**MEMBER MANAGEMENT**

**Teleservice**

**Policy**

In light of the current state of operations due to the Coronavirus Disease (COVID-19), the XX AmeriCorps program is instituting a temporary teleservice policy to support continued service of our AmeriCorps members and continued support to our community(ies). Any teleservice that is approved whether its focus on service, training, and/or fundraising, must go through the below procedures and continue to support AmeriCorps’ Guiding Principles of: 1) Getting Things Done; 2) Strengthening Communities; and/or 3) Participant Development and Member Experience. Additionally all approved teleservice activities must not be prohibited or unallowable member service, training and/or fundraising activities and must be in alignment with Federal rules and regulations.

Prior to any AmeriCorps member receiving hours for teleservice, the XX AmeriCorps program must have written approval of this policy and procedure from the (State Commission or CNCS, as applicable). Since this is currently a fluid situation, any significant change to this policy and procedure will have written approval prior to instituting those changes. In accordance with all AmeriCorps rules, regulations and grant terms and conditions, AmeriCorps members participating in teleservice activities will have appropriate supervision consisting of XX which will allow for the verification of hours claimed by XX.

All teleservice activities will follow the below procedures to ensure verifiability and accuracy of the submitted member hours.

**Procedures**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Step** | **Details** | **When** | **By Whom** | **Materials** | **Notes** |
| 1 |  |  |  |  |  |
| 2 |  |  |  |  |  |
| 3 |  |  |  |  |  |
| 4 |  |  |  |  |  |
| 5 |  |  |  |  |  |
| 6 |  |  |  |  |  |
| 7 |  |  |  |  |  |