



Member Service Agreement

Program Year 2023-2024

I. PURPOSE

The purpose of this Member Service Agreement (MSA) is to describe the terms, conditions, and rules of membership regarding the participation of _____ (hereafter called the “Member”) in the MCHS AmeriCorps Public Health Community Corps AmeriCorps Program (hereafter called the “Program”).

This agreement provides information about Member benefits, rights and responsibilities, and other expectations and conditions which govern the terms of service. The MSA should not be signed by any party without reviewing the detailed terms outlined in the document. Each signature constitutes an agreement and promise to comply with all project requirements.

II. MEMBER ELIGIBILITY

To be eligible to enroll in AmeriCorps, the Member certifies that they:

- Are a citizen of the United States, a United States national, or a legal permanent resident of the United States;
- Are at least 17 years of age; and
- Have obtained a high school diploma or GED, or agrees to obtain a high school diploma or GED before receiving an Education Award.

The Member must consent to and satisfactorily pass the required criminal background checks before entering the Program. If circumstances are warranted that another check should be completed within the program year, the Member must also pass that check to remain in the Program. Failure to pass that check is grounds to be terminated for cause.

Service as an AmeriCorps member is contingent on the results of the National Service Criminal History Check and sex offender registry check. Any person convicted of murder as defined and described in section 1111 of title 18, United States Code, as well as anyone who appears or should appear on the National Sex Offender Registry is ineligible to serve as an AmeriCorps member. The member understands that they have the right to challenge the factual accuracy of any findings.

Additionally, some programs may have additional criminal history requirements (e.g. Wisconsin Caregiver background check, Wisconsin Circuit Court Access).

III. TERMS OF SERVICE

The Member’s term of service will begin no sooner than September 11, 2023 and generally concludes on August 31, 2024. Please see the section *Additional Agreement Terms, Conditions and Rules* later in this document for Member’s specific start and end dates. This section can be found just before the Appendices.

The Program and the Member may agree to extend the term of service, in writing, for the following reasons:

- The Member’s service has been suspended; or
- The Member’s service has been terminated, but a grievance procedure has resulted in reinstatement.

Member Initials: _____

Members will be enrolled for either full-time service (1700 hours), three-quarter-time service (1200 hours) or half-time service (900 hours). The number of hours identified for each term status are minimum hours that must be completed for a successful term of service. Please see the section *Additional Agreement Terms, Conditions and Rules* for Member's specific term status.

A maximum of 20% of Member's hours may include training, education, or other similar approved activities.

The Member is responsible to submit weekly timesheets. Through the act of submitting hours, the Member is ensuring that all hours recorded are truthful, include accurate descriptions, and fall within the scope of the Program. Timesheets must be verified electronically by Member's host site supervisor and will be monitored by Program staff.

The Member understands that to successfully complete the term of service as defined by the Program and consistent with the regulations of AmeriCorps, and to be eligible for the education award benefits, the Member must:

- Complete the required term of service and meet or exceed the service hours required for their position;
- Ensure satisfactory completion of service assignments, tasks, or projects as defined by the Host Site and as documented in evaluations prepared by the Host Site Supervisor;
- Attend Member trainings and meetings; and
- Meet any other criteria that were clearly communicated both orally and in writing throughout the term of service.

To be eligible to serve a subsequent term of service, the Member must receive satisfactory performance reviews for any previous terms of service. The Member understands that eligibility for an additional term of service does not guarantee selection or placement.

IV. POSITION DESCRIPTION

The Member's immediate supervisor is _____, who can be reached by email at _____ or by phone at _____. The Member will also report to _____, AmeriCorps Program Staff.

See **Appendix A - AmeriCorps Position Description** for a full description of Member duties and responsibilities.

V. BENEFITS

The Member will receive the following benefits:

A. Living Allowance

The living allowance is designed to help members meet the necessary living expenses incurred while serving in the AmeriCorps Program. Members cannot be paid a living allowance on an hourly basis. It is not a wage and cannot fluctuate based on the number of hours the Member serves in a given time period. The Member will receive the same prorated amount of living allowance for each period, regardless of the number of hours served during that period. The living allowance is taxable income subject to deductions for federal income tax, Social Security, and Medicare. Withholding deductions will vary according to the number of dependents claimed on the W-4.

The Member will receive a living allowance, less tax and all other required withholding, which will be distributed bi-weekly. Please see the section *Additional Agreement Terms, Conditions and Rules* for Member's gross bi-weekly living allowance and maximum amount to be earned during the term.

Member Initials: _____



If called for jury duty, the Member will continue to accrue normal service hours and receive the living allowance and health benefits.

Members with military reservist responsibilities should attempt to fulfill their two-week annual active duty requirement when it will not disrupt their AmeriCorps service. If this is not possible, Members will receive AmeriCorps service hour credit during their two-weeks of active duty in the reserves. No AmeriCorps service credit is earned for the once-a-month duty weekend service in the military reserves.

B. Health Care Insurance

The Program will provide health care insurance for eligible full-time and three-quarter time Members (who are not currently covered by another health care provider) during their term of service. Dependents and family members of AmeriCorps Members are not eligible for coverage through the insurance policy. The Member is responsible for co-payments and/or deductibles. The Member must notify the Program if their eligibility status for health care insurance changes during their term of service.

All Members, including Members that are ineligible to receive health insurance or those already covered by another health insurance plan, must complete the Health Care Enrollment form. See **Appendix B – AmeriCorps Health Care Enrollment**.

C. Workers' Compensation

Members are covered by workers' compensation for service-related accidents through the Program. Coverage provides compensation for illness or injury if it is caused or aggravated by the performance of the Member's authorized duties.

Workers' compensation does not provide coverage for conditions aggravated by the Member's own misconduct, voluntary intoxication, or willful intent to bring about the injury or death to themselves or others. This coverage will pay medical benefits to Members in case of injury while performing the usual and customary duties of their Program assignment. It does not pay for time lost due to injury. Accidents or injuries must be reported to Program staff within 24 hours of occurrence.

D. Unemployment Insurance

Wisconsin state statute 108.02(15)(j)7 states: "Employment" as applied to work for a given employer, except as such employer duly elects otherwise with the department's approval, does not include service by an individual who is a participant in the AmeriCorps program, in a program that is funded under 42 USC 12581 (a) or (d) (1) or (2), except service performed pursuant to a professional corps program as described in 42 USC 12572 (a) (8) or service performed pursuant to an innovative education award only program under 42 USC 12653 (b).

E. Child Care Allowance

A child care allowance will be provided to eligible Members with children under 13 years of age serving in a full-time capacity. The child care provider must be approved under the GAP Solutions, Inc. (GAPSI) guidelines. Child care allowances will be paid directly to the provider by GAPSI. Eligibility for AmeriCorps child care assistance ends when the Member's term of service ends. If the Member is receiving AmeriCorps child care assistance through GAPSI, the Member must notify GAPSI immediately after the Member's term ends, or if their full-time capacity status changes. Additional information and forms may be found online at: <https://americorpschildcare.com/>.

All Members, including Members ineligible to receive a child care allowance must complete the Child Care Allowance Waiver form. See **Appendix C – AmeriCorps Child Care Waiver**.

F. Education Award

Upon successful completion of the Member's full term of service, they will receive an education award from the National Service Trust in the amount of:

\$6,895.00 (Full-time) \$4,826.50 (Three-quarter time) \$3,447.50 (Half-time)

The education award can be used to repay qualified student loans, to pay the cost of attending qualified institutions of higher education including certain vocational programs, or to pay current expenses while participating in an approved school-to-work program.

The Member must use the education award within seven years of their completion of AmeriCorps service, and it is taxable in the year(s) in which it is expended. The Member must receive a high school diploma or its equivalent (including an alternative diploma or certificate for individuals with disabilities) before using the education award.

Members who are 55+ at the time of enrollment may transfer the education award to a child, stepchild, grandchild, step-grandchild or foster child.

A Member may only earn an equivalent of two full-time education awards in their lifetime, regardless of the length of the term of service.

The Member understands that failure to disclose any history of having been released for cause from another AmeriCorps Program will render the Member ineligible to receive the education award.

G. Loan Forbearance

Individuals who are serving a term of service in an approved AmeriCorps position may be eligible to temporarily postpone the repayment of their qualified student loans through an action called loan forbearance.

Members must request forbearance from the loan holder by completing the National Service Forbearance Request Form. The National Service Trust does not grant forbearances; the loan holders do. Members whose loans are in current default status are not eligible for this benefit.

H. Interest Payments

While a loan is in forbearance during the term of service, interest continues to accrue. The National Service Trust may repay all, or a portion of the interest accrued on qualified student loans once a term of service is successfully completed. However, if the member leaves for non-compelling reasons, the Trust will not pay the interest. Any interest paid will be taxed as income.

I. Employee Assistance Program

Serve Wisconsin offers members an EAP program called LifeMatters. All members enrolled in the Program are eligible for LifeMatter benefits such as free mental health counseling.

Members released for cause will no longer receive the living stipend, health care benefits, child care benefits, and will not receive any portion of the education award or interest payments.

Member Initials: _____



VI. PROHIBITED ACTIVITIES

While charging time to the AmeriCorps Program, accumulating service or training hours, or otherwise performing activities supported by the AmeriCorps Program or AmeriCorps, staff and Members may not engage in the following activities:

1. Attempting to influence legislation;
2. Organizing or engaging in protests, petitions, boycotts, or strikes;
3. Assisting, promoting, or deterring union organizing;
4. Impairing existing contracts for services or collective bargaining agreements;
5. Engaging in partisan political activities, or other activities designed to influence the outcome of an election to any public office;
6. Participating in, or endorsing, events or activities that are likely to include advocacy for or against political parties, political platforms, political candidates, proposed legislation, or elected officials;
7. Engaging in religious instruction, conducting worship services, providing instruction as part of a program that includes mandatory religious instruction or worship, constructing or operating facilities devoted to religious instruction or worship, maintaining facilities primarily or inherently devoted to religious instruction or worship, or engaging in any form of religious proselytization;
8. Providing a direct benefit to:
 - a. A business organized for profit;
 - b. A labor union;
 - c. A partisan political organization;
 - d. A nonprofit organization that fails to comply with the restrictions contained in section 501(c)(3) of the Internal Revenue Code of 1986 related to engaging in political activities or substantial amount of lobbying except that nothing in this section shall be construed to prevent participants from engaging in advocacy activities undertaken at their own initiative; and
 - e. An organization engaged in the religious activities described in paragraph 7 above, unless AmeriCorps assistance is not used to support those religious activities;
9. Conducting a voter registration drive or using AmeriCorps funds to conduct a voter registration drive;
10. Providing abortion services or referrals for receipt of such services; and
11. Such other activities as AmeriCorps may prohibit.

In addition to the above activities, the below activities are additionally prohibited:

Census Activities. AmeriCorps members and volunteers associated with AmeriCorps grants may not engage in census activities during service hours. Being a census taker during service hours is categorically prohibited. Census-related activities (e.g., promotion of the Census, education about the importance of the Census) do not align with AmeriCorps State and National objectives. What members and volunteers do on their own time is up to them, consistent with program policies about outside employment and activities.

Election and Polling Activities. AmeriCorps member may not provide services for election or polling locations or in support of such activities.

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 initiative, on non-AmeriCorps time, and using non-AmeriCorps funds. Individuals should not wear the AmeriCorps logo while engaging in any of the above activities on their personal time.

All locations where members serve are encouraged to post a list of the prohibited activities.

Member Initials: _____



VII. FUNDRAISING

Fundraising is allowable if it provides direct support to a specific service activity, falls within the Program's approved objectives, is not the primary activity of the Program, and does not exceed 10% of the total hours served for any Member. Before engaging in any activities that involve fundraising, seek approval from the Program Director.

Examples of fundraising activities AmeriCorps members may perform include, but are not limited to:

- 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.

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.

VIII. CODE OF CONDUCT

At all times while acting in an official capacity as an AmeriCorps Member, the Member is expected to comply with the following:

1. Deliver Program service activities to the best of Member's ability;
2. Demonstrate mutual respect towards others;
3. Follow directions of Program staff;
4. Represent the Program in a professional manner, including appropriate dress and language;
5. Attend meetings and trainings;
6. Report when scheduled at the service site and other scheduled Program activities;
7. Direct concerns, problems, and suggestions to site supervisor or Program staff;
8. Abide by the Program's rules and regulations to ensure safety of staff, volunteers, and members; and
9. Keep confidential and proprietary information strictly confidential, consistent with state and federal laws.

The Member understands that the following acts also constitute a violation of the Program's code of conduct:

1. Unauthorized tardiness;
2. Unauthorized absences;
3. Failure to wear appropriate clothing at worksite and when participating in service assignments;
4. Engaging in verbal abuse, threats, harassment, bullying, or any activity that may physically or emotionally damage the other Members of Program, volunteers, staff at host sites, program participants, or people in the community;
5. Have an intimate/sexual relationship with a volunteer or youth of minority age, or other consumer of services at a Program Host Site;
6. Performing personal business, such as making excessive phone calls or running errands, during AmeriCorps service hours;

Member Initials: _____



7. Consuming or being under the influence of alcoholic beverages or any illegal drugs during the performance of service activities or training;
8. Failure to notify the Program of any criminal arrest or conviction that occurs during the term of service;
9. Inappropriate or unprofessional behavior;
10. Engaging in any activity that is illegal under local, state, or federal law;
11. Engaging in any activities that pose a significant safety risk to others;
12. Falsely reporting hours or activities;
13. Failure to perform duties outlined in the Member Position Description or Member Service Agreement;
14. Repeated use of inappropriate language (i.e. profanity) at a service site;
15. Destroying or defacing any Program property or service site property;
16. Refusing to follow the Site Supervisor or Program Director's instructions;
17. Possession of a weapon while on service assignment;
18. Failure to follow the rules and regulations set in this contract;
19. Falsifying critical information (especially information related to eligibility) during the application process or during the term of service; and
20. Other acts not listed that are determined by the Program to be harmful to the Host Site or the Program.

IX. NON-DUPLICATION AND NON-DISPLACEMENT

The Member and other AmeriCorps grant resources may not be used to duplicate an activity that is already available in the locality of a program.

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 AmeriCorps assistance. An organization may not displace a volunteer by using the Member.

The Member may not perform any services or duties or engage in activities that would otherwise be performed by an employee as part of the assigned duties of such employee.

The Member may not perform any services or duties, or engage in activities that:

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

The Member may not perform services or duties that have been performed by or were assigned to any:

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

X. DRUG FREE WORKPLACE

Members will be expected to adhere to all provisions of service in a drug-free workplace in accordance with the Drug-Free Workplace Act, 41 U.S.C. 701 et seq., implementing regulations, 45 C.F.R. 2542, which include:

- The unlawful manufacture, distribution, dispensation, possession or use of a controlled substance is prohibited by the Program;
- The Program may require Members to submit to drug testing as a condition of selection or when there is reasonable suspicion of drug use;

Member Initials: _____



- If a Member is arrested for or convicted of any criminal drug offense, the Member must notify the Program Site Supervisor and the Program Director, in writing, immediately.
- The Program will take appropriate action against the AmeriCorps Member up to and including termination or Member release for cause consistent with the AmeriCorps rules of termination and suspension of service; and
- The Member's participation in the AmeriCorps Program is conditioned upon compliance with these requirements.

XI. DISCIPLINARY GUIDELINES FOR IMPROPER CONDUCT

Any behavior which affects the Member's ability to perform in their service assignment, or that is not in the best interest of the Program will be subject to review by the Program Director. Disciplinary action may be taken. See **Appendix D – AmeriCorps Disciplinary Guidelines** for additional disciplinary guidelines related to improper conduct.

XII. RELEASE FROM TERMS OF SERVICE

Members may be released from their term of service for the following reasons:

A. Released for Cause

A release for cause encompasses any situation other than personal and compelling circumstances that warrant a Member's release prior to completing the term of service. Members can be released from the Program for the following reasons:

- Noncompliance with the AmeriCorps code of conduct;
- Leaving the Program to enroll in school;
- Leaving the Program to obtain employment, other than transitioning from welfare to work, or accepting an employment opportunity if the Program has in its approved objectives the promotion of employment among its participants; or
- Leaving the Program because of dissatisfaction with the Program; or
- As the result of a progressive discipline procedure or for committing a prohibited act and bypassing the first two steps of the procedure.

Members released for cause will no longer receive the living stipend, health care benefits, child care benefits, and will not receive any portion of the education award or interest payments.

Any Member who believes they have been wrongfully terminated from the Program has the right to file a grievance. See section **XIII – GRIEVANCES**.

B. Release for Compelling Personal Circumstances

Members requesting to be released for compelling personal circumstances are responsible for demonstrating why they are unable to complete the term of service. A written request for termination must be received in writing, along with any required or supporting documentation, on or before the requested termination date.

Members released for compelling personal circumstance will no longer receive the living stipend, health care benefits, and child care benefits, but will receive a prorated education award, if the Member has completed at least 15 percent of their service hours.

The Program may release the Member from their term of service if the Member demonstrates that:

- The Member has a disability or serious illness that makes completing the term impossible.
- There is a disability, serious injury, illness, or death of a family member which makes completing the term unreasonably difficult or impossible.



- The Member or their spouse/domestic partner has military service obligations.
- The Member has accepted an opportunity to make the transition from welfare to work.
- The Member has accepted an employment opportunity if the Program has in its approved objectives the promotion of employment among its participants.
- Conditions attributable to the Program or otherwise unforeseeable and beyond the Member's control, such as a natural disaster, a strike, relocation of a spouse, or the non-renewal or premature closing of the Program, that make completing the term unreasonably difficult or impossible.

Compelling personal circumstances do not include:

- Leaving the Program to enroll in school;
- Leaving the Program to obtain employment, other than transitioning from welfare to work, or accepting an employment opportunity if the Program has in its approved objectives the promotion of employment among its participants; or
- Leaving the Program because of dissatisfaction with the Program.

The Program Director is ultimately responsible for determining whether a Member's personal circumstances are sufficiently compelling to justify a release for compelling personal circumstance.

Members who leave the Program without obtaining a release for personal compelling circumstances are considered a release for cause.

XIII. GRIEVANCE PROCEDURES

In the event that informal efforts to resolve disputes are unsuccessful, AmeriCorps Members may seek resolution through the following grievance procedures. These procedures are intended to apply to service-related issues, such as assignments, evaluations, suspensions, or release for cause. All grievances that allege fraud or criminal activity must be brought to the attention of the AmeriCorps Inspector General.

(a) Alternative dispute resolution.

(1) The aggrieved party may seek resolution through alternative means of dispute resolution such as mediation or facilitation. Dispute resolution proceedings must be initiated within 45 calendar days from the date of the alleged occurrence. At the initial session of the dispute resolution proceedings, the party must be advised in writing of his or her right to file a grievance and right to arbitration. If the matter is resolved, and a written agreement is reached, the party will agree to forego filing a grievance in the matter under consideration.

(2) If mediation, facilitation, or other dispute resolution processes are selected, the process must be aided by a neutral party who, with respect to an issue in controversy, functions specifically to aid the parties in resolving the matter through a mutually achieved and acceptable written agreement. The neutral party may not compel a resolution. Proceedings before the neutral party must be informal, and the rules of evidence will not apply. With the exception of a written and agreed upon dispute resolution agreement, the proceeding must be confidential.

(b) Grievance procedure for unresolved complaints. If the matter is not resolved within 30 calendar days from the date the informal dispute resolution process began, the neutral party must again inform the aggrieving party of his or her right to file a formal grievance. In the event an aggrieving party files a grievance, the neutral may not participate in the formal complaint process. In addition, no communication or proceedings of the informal dispute resolution process may be referred to or introduced into evidence at the grievance and arbitration hearing. Any decision by the neutral party is advisory and is not binding unless both parties agree.

(c) Time limitations. Except for a grievance that alleges fraud or criminal activity, a grievance must be made no later than one year after the date of the alleged occurrence. If a hearing is held on a grievance, it must be conducted no later than 30 calendar days after the filing of such grievance. A decision on any such grievance must be made no later than 60 calendar days after the filing of the grievance.

(d) Arbitration -

(1) Arbitrator -

(i) Joint selection by parties. If there is an adverse decision against the party who filed the grievance, or 60 calendar days after the filing of a grievance no decision has been reached, the filing party may submit the grievance to binding arbitration before a qualified arbitrator who is jointly selected and independent of the interested parties.

(ii) Appointment by AmeriCorps. If the parties cannot agree on an arbitrator within 15 calendar days after receiving a request from one of the grievance parties, the AmeriCorps Chief Executive Officer will appoint an arbitrator from a list of qualified arbitrators.

(2) Time Limits -

(i) Proceedings. An arbitration proceeding must be held no later than 45 calendar days after the request for arbitration, or, if the arbitrator is appointed by the Chief Executive Officer, the proceeding must occur no later than 30 calendar days after the arbitrator's appointment.

(ii) Decision. A decision must be made by the arbitrator no later than 30 calendar days after the date the arbitration proceeding begins.

(3) The cost. The cost of the arbitration proceeding must be divided evenly between the parties to the arbitration. If, however, a participant, labor organization, or other interested individual prevails under a binding arbitration proceeding, the State or local applicant that is a party to the grievance must pay the total cost of the proceeding and the attorney's fees of the prevailing party.

(e) Suspension of placement. If a grievance is filed regarding a proposed placement of a participant in a program that receives assistance under this chapter, such placement must not be made unless the placement is consistent with the resolution of the grievance.

(f) Remedies. Remedies for a grievance filed under a procedure established by a recipient of AmeriCorps assistance may include -

(1) Prohibition of a placement of a participant; and

(2) In grievance cases where there is a violation of nonduplication or nondisplacement requirements and the employer of the displaced employee is the recipient of AmeriCorps assistance

(i) Reinstatement of the employee to the position he or she held prior to the displacement;

(ii) Payment of lost wages and benefits;

(iii) Re-establishment of other relevant terms, conditions and privileges of employment; and

(iv) Any other equitable relief that is necessary to correct any violation of the nonduplication or nondisplacement requirements or to make the displaced employee whole.

(g) Suspension or termination of assistance. AmeriCorps may suspend or terminate payments for assistance under this chapter.

(h) Effect of noncompliance with arbitration. A suit to enforce arbitration awards may be brought in any Federal district court having jurisdiction over the parties without regard to the amount in controversy or the parties' citizenship.

The arbitration proceeding must be held no later than 45 days after the request for arbitration, and no later than 30 days after the arbitrator's appointment. An arbitration decision must be made within 30 days after the commencement of arbitration proceedings.

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

XIV. UNEMPLOYMENT BENEFITS

Members understand they ***do not*** qualify to receive unemployment benefits after the completion of their term of service or their release from the Program. Members agree not to apply for unemployment benefits from the Program following their term of service.

XV. CONFIDENTIALITY

The Member understands and respects that they may be exposed to and work with information relating to specific Program participants and/or practices that are to be held in the strictest confidence.

The Member understands that such information may not be released for any purpose not specifically authorized by the Program Director.

The Member understands that this confidentiality remains in effect after the term of service ends.

XVI. EQUAL OPPORTUNITY

Any benefits and terms and conditions of this program, are available to all without regard to race, color, national origin, gender, age, religion, sexual orientation, disability, gender identity or expression, political affiliation, marital or parental status, genetic information and military service. It is also unlawful to retaliate against any person who, or organization that, files a complaint about such discrimination. In addition to filing a complaint with local and state agencies that are responsible for resolving discrimination complaints, you may bring a complaint to the attention of AmeriCorps.

If you believe that you or others have been discriminated against, or if you want more information, contact:

Equal Employment Opportunity Office
AmeriCorps
250 E Street, SW
Washington, DC 20525
(202) 606-7503
eo@cns.gov

XVII. MEDIA CONSENT

By consenting to and signing this agreement, the Member grants the Program and Serve Wisconsin permission to use their name, likeness, image, or voice for any purpose consistent with the Program's mission. These uses include, but are not limited to illustrations, bulletins, exhibitions, videotapes, reprints, reproductions, publications, advertisements, and any promotional or educational materials in any medium now known or later developed, including the Internet. The Member is not entitled to any compensation for such use and understands that the Program and/or Serve Wisconsin retains complete ownership and copyright of any materials developed.

I consent_____ / I do not consent_____

Member Initials: _____



XVIII. DISASTER PREPAREDNESS AND RESPONSE: THE WISCONSIN AMERICORPS DISASTER CADRE

Serve Wisconsin is dedicated to assisting with statewide preparedness for, response to, and recovery from disasters. The Commission will provide disaster assistance utilizing the network of national service resources in Wisconsin, as needed and called up by the local, state and federal emergency management officials. AmeriCorps members may be asked to serve in some capacity, as appropriate, in the event of a disaster that significantly impacts an area(s) of the state. The Wisconsin AmeriCorps Disaster Cadre is a composite team of AmeriCorps programs that allow members to be deployed for disaster operations, both nationally and within Wisconsin. The Wisconsin AmeriCorps Disaster Cadre will have a trained group of members to provide services that will include, but not be limited to, disaster volunteer coordination, debris removal, disaster damage assessment, and disaster preparedness activities. The Wisconsin AmeriCorps Disaster Cadre will be deployable through the Disaster Response Cooperative Agreement between Serve Wisconsin and AmeriCorps under the AmeriCorps-Disaster Response Team program. Team members will be engaged in disaster response, which could have accompanying harsh and dangerous conditions and situations. Members should not report to disaster-impacted areas without approval and instructions from Serve Wisconsin. If you are interested in joining the Wisconsin AmeriCorps Disaster Cadre, please notify your AmeriCorps Program Staff.

XIX. AUTHORIZATION

The Member and Program hereby acknowledge by their signatures that they have read, understand, and agree to all terms and conditions of this agreement.

SIGNATURE - Member

Date Signed

SIGNATURE - Program Staff

Date Signed





Additional Agreement Terms, Conditions and Rules

PURPOSE

Member is not an employee of Marshfield Clinic Health System (MCHS). This is not an employment agreement with MCHS and this program shall in no way qualify the member for employment at MCHS or for any employment or unemployment benefits provided by MCHS to its employees. Should funding for AmeriCorps be reduced in any way, this agreement may be terminated at any time by the MCHS Center for Community Health Advancement (MCHS AmeriCorps Program).

MEMBER ELIGIBILITY

Eligibility to serve at a MCHS owned and operated host site is further contingent upon results of the Wisconsin Caregiver background check, a drug test, physical and proof of immunizations.

TERMS OF SERVICE

The following service terms are available for 2023-2024. **Please review the checked service term description to confirm your agreement with your host site. Notify AmeriCorps staff if an incorrect term is checked.**

Term of service beginning on Monday, September 11, 2023 and ending on Saturday, August 31, 2024.

- Full-time term of service (1700 hours) is a 51-week period with 26 pay periods. Bi-weekly rate is \$826.92. Maximum living allowance is \$21,500. First check is 9/22/2023; last check is 9/6/2024.
- Three-quarter time term of service (1200 hours) is a 51-week period with 26 pay periods. Bi-weekly rate is \$578.85. Maximum living allowance is \$15,050. First check is 9/22/2023; last check is 9/6/2024.
- Half-time term of service (900 hours) is a 51-week period with 26 pay periods. Bi-weekly rate is \$413.46. Maximum living allowance is \$10,750. First check is 9/22/2023; last check is 9/6/2024.

Term of service beginning on Monday, January 8, 2024 and ending on Saturday, August 31, 2024.

- Three-quarter time term of service (1200 hours) is a 34-week period with 17 pay periods. Bi-weekly rate is \$885.29. Maximum living allowance is \$15,050. First check is 1/26/2024; last check is 9/6/2024.
- Half-time term of service (900 hours) is a 34-week period with 17 pay periods. Bi-weekly rate is \$632.35. Maximum living allowance is \$10,750. First check is 1/26/2024; last check is 9/6/2024.

Term of service beginning on _____ and ending on Saturday, August 31, 2024.

_____ term of service (_____ hours) is a _____-week period with _____ pay periods. Bi-weekly rate is \$_____. Maximum living allowance is \$_____. First check is _____; last check is 9/6/2024.

If a member completes the required hours before the end date 8/31/2024 and requests to exit early (supervisor approval required), the member forfeits all remaining living allowance and therefore will earn less than the maximum living allowance stated above.

RELEASE FROM TERMS OF SERVICE

A. Suspension

Suspended members are not eligible to receive living allowance payments while in suspension. The program may **suspend** the member's term of service for the following reasons:

- During the term of service the member has been charged with a violent felony or the sale or distribution of a controlled substance. (If the member is found not guilty or the charge is dismissed, the member may resume his/her term of service; however, the member will not receive back living allowances or credit for any service hours missed.)
- During the term of service the member has been convicted of a first offense of possession of a controlled substance. (If the member demonstrates that he/she has enrolled in an approved drug rehabilitation program, the member may resume his/her term of service; however, the member will not receive back living allowances or credit for any service hours missed.)
- If the member does not comply with the provisions in the Code of Conduct in this Member Service Agreement. Member may not receive a living allowance for the suspension period.
- If the member is unable to serve for a period greater than 14 consecutive calendar days. Under certain circumstances, members who have been suspended may receive an extension of their service term equal to the length of the period of suspension(s) or to December 31 in the year of the current program year end date. Member would receive the living allowance and healthcare and childcare benefits during the extension period.

Updated 05/2023



AmeriCorps Position Description: Community Health Advocate

Program: MCHS AmeriCorps Public Health Community Corps
1000 N Oak Ave (F1C), Marshfield, WI 54449

Purpose: AmeriCorps members will provide capacity-building services to non-profit organizations statewide. Members will focus on improving community health through the Community Health Worker Model.

Duties: Strengthen the organization's capacity to address community health by implementing the activities described in the individual member's service plan. Activities will be identified by the host site supervisor based on organizational and community needs. Activities may include:

- Enhancing the understanding between community members and the organization's mission and goals.
- Increasing the use of the organization's services and resources.
- Improving health through screening, education and resources.
- Improving access to health care services and information through resources, educational program, activities and referrals.
- Recruiting, mobilizing, managing and tracking volunteers to support the organization's mission.
- Mobilizing for disaster response in Wisconsin (optional)

Knowledge, Skills and Abilities Desired: Friendly and outgoing; strong written and verbal communication; competent with a variety of computer and office technology skills; organized and able to prioritize; maintain a professional and confidential work environment; openness to working with diverse populations and backgrounds; enthusiasm for helping others and willingness to learn.

Other Qualifications: At least 17 years of age by start date; U.S. citizen, U.S. national, or legal permanent resident alien of the United States; must satisfactorily pass criminal background checks; possess a high school diploma or GED; commitment to complete the full term of service.

Term of Service: Between September 11, 2023 - August 31, 2024, two cohort groups are anticipated. The first and largest cohort of members will start September 11, 2023. Full-time, three-quarter time, and half-time positions are available. The second cohort will begin January 8, 2024. Three-quarter time and half-time positions are available. Both cohort groups end August 31, 2024.

Time Requirements: Full-time is at least 1700 total hours; three-quarter time is at least 1200 total hours; and half-time is at least 900 total hours. Service is typically scheduled weekdays, between 8am-5pm, with occasional evening or weekend hours. Final service schedule negotiated with supervisor. Most service occurs at the service site including 1-3 hours per week to complete AmeriCorps requirements. A portion of the member's total time is also required for participation in periodic AmeriCorps trainings, events and service projects.

Training:

- Orientation training takes place the first week of the service term. Virtual. Required attendance.
- Midterm training Spring 2024. Location TBD. Required attendance.
- 10-15 hours of professional training focused on the Community Health Worker Model.
- 15-20 hours of Foundational Public Health Training
- Monthly Team Meetings & AmeriCorps team building offered online the first Thursday of each month.
- Statewide Opening Ceremony in October offering a variety of speakers and professional development.
- Additional topics covered include conflict resolution, career planning, leadership, disaster response (optional) and AmeriCorps policies and procedures.

Benefits:

- A meaningful experience that allows you to learn new skills, take on more responsibility than a typical first job, and engage with your community in intensive and effective ways.
- Modest bi-weekly living allowance.
- Post-service education award: \$6,895 FT, \$4,826.50 TQT, or \$3,447.50 HT
- Optional enrollment in Community Health Worker training, a 15-week online course resulting in a Certificate of Completion for ease of entry into the field of healthcare. Scholarship value: \$2,500.
- Health/dental/vision insurance plan, premium paid in full by AmeriCorps (FT and TQT only)
- Childcare assistance (income eligible), 80-100% of care costs (serving in a full-time capacity only)
- Loan deferment and payment of interest accrued (qualified federal loans)
- Networking opportunities during year of service, and development of references for future employment, graduate school, Peace Corps or scholarships.

Evaluation and Reporting: Submitting accurate records, reports and survey's on time as required by AmeriCorps including:

- Mid-term and final performance evaluations conducted by supervisor
- Weekly timesheets
- Weekly face-to-face check-ins with supervisor
- Member Service Plan for tracking achieved goals
- Quarterly reporting on the number of volunteers recruited or managed
- Quarterly written reflections; and completion of foundational public health training, self-paced (16-20 hrs).
- Member surveys and exit survey

I have read the AmeriCorps position description for Community Health Advocate and understand my responsibilities.

SIGNATURE- Member	Date Signed
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Printed Name

This document must be signed and dated on or before the first date of service.

Updated 05/2023



Appendix B

AmeriCorps Health Care Enrollment

All Members serving in a full-time capacity must be covered by health insurance, and are eligible to receive health insurance coverage through their AmeriCorps program during their term of service. Dependents and family members of AmeriCorps members are not eligible for coverage through the AmeriCorps insurance policy. The Member is responsible for co-payments and/or deductibles. The Program will provide further information about the health insurance, including the full policy information.

All Members, including Members that are ineligible to receive health insurance or those already covered by another health insurance plan, must complete this Health Care Enrollment form.

Member Name:	AmeriCorps Program: Community Corps
Anticipated Service Start Date:	Anticipated Service End Date: August 31, 2024

Select One:

- I request enrollment in the health insurance coverage provided by the AmeriCorps Program. I understand that this insurance only covers myself, and not other family members. I attest that I am not currently enrolled in another health insurance plan.
- I decline enrollment in the health insurance coverage provided by the AmeriCorps Program and attest that I am covered by another insurance plan. I understand that if my situation changes, I can later request enrollment during my term of service.

My signature below indicates that I attest that the information provided on this form is true and accurate.

SIGNATURE - Member	Date Signed
SIGNATURE - Program Director	Date Signed



Appendix C

AmeriCorps Child Care Enrollment

AmeriCorps child care assistance is available to full-time Members who qualify. To qualify for child care assistance, Members must meet the following eligibility requirements:

- Member’s household income meets State of Wisconsin eligibility guidelines;
- Member does not currently receive subsidized child care assistance from another source that will continue while the Member serves in the program;
- Member is the parent or legal guardian of a child under the age of 13;
- The child resides with the Member; and
- Member certifies that child care is necessary in order to participate in the AmeriCorps program.

Assistance can only be provided if the child is enrolled in a licensed day care center or a licensed family day care home. Child care assistance is provided by GAP Solutions, Inc. For more information, visit www.americorpschildcare.com.

All Members, including Members that are not interested or ineligible to receive a child care assistance, must complete this Child Care Enrollment form.

Member Name:	AmeriCorps Program: Community Corps
Anticipated Service Start Date:	Anticipated Service End Date: August 31, 2024

Select One:

- I may qualify for the child care assistance and am interested in learning more about this benefit. I attest that I do not currently receive other subsidized child care assistance.
- I am not interested and/or I do not qualify for child care assistance. I understand that if my situation changes, I can later request enrollment during my term of service.

My signature below indicates that I attest that the information provided on this form is true and accurate.

SIGNATURE - Member	Date Signed
SIGNATURE - Program Director	Date Signed



Disciplinary Guidelines for Improper Conduct

Any behavior which affects the Member's ability to perform their service assignment, or that is not in the best interest of the program will be subject to review by the Program Director and disciplinary action may be taken. The following guidelines provide the Member and the program with standards regarding disciplinary steps for improper conduct.

Level One Violations	Level Two Violations	Level Three Violations	Level Four Violations
Habitual tardiness Habitually turning in timesheets late Late submission of required program reports Offenses as determined by program staff	Failure to notify program staff of intent to be late or absent within 30 minutes of scheduled starting time, including team meetings and trainings Leaving service assignments without program staff notice or permission Inappropriate language or actions with program staff, team members, or other volunteers Offenses as determined by program staff	Threatening, intimidating, coercing, or fighting with program staff, team members, or other volunteers Unexcused absence from service assignment for three consecutive days Offenses are determined by program staff	Harassment, as outlined in the Member Service Agreement Being under the influence of, or in possession of, alcohol or any controlled substance during the performance of service activities Failure to notify program staff of any criminal arrest or conviction that occurs during service assignment Offenses as determined by program staff
First offense: verbal warning	First offense: written warning	First offense: meeting with Program Director, action plan, possible suspension	First offense: immediate suspension, possible termination
Second offense: written warning	Second offense: meeting with Program Director, action plan	Second offense: immediate suspension, possible termination	
Third offense: meeting with Program Director, action plan	Third offense: immediate suspension, possible termination		
Fourth offense: immediate suspension, possible termination			

The program reserves the right to administer disciplinary steps for other inappropriate behaviors (not listed) as determined by program staff.

My signature below indicates that I have read and understand the disciplinary guidelines for improper conduct.

SIGNATURE - Member

Date Signed