrantees on the home page of their organization's website, must clearly state that they are an AmeriCorps grantee, and display the ServeWyoming/AmeriCorps logo with prominence. Non-compliance is subject to a fine, as defined by your agreement. Grantees must use the AmeriCorps name and logo on service gear and public materials such as stationery, application forms, recruitment brochures, on-line position posting or other recruitment strategies, orientation materials, member curriculum, signs, banners, press releases and publications related to their AmeriCorps program.

The grantee may not alter the AmeriCorps logo, and must obtain the written permission of AmeriCorps before using the AmeriCorps name or logo on materials that will be sold, or permitting donors to use the AmeriCorps name or logo in promotional materials. To obtain a variation of or to make changes to the logo, email logo@cns.gov. The grantee may not use or display the AmeriCorps name or logo in connection with any activity prohibited in these grant provisions.

The new AmeriCorps logo is required to be in use upon issuance of FY21 contracts.

For the latest, up-to-date guidance from AmeriCorps, please view the Communication Resources: Branding Guidelines: <https://americorps.gov/newsroom/communication-resources>

3.21 Press Releases

Grantee shall recognize ServeWyoming as being the source of its federal AmeriCorps funding and make note of this in program marketing and media, including press releases in print, online and posted on websites

For example:

"This AmeriCorps program is made possible through a generous grant from ServeWyoming." It shall use ServeWyoming's logo for AmeriCorps marketing, recruitment, and media whenever possible. **Grantees are required to share with ServeWyoming any press release related to the program three working days prior to its release.**

3.22 MEMBER TERM LIMITS

An individual may receive a living allowance, child care, and health care for no more than four terms of service in an AmeriCorps State and National program, regardless of whether those terms were served on a full-, part-, or reduced part-time basis and the equivalent of two full-time education awards. For example, a member who has served two half-time terms would be eligible to serve one more full-time term. Slightly different rules apply to a former VISTA member who wants to serve in AmeriCorps*State. Please contact ServeWyoming for more information.

3.23 NO SHOW POLICY AT TRAININGS AND EVENTS

Programs are responsible for informing members of ServeWyoming's no show policy at trainings and events. At each event and/or session, a sign in sheet will be required for members to sign. If for some reason a member should need to cancel a hotel room, registration, or will be late, please contact Allison Maluchnik at 307-234-3428 or email allison@servewyoming.org. Programs will be fully responsible for "no shows" in addition to any hotel and/or registration cancellation fees that incur.

3.24 INSURANCE AND LIABILITY

While members may use their cars to travel to and from work and to accomplish their service activities, programs should ensure they have adequate coverage in case of an accident. It is up to each program to determine their own policies on whether or not a member can use their vehicle for service activities, transport clients, etc. ServeWyoming is not liable for accidents that occur on or off member service hours.

The grantee is responsible for ensuring adequate general liability coverage for the organization, employees and members, including coverage of members engaged in on- and off-site project activities. For more information, see section 6.7.

3.25 COVID Work Policy

The grantee is responsible for ensuring adequate general liability coverage for the organization, employees. The grantee is required to send their COVID policies to ServeWyoming and inform ServeWyoming of any policy updates. ServeWyoming will inform grantee of any COVID related policies changes from AmeriCorps, the agency.

SECTION 4: REPORTING TO SERVEWYOMING

4.1 REPORTING TO SERVEWYOMING

The ServeWyoming uses a variety of reporting methods to report and monitor programmatic developments including quarterly progress reports. Please see the Required Reports **APPENDIX O**.

4.2 PROGRESS REPORTS AND PERFORMANCE MEASURES

AmeriCorps programs are required to submit four (4) progress reports to the State Commission. Progress reports monitor a program's progress toward meeting its annual program objectives, assess program strengths and challenges, highlight unique program achievements, and identify opportunities for training and technical assistance. Progress reports, generally due to the

Commission by the 15th of corresponding months January, April, July and October, are reviewed by ServeWyoming staff and forwarded to AmeriCorps as part of an aggregate report to AmeriCorps annually in December.

The Commission expects that all progress reports are thoughtfully constructed in such a way that they provide an accurate reflection of the program's accomplishments and challenges for the reporting period. At a minimum, programs must ensure that:

- All data has been reviewed for accuracy;
- All questions are answered;
- Program impact is clearly stated;
- Challenges are clearly outlined; and
- Measures to address challenges, improve the program, and/or comply with federal laws and regulations are clearly identified.

The subgrantee must provide back-up documentation on the information reported. Progress reports are due each quarter in MY SERVICE LOG. The fourth quarter progress report summarizes the year of activities and all performance measurement findings. Progress reports must include justification for any noncompliance and explain the corrective action needed for compliance including any potential modification. Reports as required by the Grantor shall be submitted on the date assigned (or the next business day if the 15th falls on weekend or holiday). Subgrantees shall receive one warning notice concerning the late reporting of expenditures. Each subsequent late report may result in denial of reimbursement or revocation of the grant.

Performance Measures: Your program should develop a system that allows you to evaluate and monitor your program activities (outputs) and measure your program's outcomes (intermediate and end). You should include the information on performance measures in progress and final reports. After the review and selection of programs, the Commission will work with selected grantees to hone the performance measurements. All programs should collect and report data to demonstrate progress toward achieving your performance measures, and describe how review of these indicators will be used to manage operational changes and program improvements. Be sure to document performance data (on paper or electronic file) and make it available for review. Programs must contact ServeWyoming to make any significant changes to performance measures.

In planning for data tracking beyond the measurable results outlined above, programs are expected to track the following:

- Overall numbers served
- Hours served in each service activity
- Demographics of those served
- Process and outcome data (including outputs, intermediate outcomes, and end outcomes)
- Qualitative and quantitative data
- Training provided to those serving
- Number of volunteers generated

The Knowledge Network has a number of great resources to help you design, track, and report your performance measures. The website is: www.nationalservice.gov/resources.

4.3 INCIDENT REPORTS AND STAFF CHANGES

In the event of the death of a member or an incident that requires serious medical attention, please inform ServeWyoming immediately. In these situations, please provide the name of the member and any information related to the circumstances of the event and member's condition. Note if the event occurred during service or off-duty and if the incident will affect the member's service. Please provide information on whatever actions have already been taken and if circumstances change, please update the program officer with new or more complete information as it becomes available.

In the event of a death, please provide next of kin/contact information in addition. The Director of AmeriCorps or CEO of AmeriCorps will want to send a condolence letter to the surviving spouse or parent.

A change in member status (i.e., termination, or suspension) and any key AmeriCorps staff change, should be documented in the member file and notification sent to ServeWyoming within 30 days.

4.4 CHANGE OF MEMBER STATUS

Circumstances may arise within a program that necessitate changing the type of unfilled AmeriCorps member positions awarded to a grantee or subgrantee, or changing the term of service of a currently enrolled member (i.e., extended leave, active duty, etc.). Note that once a member is exited with a partial education award, the remaining portion of that education award is not available for use. The following changes require written approval from ServeWyoming:

- a. A change in the number of member service year positions in the grant; and/or
- b. A change in the funding level of the grant.

4.5 CHANGING SLOT TYPES (UNFILLED POSITIONS)

Except for Full-cost and Professional Corps Fixed Amount grants, grantees or subgrantees may change the type of slots awarded to their program if:

- a. The change does not increase the total MSYs authorized in the Notice of Grant Award (e.g., one half-time position cannot be changed to one full-time position),
- b. The change does not increase the amount of the education award.

All changes are subject to availability of funds in the Trust, will be Trust neutral, and will comply with all assumptions on which Trust prudence and continued solvency are predicted. Changes in slot type may be made by the grantee directly in the My AmeriCorps Portal. A chart explaining the slot configurations is below:

Member Positions	Calculation
Full-time (1700 hours)	1.000
Reduced Full Time/Three Quarter Time (1200)	0.7000000
Half-time (900 hours)	0.500
Reduced half-time (675 hours)	0.3809524

Quarter-time (450 hours)	0.26455027
Minimum-time (300 hours)	0.21164022

4.6 CHANGING A TERM OF SERVICE (CURRENTLY ENROLLED POSITIONS)

Changes in terms of service may not result in an increased number of MSYs for the program. With the exception of Education Award only grants, grantees with Fixed Amount grants may not convert members to less-than-full-time slots.

- a. **Full-time.** State Commissions and Parent Organizations may authorize or approve occasional changes of currently enrolled full-time members to less than full-time members. Impact on program quality should be factored into approval of requests. AmeriCorps will not cover health care or childcare costs for less than full-time members. It is not allowable to transfer currently enrolled full-time members to a less than full-time status simply to provide a less than full-time education award.
- b. **Less than Full-time.** AmeriCorps discourages changing less than full-time members to full-time because it is very difficult to manage, unless done very early in the member's term of service. State Commissions and Parent Organizations may authorize or approve such changes so long as their current budget can accommodate such changes. Programs must keep in mind that a member's minimum 1700 hours must be completed within 12 months of the member's original start date.

Refilling Slots. Eligible AmeriCorps State and National programs that have fully enrolled their awarded member slots are allowed to replace any member who terminates service before completing 30 percent of his/her term provided that the member who is terminated is not eligible for and does not receive a pro-rated education award. Programs may not refill the same slot more than once. In addition, slots eligible for refill may not be transferred. Additionally, they may not be combined with unfilled slots. As a fail-safe mechanism to ensure that resources are available in the National Service Trust to finance any member's education award, AmeriCorps will suspend refilling if either:

- i. Total national AmeriCorps enrollment reaches 97 percent of awarded slots; or
 - ii. The number of refills reaches five percent of awarded slots.
- a. **Suspension of Service.** Suspension of service is defined as an extended period during which the member is not serving, nor accumulating service hours or receiving AmeriCorps benefits. This is not considered a penalty but rather an option AmeriCorps members or programs may use to give members a valid "pause" in accruing hours. Please call ServeWyoming for more information if you feel this may be something useful. When members are ready to begin their service again, they must be "re-instated" in the Portal.

4.7 FORMULA AND STATE COMPETITIVE GRANT SLOT TRANSFERS

State commissions are allowed to transfer slots among their state formula and competitive subgrantees in order to maximize enrollment and cost effectiveness without prior approval. State commissions may not transfer slots between competitive and formula grantees, or vice-versa. State commissions may not transfer funds among their competitive subgrantees. Slots eligible for refill are not allowed to be transferred.

4.8 RETENTION/TERMINATION OF SERVICE: COMPELLING OR CAUSE

AmeriCorps has given AmeriCorps programs the authority to determine whether a member is terminating service early for compelling personal circumstances or for cause. In either case, the situation must be supported by documentation kept in the member file. The member must also be exited within 30 days of signing their exit form. If a member is unable to sign the exit form, please indicate this as well. In addition to the exit form, you must exit the member using the eGrants Portal. If you are unable to obtain an exit form, you must certify in eGrants whether or not the member lawfully completed their accrued hours.

Leaving for a job, to go to school, or because they no longer wanted to be an AmeriCorps member is leaving “for cause.” Members will not receive an education award for the hours they served, may not be able to serve again in the future, and the time served goes against their accrued terms of service (i.e., Released for Cause + completed one full term = two service terms). At times, a member may be faced with a situation that is out of their control, such as a death in the family, illness, or something of that nature. If a member terminates their service for compelling personal circumstances, they are eligible for a pro-rated education award as long as they have completed at least 15% of their service hours. The member must provide the documentation to support terminating service for compelling personal circumstances.

Retention levels are monitored by ServeWyoming. The threshold of member retention which requires explanation and/or corrective action is anything less than 85%. Subgrantees are still expected to aim for 100% retention and retention levels are assessed during ServeWyoming and AmeriCorps grant application review processes.

SECTION 5: MANAGING HOST SITES

5.1 HOST SITES

The management of host sites is often difficult, especially in rural areas that are challenged by geographical distance. However, if your organization has this relationship with another non-profit, you are in a sense “the eyes and ears” of ServeWyoming. As a parent organization, you are responsible for many of the same responsibilities as commission staff such as recruiting, selecting, training, and monitoring sub-grantees. Host sites should receive monitoring visits with written feedback. Working with host site is often an ongoing learning process, but if expectations and responsibilities are clearly defined and monitored, it will become easier. Below is some guidance you may find useful, in addition to the requirements and responsibilities of managing host sites.

Contracting with Host Sites - Host sites are often responsible for the daily management of AmeriCorps members and programming, in lieu of the parent organization, therefore, host site supervisors must be oriented to the AmeriCorps regulations. A Memorandum of Agreement (MOA) must be created between the parent organization and host site to ensure host sites are contractually responsible for AmeriCorps program management. Host sites should:

- Understand the purpose of AmeriCorps
- Identify the site as an AmeriCorps sponsor
- Ensure members engage in and are aware of appropriate duties in line with their scope of work
- Understand prohibited member activities
- Ensure members are aware of site specific orientation of policies, guidelines, and mission

- Understand their role as supervisor and communicate the “chain of command” to members and who supervises the member if current supervisor is on leave or is no longer employed with the organization.
- Ensure that all documentation including fiscal records, timesheets, monthly or quarterly reports, in-kind forms and other documentation are completed and submitted to the parent organization by designated deadlines
- Notify parent organization of member incidents such as hospitalization, convictions, violations of prohibited activities, or any event that may cause a member’s termination
- **Maintain records for three years after the close out of a grant. Member files must be kept for seven.**
- Support member involvement in activities such as jury, voting, and National Days of Service
- Ensure requests for reasonable accommodations are attended to in a timely manner
- Comply with non-harassment, non-discrimination, and drug-free workplace policies
- Communicate grievance procedures

While responsibilities vary, here is a list of common topics each party should consider, discuss, and agree upon:

- Enrolling and exiting members within 30 days of commitment to service term
- Assigning service locations in the Portal
- Recruitment of AmeriCorps members
- Financial obligations, such as share of costs
- Terms for termination of contract
- Mid-Term and End of Term performance evaluations
- Scheduled Host Site monitoring visits

SECTION 6: FINANCIAL MANAGEMENT

6.1 GRANT AWARD CONDITIONS

The grant award is an agreement between ServeWyoming and the subgrant recipient. Programs must conform to the agreement as specified. Failure to do so may result in the withholding or disallowance of grant payments, the reduction or termination of the grant award and/or the denial of future grant awards. Tutorials are available on grants and financial management here: <http://www.nationalserviceresources.org/program-financial-and-grant-management/grant-management>. Below is further guidance on additional award conditions:

- **Supplanting, Duplication, Displacement:**
 1. **Supplantation-** Corporation assistance may not be used to replace State and local public funds that had been used to support programs of the type eligible to receive Corporation support. For any given program, this condition will be satisfied if the aggregate non-Federal public expenditure for that program in the fiscal year that support is to be provided is not less than the previous fiscal year.
 2. **Nonduplication-** Corporation assistance may not be used to duplicate an activity that is already available in the locality of a program. Corporation assistance will not be provided to a private nonprofit entity to conduct activities that are the same or substantially equivalent to activities provided by a State or local government agency in which such entity resides.

3. **Nondisplacement-** An employer may not displace an employee or position, including partial displacement such as reduction in hours, wages, or employment benefits, as a result of the use by such employer of a participant in a program receiving Corporation assistance.
- **Restrictions** - The grant award is subject to any applicable restrictions, limitations, or conditions enacted by the Commission and/or the United States Government subsequent to execution of the grant award.
 - **Site Visits** - The subgrant recipient as a condition of award, is subject to review and audit by ServeWyoming, AmeriCorps and/or the Office of the Inspector General of AmeriCorps.

6.2 MONITORING

A monitoring visit is an on-site assessment by the Commission to determine if the program is in compliance with the Grant Award Agreement, Grant Provisions/Terms and Conditions and the Federal Regulations. The goal of the monitoring process is to support programs and help achieve their goals and strengthen their financial accountability.

Commission staff conducts annual program monitoring, which may include desk-based monitoring and/or in-person site visits. The monitoring visits consist of two major components: Program Monitoring and Financial Compliance Monitoring. These monitoring visits may cover all areas of program operation. Source documentation to be reviewed may include: data collection sheets, member files, financial documents or any other documents that will substantiate data reported in progress and expense reports. Achievement of program objectives may be verified by examining source data on several separate objectives. The commission staff meets with the grantee's AmeriCorps program staff, financial officer and/or other senior staff familiar with the program's objectives and financial procedures. Please see the Site Visit Tool to familiarize yourself with monitoring components (**APPENDIX B**).

6.3 FINANCIAL MANAGEMENT REQUIREMENTS

To build a good financial management system, the program must use standard accounting practices, using general ledgers and similar books of record supported by source documentation, that establish a clear audit trail. The following is a list of tasks the program must do to maintain good financial management:

- Maintain financial reports that lead clearly back to ledgers and source documents
- Document payroll through signed and approved time and attendance records, and payroll tax records.
- Maintain written cost allocation procedures and individual time distribution records which allow the programs to identify and segregate costs chargeable to the grant
- Separate financial responsibilities (for example: having one person sign the checks and another reconcile the bank statement, or one person authorizing expenditures and another posting them in the ledger and balancing the books)
- Insure, maintain, and keep track of the program's property
- Protect organizations through liability insurance
- Document and track in kind and cash match to the grant award
- Follow OMB audit requirements and procedures applicable to agency, such as understanding what are allowable and allocable costs to the AmeriCorps grant.

Allocable Cost - A cost is allocable to the AmeriCorps grant (either as a program cost or an administrative cost) if it is:

- Incurred specifically for the AmeriCorps program; or
- Benefits both the AmeriCorps program and other work, but can be distributed fairly between the grant and another funding source;
- Necessary to the overall administration of the program

Allowable Costs - A cost is considered allowable under the grant if it is:

- Reasonable
- Budgeted for under the grant
- Complies with generally accepted accounting principles
- Complies with OMB cost principles
- Not charged against any other grant or used to match other government grant funds
- Treated consistently with other costs incurred by the organization
- Documented

Financial Records - Programs must document every cost charged to the grant. For example, programs must keep signed and approved time and attendance records for each and every individual employee and member. Payroll documents shall be approved by an official of the organization. Programs allocating an employee's salary between this grant and another funding source, must keep individual time distribution records (as match or budgeted). Records must reflect "after-the-fact" time distribution and not budget allocation time distribution. Programs must keep source documentation for other costs such as: receipts, travel vouchers, invoices, bills, affidavits, volunteer costs. Programs must also document all in-kind and other matching contributions, including grant award or funding documents and receipts from other funding sources. Federal funds are generally not allowable forms of match, but there are exceptions. It is the programs responsibility to investigate all sources of match (e.g., Pass through funding with a possible federal source). A few federal partners have been established and they have provided letters authorizing their funds as match. Please see **APPENDIX 9**.

Retention of Financial Records - All financial records, supporting documentation, member information, statistical records, evaluation data, and personnel records must be kept and available to AmeriCorps, ServeWyoming and the Commission for 3 years from the date of submission of the closeout documents, including the final Federal Financial Report (FFR). If any litigation, claim or audit is started before the expiration of the three-year period, the records shall be retained until all litigation, claims or audit findings involving the records have been resolved and final action taken. In addition, member files must be kept for 7 years after they have exited. **Contact ServeWyoming prior to any document destruction.**

6.4 ACCOUNTING SYSTEM AND STRUCTURE

The program must establish and maintain an adequate accounting and internal administrative control system. The accounting system must fully record the amount and disposition of all program funds. Accounting records must show receipt of funds and expenditures by source (e.g., federal, state, or local). Match funds and related expenditures must be identified in the accounting records (i.e., general ledger). A fund accounting system must be maintained that ensures all Commission income and expenditures are separately identifiable from non-Commission funds. Financial institutions used for the deposit of grant funds must be insured by

the Federal Deposit Insurance Corporation (FDIC) or the Federal Savings and Loan Insurance Corporation (FSLIC).

6.5 MATCH REQUIREMENTS

Grantees must increase match incrementally to a 50% overall match by the tenth year they receive a grant (increases begin in year 4).

Grantees with Corporation approval to meet the alternative match requirement must increase their match incrementally to a 35% overall match by the tenth year they receive a grant (increases begin in year 7).

Grantees that cannot meet the regulatory match requirements and that are located in either a rural or a severely economically distressed area may apply for permission to match at the lower alternative match schedule *prior to submitting grant application*.

	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Minimum Share	24%	24%	24%	26%	30%	34%	38%	42%	46%	50%

Cash Match - Cash match must be tracked separately from in-kind match and documented. Generally federal funds may not be used to match Corporation dollars, however if a federal entity approves matching their fund to other federal dollars, you must submit this information with your quarterly FFR. Please see the Federal Source of Match Form **APPENDIX P**.

In-kind Match - In-kind match is the program's contribution of non-cash outlay of materials or resources to support a percentage of Commission grant award activities. It may include non-cash outlay contributed by other public agencies and institutions, private organizations and individuals. Examples include donated office supplies, equipment, and professional services. In general, the value of in-kind contributions is determined by fair market value.

Because the purpose of this Grant is to enable and stimulate volunteer community service, the Grantee may not include the value of direct community service performed by volunteers. However, the Grantee may include the value of volunteer services contributed to the organization for organizational functions such as accounting, audit, training of staff and AmeriCorps Programs. Programs must maintain documentation to support the claimed hourly salary rate of the services. The rate claimed should be comparable to the rates for paid employees performing similar duties.

The documentation maintained should include duty statements for the volunteer positions and the comparable paid employee positions and information regarding the hourly salary rates paid to those particular employees. The hourly volunteer rate used, multiplied by the volunteer hours worked, totals the dollar amount of the in-kind contributions. This calculation and the other referenced documentation should be maintained as part of the accounting records. See In-kind Receipt Form **APPENDIX Q**.

Over Match - In some cases, a program may commit to matching funds over-and-above the regulatory match. All matching funds in the awarded application must be documented. In

addition, if a subgrantee obtains support over-and-above their matching fund requirements, these resources may also be documented to make their application more competitive in future.

Match Documentation- Match information should be recorded in the accounting system (General Ledger). All documentation rules that support regular expenditures also apply to in-kind matching. Expenditures should contain documentation (brief descriptions, agendas, reports, etc.) that support why the transaction is allowable. Accounting records should trace back to source documentation.

Match information must be reported on the Periodic Expense Report in My Service Log on a monthly, but no less than quarterly basis.

6.6 ADMINISTRATIVE COSTS

Administrative costs relate to the support of the program's general operations and not to expenses identified with a particular program or project. Certain costs, such as costs of staff who perform both administrative and program functions, may be prorated between administrative costs related to the organization and costs directly related to the program if they are included in the budget and approved by the Commission.

Administrative costs include:

- i. indirect costs (e.g., costs identified with the program's overall operation as described in the applicable provisions of the OMB circulars);
- ii. costs for financial, accounting, auditing, contracting or legal functions not in support of a specific project;
- iii. internal evaluation costs, including overall organizational management improvement costs (except for independent evaluations and internal evaluations of the Program or project that are specifically related to creative methods of quality improvement);
- iv. insurance costs for the entity that operates the Program; and
- v. administrative costs that do not exceed 5% of total Corporation funds actually expended under the grant.

Administrative costs DO NOT include the following allowable costs directly related to Program or project operations, such as:

- i. allowable direct charges for Members, including living allowances, insurance payments made on behalf of Members, training and travel;
- ii. costs for staff who recruit, train, place or supervise Members, including staff salaries, benefits, training and travel, if the purpose is for a specific Program or project objective;
- iii. costs for independent evaluations and any internal evaluations of the Program or project that are related specifically to creative methods of quality improvement;
- iv. costs for staff that work in an operational capacity (defined as those duties necessary to carry out the daily activities of the Program); and
- v. space for AmeriCorps operations, communications and other costs that solely support program operations.

Fixed 5% - If approved on a case-by-case basis by AmeriCorps, the grantee may charge, for administrative costs, a fixed 5% of the total of AmeriCorps funds expended. In order to charge this fixed 5%, the grantee match for administrative costs may not exceed 10% of all direct cost

expenditures. These rates may be used without supporting documentation and are in lieu of an indirect cost rate. 2% is retained for ServeWyoming administrative costs.

Indirect Cost Rates - If grantees have an approved indirect cost rate, such rate will constitute documentation of the grantee's administrative costs including the 5% maximum payable by AmeriCorps and the grantee match of administrative costs.

If a grantee wants to claim more than 10% match in administrative costs it must have or obtain an approved indirect cost rate. Where appropriate, AmeriCorps will establish an indirect cost rate that may be used for this and other Federal awards.

Consistency of Treatment - To be allowable under an award, costs must be consistent with policies and procedures that apply uniformly to both federally financed and other activities of the organization. Furthermore, the costs must be accorded consistent treatment in both federally financed and other activities as well as between activities supported by different sources of federal funds.

The new Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards requires all Grantees to maintain a record of each recipient's chosen method of claiming indirect costs. AmeriCorps has established a feature in eGrants for recipients to record the method which they will be using to apply their indirect costs to all AmeriCorps awards. Recipients must record the indirect cost rate method and rates which they will be using on their awards. Step by step instructions on how to enter indirect cost rate information into your eGrants account may be downloaded on our website, here: [eGrants Indirect Cost Rate \(IDCR\) User Instructions](#).

6.7 INSURANCE

The grantee is responsible for ensuring adequate general liability coverage for the organization, employees and members, including coverage of members engaged in on- and off-site project activities. The grantee shall have and maintain equivalent insurance coverage for real property and equipment acquired with Federal funds, as well as for all property owned by the grantee. General liability insurance is an administrative cost that can be charged against the grant (subject to the grant's administrative cost limit) or included in the program's match. If in the approved budget, insurance purchased specifically to cover member liability can be charged as a direct program cost. You may find more information at the Nonprofit Risk Management Center <http://www.nonprofitrisk.org/>. ServeWyoming assumes no liability with respect to bodily injury, illness or any other damages or losses or with respect to any claims arising out of any activity under a sub grant whether concerning persons or property in the Grantee's organization or any third party.

6.8 WITHHOLDING/DISALLOWANCE OF GRANT FUNDS

The Commission may withhold grant funds and/or disallow expenditures when the program fails to comply with any term or condition of the grant award or Federal regulations. This may include, but is not limited to, the following:

- A. Failure to submit the required reimbursement claims in a timely manner;
- B. Failure to submit the required progress reports in a timely manner;
- C. Failure to resolve interim or final audit exceptions on past or current grants in a timely manner;
- D. Inadequate maintenance of accounting records;
- E. Failure to submit proof of coverage in a timely manner;

- F. Failure to cooperate with or admit commission staff or representatives (e.g., audit team) to review program and/or fiscal records.

Reduction or Termination of Grant Funds - The Commission may reduce or terminate grant funds for reasons that may include, but are not limited to the following:

- A. If the program fails to comply with any term or condition of the grant award.
- B. If during the term of the grant award, the federal funds appropriated for the purposes of the grant award are reduced or eliminated by the United States Government.

Denial of Future Funding - Programs that have been previously funded by the Commission will be reviewed for past compliance, including financial management, progress and annual reports, monitoring results, member recruitment and retention, audit reports, and any other relevant documentation or information. Failure to comply with any term or condition of a grant award may result in the denial of future grant awards.

6.9 BUDGET AND PROGRAMMATIC CHANGES

Programs must obtain written approval from ServeWyoming (and in some cases AmeriCorps) before making the following budget changes:

- Changes in the scope or specific goals and objectives of the program
- Changes in (or absences of) the program director and all designated personnel as defined by their registration on MY SERVICE LOG and eGrants systems
- Changes in the level of member supervision
- Sub granting or contracting out any program activities (if not in grant)
- Changes in the grant period
- Other costs requiring prior approval under the OMB cost principles circular
- Reallocation of funds from “Member Costs” line items
- Purchase of equipment over \$5000 using grant funds unless specified in the approved grant application and budget.

The Commission may withdraw unneeded funds in the “Member Costs” category (Section II). This category includes living allowances, FICA, and worker’s compensation, health care, and alternative health care. These costs are directly related to the number of Members the program agreed to enroll.

Budget Revisions - If Members terminate, funds may not be used to pay for other costs. **Funds from Section II may not be reallocated to Sections I or III unless approved by ServeWyoming.**

The total program budget includes both AmeriCorps and Grantee shares. Subgrantees may transfer funds among approved direct cost categories when the cumulative amount of such transfers does not exceed 10 percent of the total program budget. Budget revisions must be approved in writing in advance by the Commission.

The program may request changes to an individual line item in the program budget by submitting the Request for Slot or Budget Revision Form **APPENDIX R**.

Slot Revisions - Although the discretion for making slot changes or revisions has been granted by AmeriCorps to the subgrantees, for Commission purposes we would like to be informed of these changes before they happen. This way we can track changes against reimbursement

requests and ensure the budget is secure. Prior to making slot revisions, please submit the Request for Slot or Budget Revision Form **APPENDIX R**.

6.10 PERSONNEL SERVICES- SALARIES AND BENEFITS

Program Director - The Program Director has general administrative authority for implementing program activities and maintaining compliance with all program, administrative and fiscal requirements of the grant award. The program director is responsible for:

- A. Ensuring that any program monies expended or obligated are for allowable costs and are in compliance with the approved budget;
- B. Maintaining required documentation of program activities and accomplishments; and
- C. Signing/filing on MY SERVICE LOG all reports and grant modifications.

Responsibilities of the Financial Officer - The Financial Officer monitors the actual receipt and payment of grant monies and must be someone other than the program director. The financial officer is responsible for:

- A. Maintaining proper accounting records;
- B. Filing fiscal reports, grant modifications and progress reports where appropriate on MY SERVICE LOG; and
- C. Ensuring the appropriate expenditure of grant funds.

Written Job Description - Programs must have on file written job descriptions (as opposed to job specifications) for all positions funded by the Commission and list AmeriCorps duties specifically.

Documentation and Distribution of Time to Support Charges for Salary and Wages -

Except as provided in the applicable cost principles, salaries and wages charged to the grant or to matching funds must be supported by signed time and attendance records for each individual.

Each of the applicable OMB cost principles contain standards for payroll documentation and for the distribution of salaries and wages to the activity or activities (e.g., grant, project, cost objective, function) on which each individual worked.

While each of the cost principles requires documentation and distribution of time to the activity or activities on which an individual worked, they contain differences in the acceptable standards or methods for doing this, depending on the type of organization and employee. Nevertheless, in most instances the cost principle standards generally require at a minimum the following:

- An after-the-fact activity report for each employee
- The report should reflect a reasonable estimate of the actual time spent on each activity
- The report should NOT be based on budgets or other estimates made before the services were performed
- The report should be prepared at least monthly to coincide with one or more pay periods
- The report should be signed by the employee and approved by the supervisor
- The documentation for nonprofessionals should indicate the total number of hours worked each day
- Time cards, time sheets or other forms of after-the-fact payroll documents that meet the standards of the applicable cost principles are considered acceptable records and may serve as activity reports.

6.11 MEMBER LIVING ALLOWANCE

Living allowances (stipends) are not wages, are paid in regular increments, and are increased only on the basis of increased living expenses. Members can only receive payment while in service. It is not allowable to pay a member in a lump sum. Members who begin service later or end service early should be paid the same bi-weekly/monthly amount as other members. For example, a Full-Time member who would be paid for 12 months of service, but completes the hours of his/her term two months early, forfeits two months of the living allowance. If a member's status changes to "suspended or exited," benefits such as the living allowance, and childcare must also be suspended. Members are not generally allowed to receive additional monetary benefits, such as "paid time off," bonuses, etc. If you would like more information or have questions about member benefits, please refer to pages 26-30 or call ServeWyoming staff.

Members under policies of the Wyoming Department of Employment are subject to Unemployment Insurance and Workers' Compensation unless your organization is exempt. Please see the determination letter in **APPENDIX 3**.

6.12 TRAVEL AND PER DIEM

Programs are required to include sufficient per diem and travel allocations for program-related personnel (members and staff), as outlined in the grant award, in the subgrantee budget. The most economical method of transportation, in terms of direct expenses to the program and the staff or member's time away from the program, must be used. While a program may use their own travel and per diem policies, the subgrantee cannot exceed the government rates. Information on per diem and mileage rates can be found in the Travel and Per Diem Guidelines **APPENDIX S** and at www.gsa.gov. Documentation of travel indicating times of departure and return, destinations, and costs, must be maintained to support subsistence allowance (per diem) claims. Mileage logs and receipt vouchers for commercial transportation fares (i.e., taxi, shuttles, public transportation) and other expenses must accompany reimbursement claims.

6.13 CONSULTANT SERVICE

Consultant services are provided on a contractual basis by individuals or organizations that are not employees of the program. Consultants must not be used in lieu of employees. Consultants are defined by the IRS as individuals or organizations that meet the following criteria:

- A. Produce a specific product or service;
- B. Work independently without direct supervision from the program;
- C. Work on specific programs;
- D. Provide services for a limited number of hours or period of time; and/or
- E. Have no agency management or oversight responsibilities that are directed toward the financial success or direction of the agency.

There must be a signed, written agreement between the organization and consultant specifying the contract period, compensation rate, duties or obligations, and any other conditions of employment. Rates paid must be based on the value of the services being provided and expertise of the provider. ***AmeriCorps removed the cap on consultant services. AmeriCorps will apply "reasonable and necessary" test as it does with other expenses.***

6.14 PROGRAM AND OTHER INCOME

Income earned as a direct result of the program's activities during the award period will be retained by the subgrantee and used to finance the non-Corporation share of the Program.

Fees for Service - When using assistance under this subgrant, the subgrantee may not enter into a contract for or accept fees for service performed by members when:

- The service benefits a for-profit entity;
- The service falls within the other prohibited Program Activities.
- The service violates the non-displacement Provision.

6.15 PAYMENT OF REIMBURSEMENT CLAIMS

Programs may submit claims for reimbursement of costs no more frequently than monthly or less frequently than quarterly. ***Reimbursement requests must be received at the Commission by the 5th or 20th of the following month by 12pm.*** The Commission reimburses for approved and budgeted expenditures already incurred. The Commission will not reimburse programs for unauthorized or unallowable expenses. Generally, the Commission will not advance funds. Reimbursements will not be granted unless Periodic Expense Reports (PER) and Federal Financial Reports (FFR), which are automatically generated on a quarterly basis.

Periodic Expense Reports: The PER tracks cumulative Corporation funds reimbursed, and unliquidated contract balance in relation to expense reimbursement. Programs that claim for more than one month must complete a separate Periodic Expense Report on MY SERVICE LOG for each month in the billing cycle so that monthly expenditures can be tracked. All programs are required to file Periodic Expense Reports (PER) monthly through MY SERVICE LOG. Ensuring that staff approving the PER is different than staff completing the PER, creates another level of internal control, however this is up to the program's discretion.

Programs must request reimbursement at least quarterly via submission of the Request for Reimbursement Form (RFR) by fax or scanned and sent via email **APPENDIX T**. Request for Reimbursement forms and PERs are reviewed by the Commission staff. Review considers appropriate expenditures by line item, appropriate match levels, and member enrollment. Claims that do not comply with requirements will be returned for correction. To ensure the Commission Fixed Percentage is correct, please use **APPENDIX 8**, the Calculating 2% and Indirect Costs Worksheet

Payment of reimbursement requests is done by check. Typically, programs can expect to receive payment 10-20 calendar days after receipt of the Request for Reimbursement form and a printed PER. Programs must project this timetable to avoid potential cash problems. Programs anticipating cash match or cash flow problems need to contact the Commission as soon as possible.

Federal Financial Reports: Utilizing MY SERVICE LOG, programs create an FFR, which is automatically generated when PERs have been approved and submitted in the system. A good and thorough review of all PERs in the system makes for an accurate FFR. Thus, since the quarterly FFR consists of the already reviewed and approved PERs and is an automatic summary of these on MY SERVICE LOG, FFR review is inherent in the process. FFRs will however be reviewed by ServeWyoming staff for any discrepancies, inconsistencies, etc. Commission staff will follow-up on any issues that need to be addressed. This may delay reimbursement payment.

FFRs must be filed for all periods in which ANY Periodic Expense Report has been filed. The first reporting period extends from the official program start date through December 31. We

recognize that this may be more than three months but is the official reporting period. If the program will not be requesting funds past the fourth period of the grant period, they may mark the last FFR as "Final." This demarcation will restrict any further requests for funds.

Programs requesting funds during the "fifth period" of the grant cycle must complete PERs for all months and file a final FFR. **NOTE: FFRs and PERs are automatically date and time stamped in MY SERVICE LOG.**

Federal Matching Funds Report - The Kennedy Serve America Act added a requirement for AmeriCorps program grantees to report the amounts and sources of federal funds, other than those provided by AmeriCorps, used to carry out their programs. At each quarter you are required to submit the Federal Sources of Match Form **APPENDIX P**.

Claimed Expenses - The claimed expenses must be grant-related (i.e., they must further the program objectives as defined in the grant award agreement) and be incurred during the grant period. The Commission reserves the right to make the final determination if an expense is allowable and necessary.

Final Report of Expenditures and Request for Funds - The program must submit the final RFR and PER within 30 calendar days of the end of the liquidation period. The liquidation period is the 60 days immediately following the end of the grant award period unless specified otherwise in the grant award conditions. If the grantee does not submit a final claim within 120 days from the end of the grant award period, the Commission may consider the last claim submitted as the final, and close out the grant award. Once the Commission has processed the final claim, the grant will be closed and no further payment activities against the grant will be permitted. **The last RFR must be marked as final.**

Double Billings - Programs are prohibited from billing other federal, state, or local agencies for goods and/or services that have been billed and/or reimbursed to the program by the Commission.

6.16 OMB CIRCULARS

Circulars on cost principles describe the type of expenses the program can charge to the grant. The Office of Management and Budget has published the new "Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards". This single Circular, often called the "Super Circular," supersedes and streamlines requirements in OMB Circulars A-21, A-87, A-110, A-122, A-89, A-102, and A-133. Questions about the OMB Circular should be sent to your program officer, but are responsible for familiarizing with the Circular and monitoring for changes.

6.17 AUDITS

Programs may be audited by an independent agency to determine whether:

- Financial operations are properly conducted
- Financial reports are fairly presented
- The program has complied with all applicable laws, regulations, and administrative requirements that affect the expenditure of program funds

Requirements for All Organizations that receive Federal Funding - OMB Circular A-133 was revised and applies to all grantees of federal funds. This OMB circular, now called "The Circular" (Sub-Section F), contains the main federally mandated regulations that govern the

audit requirements for Non-Federal entities that expend \$750,000. It also states that Non-Federal entities that expend less than \$750,000 a year in Federal awards are exempt from Federal audit requirements for that year, but records must be available for review or audit by appropriate officials of the Federal agency, pass-through entity, and General Accounting Office (GAO).

Organizations that expend \$750,000 or more in federal funding must have an audit that complies with The Circular-Subsection F at least once each year. Non state agencies are required to conduct an independent audit. In addition, AmeriCorps's Inspector General may audit the program grant at any time.

The cost of an audit is an "administrative cost" (subject to the administrative cost cap) under the grant. Upon completion of a financial management audit, a final "Report of Examination" summarizing the auditor's findings and recommendations will be prepared by the auditor. Upon completion of a financial management audit, a final "Report of Examination" summarizing the auditor's findings and recommendations will be prepared by the auditor.

Submittal and Review of Audit Reports - As a sub-recipient of Federal funds, programs must submit their most recent audit. Programs must follow up and correct identified weaknesses or findings. Programs that sub-contract (often called host sites) with other agencies to administer programs, and provide \$750,000 or more in Federal funds, must require a Subsection F audit and submittal of an audit report from the sub-contractor.

The State Commission has full fiscal and programmatic responsibility for oversight of the grant. These responsibilities include monitoring the fiscal and programmatic actions of the subgrantee. The Commission is required to monitor the subgrantee's compliance with audit requirements. The Commission collects and maintains copies of Subsection F (formally known as A-133) audits and is responsible for tracking all programs' scheduled audits to ensure that programs do not fall behind in receiving their audits. The Commission requires financial records of exempt agencies.

The Commission reviews the audits for material weaknesses or issues that affect the AmeriCorps grant. The Subsection F (formally known as A-133) may alert the Commission to deficiencies in *internal controls*, *compliance with grant provisions*, and *questioned costs*.

Internal controls- An internal structure to provide reasonable assurance that it is managing Federal awards in compliance with applicable laws, regulations, and contract terms, and that safeguards Federal funds.

Compliance with Grant provisions - The auditor should ascertain compliance requirements by reviewing the statutes regulations and agreements governing individual programs

Questioned Costs - Any cost charged to a grant that is questioned by the auditor because it is undocumented, unsubstantiated, unreasonable, unallowable, etc.

If, after review, these costs are disallowed, the Commission may request repayment for these costs from the program.

The Commission will request and review Management letters. Management letters are correspondence from the auditors to the subgrantee's management that conveys weaknesses in internal controls. Weaknesses in internal controls are rated and may be reported differently based on their severity, as follows:

Reportable Condition - Matters coming to the auditor's attention that should be communicated to the auditee's audit committee or board of directors because they represent significant deficiencies in the design or operation of the internal control structure which could adversely affect the organization's ability to record, process, summarize, and report financial data. The auditor may also choose to report matters not defined as reportable conditions because they may benefit management. Reportable conditions may not be reported in the audit report but may be sufficient to identify issues of noncompliance or question costs in the grant.

Material Weaknesses - A reportable condition in which the design or operation of the internal control structure does not reduce to a relatively low level the risk that errors or irregularities material to the financial statement may occur and not be detected within a timely period.

Subgrantee Follow-up - The subgrantee must take immediate action to correct all identified deficiencies.

Commission Follow-up - The Commission will follow up on findings reported in the Subsection F (formally known as A-133) report and in the management letters. When necessary, the Commission will bring in outside expertise. The Commission determines if corrective action has been taken and if that action is effective. The Commission determines if the program has corrected the problems with the grant and whether or not financial status reports need adjustment or correction. **Note: Information from audit reports helps the Commission monitor the program, but the reports are not used exclusively, nor do they replace site visits or other monitoring or oversight activities.**

6.18 EQUIPMENT

Equipment is non-expendable personal property having a useful life of more than one year, an acquisition cost of \$5,000 or more per unit (including tax and installation) and must be for the exclusive purpose which has been designated in the grant.

Allowable Equipment - Equipment that is directly related to and used for program activities, will only be considered for purchase approval if no other equipment owned by the applicant is available and suitable for the program.

Property/Equipment Purchase Requirements - Programs shall obtain prior written approval for the purchase or lease of equipment with either an acquisition cost of \$5,000 or a useful life of one or more years, unless listed in the program budget.

6.19 PROCUREMENT PROCEDURES

All programs shall establish written procurement procedures. These procedures shall, at a minimum include the following:

- Avoid purchasing unnecessary items.
- Where appropriate, an analysis is made of lease and purchase alternatives to determine which would be the most economical and practical procurement.

Code of Conduct - The program shall maintain written standards of conduct governing the performance of its employees engaged in the award and administration of contracts. No employee, Officer, or agent shall participate in the selection, award, or administration of the contract supported by Federal funds if a real or apparent conflict of interest would be involved. Such a conflict would arise when the employee, officer or agent, any member of his or her

immediate family, his or her partner, or an organization which employs or is about to employ any of the parties indicated herein, has a financial or other interest in the firm selected for an award.

6.20 LOBBYING

Commission grant funds shall not be used for the purposes of lobbying, as required by Section 1352, Title 31 of the U.S. Code, and implemented as 28 CFR, Part 69. This prohibition will be applied to both federal and state-funded grants. Any expenditure or use of funds, grant property, or grant funded positions for any lobbying activities are disallowed cost.

6.21 DEBARMENT

It is the policy of the Federal Government to conduct business only with responsible persons, and a system for debarment and suspension from programs and activities involving Federal financial and non-financial assistance and benefits assists agencies in carrying out this policy. Debarment or suspension of a participant by one agency has government-wide effect.

Applicants must certify that they will adhere to Federal Executive Order 12549, Debarment and Suspension. By signing the Certification of Assurance of Compliance form the applicant certifies to that effect.

6.22 PROGRESS REPORTS

Funded programs are required to participate in data collection and submit progress reports. Programs must keep accurate records to document the program's progress in achieving their objectives. The Commission establishes the format and schedule for progress reports.

These records must be retained by the program for at least three years from the date of the termination of the grant or the date the final fiscal and program reports are submitted to the Commission, whichever is later. During programmatic monitoring visits, the Commission may review these records for accuracy and compare that data to the progress reports submitted by the program.

The progress reports provide the Commission and AmeriCorps with a formal process to document ongoing grant activities and program progress toward the achievement of stated program goals. Acceptance of a grant obligates the program to allow employees and/or agents of the Commission unrestricted access to all program books, document, papers, and records, including confidential client records, for inspection, copying and audit. Progress Reports are submitted via MY SERVICE LOG and a reminder will be sent to you via email prior to the deadline.

6.23 FINANCIAL REPORTING

OnCorps is used to make reporting and data tracking easier. It uses a secure database on the Internet as a way of transacting information among programs and the Commission. It is accessed at here (*i.e.*, <https://wy.oncorpsreports.com/>)

Periodic Expense Report (PER)- Programs must complete a Periodic Expense Report (PER) each month of the program year no matter how often a request for reimbursement is filed. Reimbursement requests and match must be substantiated in the PER. Programs requesting reimbursement quarterly complete PERs for each month of the quarter.

Federal Financial Report (FFR)- The MY SERVICE LOG Federal Financial Report takes the data for directly from the MY SERVICE LOG Periodic Expense Reports. Thus, the quarterly FFR consists of the already reviewed and approved PERs and is an automatic summary of these on MY SERVICE LOG. Thus, FFR review is inherent in the process.

All programs must complete QUARTERLY FFRs and they are due 1/10; 4/10; 7/10; 10/10.
The Federal Financial Report must be accompanied by the following supporting documents:

- MY SERVICE LOG Periodic Expense Reports (one for each month)
- Reimbursement Request Form (if funds are being requested)

Reporting Schedule- Monthly and quarterly requests for reimbursement are due by the 4th or 19th of the month following the reimbursement request period by 12pm. Programs must request reimbursement at least quarterly.

ServeWyoming reserves the right to adjust the reporting schedules at any time.

Federal Source of Match Form- A form will be emailed to you by March and September of each year, but you can also see **APPENDIX P**. You must report all sources of Federal match twice a year, between April-Sept and October-March.

Unexpended Funds Form- All unexpended funds projections will be required to report by March 15.

6.24 NO COST EXTENSION REQUESTS

If a subgrantee determines that members will not be able to complete hours before the end of the project period, the subgrantee must request an extension in writing with supporting reasons and the revised expiration date to the program officer. Since ServeWyoming must request a no-cost extension from AmeriCorps, the extension must be received no later than 60 days prior to the end of the original project/budget period. If granted, an amended contract will be issued. New members may NOT be enrolled during a no-cost extension.

6.25. GRANT CLOSEOUTS

AmeriCorps grants usually are awarded to Commissions for a 3-year Project Period, consisting of three yearly budget periods and are responsible for meeting the submission deadlines for closeout. Closeout documents are due to ServeWyoming no later than 30 days after the expiration of the Project Period. **Education Award grantees are NOT required to submit any documents except a Subgrantee Certification (if applicable).** AmeriCorps will not issue any new funds to grantees that have outstanding closeout issues or un-submitted documents. Subgrantees must submit the following documents (provided at time of closeout), with authorized signatures to ServeWyoming:

1. Final Federal Financial Report: (SF269a) via My Service Log
2. Equipment Inventory
3. Inventory of Unused or Residual Supplies.
4. Subgrantee Certification
5. Refund Procedure

In addition, if you have drawn funds under the grant but not expended them, you **must** return the funds by check made payable to ServeWyoming.

6.26 REPORTING OF FRAUD, WASTE, AND ABUSE

Grantees must immediately contact their program officer when they first suspect that:

1. a criminal violation has occurred (see 18 U.S.C. Part I for more information on criminal conduct - <http://www.gpo.gov/fdsys/pkg/USCODE-2012-title18/html/USCODE-2012-title18-partI.htm>), such as:

- a. criminal fraud,
- b. theft or embezzlement,
- c. forgery, and
- d. corruption, bribery, kickbacks, or acceptance of illegal gratuities or extortion.

2. Actual or suspected fraud, waste, or abuse has occurred.

a. Fraud involves obtaining something of value through willful misrepresentation.

b. Waste involves the taxpayers not receiving reasonable value for money in connection with any government funded activities due to an inappropriate act or omission by players with control over or access to government resources.

c. Abuse involves behavior that is deficient or improper when compared with behavior that a prudent person would consider reasonable and necessary business practice given the facts and circumstances. Abuse also includes misuse of authority or position for personal financial interests or those of an immediate or close family member or business associate.

6.27 WHISTLEBLOWER PROTECTION

1. This grant and employees working on this grant (not members) will be subject to the whistleblower rights and remedies in the pilot program on Contractor employee whistleblower protections established at 41 U.S.C. 4712 by section 828 of the National Defense Authorization Act for Fiscal Year 2013 (Pub. L. 112-239).

2. Under this pilot program, an employee of a grantee may not be discharged, demoted, or otherwise discriminated against as a reprisal for disclosing information that the employee reasonably believes is evidence of gross mismanagement of a Federal contract or grant, a gross waste of Federal funds, an abuse of authority (an arbitrary and capricious exercise of authority that is inconsistent with the mission of AmeriCorps or the successful performance of a contract or grant of AmeriCorps) relating to a Federal contract or grant, a substantial and specific danger to public health or safety, or a violation of law, rule, or regulation related to a Federal contract (including the competition for or negotiation of a contract) or grant.

3. The grantee shall inform its employees in writing, in the predominant language of the workforce or organization, of employee whistleblower rights and protections under 41 U.S.C. 4712, as described above and at <http://www.AmeriCorpsorg.gov/contractor-whistleblower-protection-0#node-1001>.

6.28 CENTRAL CONTRACTOR REGISTRATION (CCR) and UNIVERSAL IDENTIFIER REQUIREMENTS

Please see the most recent Provisions/Terms and Conditions for updates on these requirements.

6.29 TRANSPARENCY ACT REQUIREMENTS (for Grants and Cooperative Agreements of \$25,000 or More)

Please see the most recent Provisions/Terms and Conditions for updates on these requirements.

6.30. PENALTIES FOR NON-COMPLIANCE

Grantee understands ServeWyoming staff will evaluate AmeriCorps programs primarily through site visits, quarterly progress reports, phone calls, audits and audit reviews. If ServeWyoming discovers an issue that needs to be corrected by sub-grantee concerning compliance (i.e., late reporting, background checks, duplication of services, etc.), ServeWyoming will exercise any or all of the following options to remediate non-compliance:

1. Initial Noncompliance Letter – Letter following identification of non-compliance will be sent to sub grantee’s authorizing official. Letter will outline issue(s) to be corrected with a timeline for correction and requirement of a written response.
2. Probation – In the event that Initial Noncompliance Letter’s timeline for correction or the written response does not remedy the noncompliance issue, ServeWyoming shall issue a second identification of noncompliance letter and the Grantee shall be placed on probation. The status of probation will be reported on in all future progress reports for the remainder of the grant year and will be considered by ServeWyoming’s board of Commission in the event that future funding is sought by sub-grantee for AmeriCorps Grant continuation, renewal or resubmission. Sub-grantee shall be removed from probation when the issues outlined in the second Noncompliance Letter are rectified and written notice to this effect has been forwarded to ServeWyoming.
3. 1% Fine – ServeWyoming reserves the right to impose a 1% of total grant award amount against sub-grantee for failure to rectify noncompliance (i.e., chronic late reporting, errors in the background check process including misspelled or incorrect names on NSOPWs, not providing us with a press release 3 days prior to sending it out, and/or not using our logo) according to the agreed upon timelines or for repeated noncompliance. This fee may be assessed in addition to any penalties determined by AmeriCorps due to disallowed costs or background check noncompliance. Fees cannot be paid with AmeriCorps funds. ServeWyoming will notify sub-grantee’s Authorizing Official in writing of the effective date, reason for fine and action that must be taken to meet compliance.
4. Stop Payment on Requests for Reimbursement – ServeWyoming may hold all requests for reimbursement until the noncompliance issue(s) has been corrected. ServeWyoming will notify sub-grantee’s Executive Director and AmeriCorps Program Director in writing of the effective date, reason for stop payment and action that must be taken to meet compliance. Authorization to pay on Requests for Reimbursement shall be reinstated upon resolution of noncompliance issue(s).
5. Ineligibility to Apply for Future Funding – ServeWyoming reserves the right to designate a grantee ineligible to apply for future funding if compliance issues are not corrected in a timely or reasonable manner or if noncompliance recurs.

7.1 WORKING WITH THE MEDIA

Whenever possible please mention ServeWyoming and AmeriCorps when talking with the media. For more information on how to work with the media visit: https://www.nationalservice.gov/pdf/Media_Guide.pdf. Please check your contract and the most recent Provisions/Terms and Conditions on requirements for ServeWyoming and AmeriCorps “branding.”

7.2 CONTACTING COMMISSIONERS AND OTHER AMERICORPS PROGRAMS

Occasionally you may have an event that you would like to invite a commissioner to or a training a VISTA, AmeriCorps Seniors, or AmeriCorps member can attend. To contact either one, please see the contact sheets provided in **APPENDIX 1 and 2** or contact ServeWyoming.

7.3 BREACHES OF PERSONALLY IDENTIFIABLE INFORMATION (PII)

All subrecipients need to be prepared for potential breaches of Personally Identifiable Information, PII. OMB defines PII as any information about an individual, including, but not limited to, education, financial transactions, medical history, and criminal or employment history and information which can be used to distinguish or trace an individual's identity, such as their name, social security number, date and place of birth, mother's maiden name, biometric records, etc., including any other personal information which is linked or linkable to an individual. All recipients and subrecipients must ensure that they have procedures in place to prepare for and respond to breaches of PII, and notify both ServeWyoming and the affected individual in the event of a breach without unreasonable delay, but no more than 30 days. The individual must be informed of the following:

- a) The name and contact information of the reporting agency
- b) A list of the types of PII that were or were reasonably believed to have been the subject of a breach
- c) The toll-free telephone numbers and addresses of the major credit reporting agencies if the breach exposed PII

If your AmeriCorps grant-funded program or project creates, collects, uses, processes, stores, maintains, disseminates, discloses, or disposes of PII within the scope of that Federal grant award, or uses or operates a federal information system, you must establish procedures to prepare for and respond to a potential breach of PII, including notice of a breach of PII to AmeriCorps. ServeWyoming has been given instructions on how to report this <http://www.AmeriCorpsoig.gov/contractor-whistleblower-protection-0#node-1001> to AmeriCorps and you can review the form here: AmeriCorps [Breach Notification Form](#).

7.4 OTHER FORMS AND RESOURCES

If you would like to review the most current Application you used to apply for federal funding a copy is available for you in **APPENDIX 4**. Logos can be found in **APPENDIX 6**. Sample forms and surveys can be found in **APPENDIX 7**. A sample Member Satisfaction Survey is provided in **APPENDIX X**.