**Member Service Agreement**

*(This template suggests general stipulations represented by most AmeriCorps programs. Please use in accordance with the AmeriCorps minimum requirements outlined in the AmeriCorps State and National Grant Terms and Conditions. Programs should consult with their organization in collaboration with the AmeriCorps requirements to fully meet the needs of the program.)*

1. **PURPOSE**

The purpose of this Member Service Agreement (MSA) is to delineate the terms, conditions, and rules of membership regarding the participation of (hereafter called the “Member”) in the AmeriCorps Program (hereafter called the “Program”).

The Member understands that by participating in the Program, the Member does not become an employee of . Any benefits received by the Member or allowances paid to the Member are paid and provided only by and to the extent of the terms of a grant provided through AmeriCorps the Federal Agency.

1. **MINIMUM QUALIFICATION**

The Member certifies that they are:

* A citizen, national, or lawful permanent resident of the United States,
* At least 17 years of age at the commencement of service, and
* Has obtained a high school diploma or its equivalent (or agrees to obtain a high school diploma or its equivalent before using an Education Award).

The Member must satisfactorily pass the required criminal history checks before entering the Program. If circumstances are warranted that another check should be done 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.

1. **TERMS OF SERVICE**
2. The Member’s term of service begins on . The Program and the Member may agree to alter (extend or change) this term of service, in writing, for the following reasons:
	1. The Member’s service has been suspended.
	2. The Member’s service has been terminated, but a grievance procedure has resulted in reinstatement.
	3. The Program deems necessary within reason and with notification to the Member.
3. The Member will complete a minimum of hours of service. *(AmeriCorps requirement.)*
4. The Member must successfully complete the term of service hours as stated above to be eligible for the Education Award.
5. To be eligible to serve a second term of service the Member must receive satisfactory performance for any previous terms of service.
6. Eligibility for an additional term of service does not guarantee selection or placement.
7. **POSITION DESCRIPTION** *(AmeriCorps requirement.)*

*(Insert full description or reference a Member’s Position Description attachment.)*

1. **ORIENTATION and TRAINING**

*(Insert)*

1. **BENEFITS**

The Member will receive the following benefits:

Living Allowance

* A living allowance totaling during the term of service for the Member’s participation in AmeriCorps.
* The living allowance is taxable income.
* The living allowance will be disbursed by the Program.
* The living allowance is not an hourly wage or a salary. The Member is not an employee of the Program.
* The Member must satisfactorily complete the hours as documented in member timesheets.
* The Member will receive the same prorated amount of living allowance for each period, regardless of the number of hours served during that period. Payments will be made time(s) a month. The Member will receive the prorated period amount of $ .
* If on suspension in the AmeriCorps Portal, the Member will not be paid.
* 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.) Benefits, such as the living allowance, will continue uninterrupted during the two-week active duty requirement.

Health Care Insurance

The Program will provide health care insurance for full time Members (who are not currently covered by another healthcare provider) during their term of service (single coverage only, no family plan is available). The Member is responsible for co-payments and/or deductibles.

*(Programs may opt to insert actual health care plan details here.)*

Child Care Allowance

A childcare allowance will be provided by Gap Solutions, Inc. directly to the member-identified provider, if the Member qualifies for the allowance. More information and eligibility requirements can be found at <https://www.americorpschildcare.com/>. Please consult with the Program if you would like to enroll for childcare benefits.

Segal AmeriCorps Education Award *(AmeriCorps requirement.)*

Upon successful completion of the Member’s term of service, the Member will receive an Education Award from the National Service Trust in the amount of $\_\_\_\_\_\_\_\_\_\_\_.

The [Education Award](https://americorps.gov/members-volunteers/segal-americorps-education-award) can be used toward:

* The cost of attending a Title IV institution of higher education.
* The balance on an existing federally insured student loan.
* The cost of attending a qualified vocational school.
* The cost of participating in an approved school-to-work program.

The Member must use the Education Award within seven years of the completion of the AmeriCorps service. The Member may apply to the National Service Trust for an extension if, during the seven-year period, the Member performs another term of service of an approved AmeriCorps position or was unavoidably prevented from using the award.

* Education Awards are subject to income taxes in the year in which they are used.
* The Member understands that their failure to disclose to the program any history of having been released for cause from another AmeriCorps program will render them ineligible to receive the education award.
* Prior to using the Education Award, the Member must (if they have not already done so) obtain a high school diploma or its equivalent. This requirement may be waived if the Member is enrolled in an institution of higher education on an ability to benefit basis or if the program waives the requirement due to the result of the Member’s education assessment.
* The Member may be eligible for a prorated Education Award if the Member is released due to compelling personal circumstances and has completed at least 15% of their total hours of service. If the Member is released without a compelling reason, the Member will receive no portion of the Education Award.
* 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 Education Award is transferable under the following conditions:
	+ The Member must have been at least 55 years of age in an AmeriCorps State or National Program when they began the term of service.
	+ The recipient of the award must be the transferring individual’s child, stepchild, foster child, grandchild, or step-grandchild.

Loan Forbearance

The Member is eligible to have the repayment of certain student loans postponed during their term of service. Members must request forbearance from their loan holders with the National Service Forbearance Request Form in the member’s online My AmeriCorps account. 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.

Interest Payments

If the Member has received forbearance on a qualified student loan during the term of service, upon completion, the National Service Trust will repay a portion or all of the interest that accrued on the loan during the term of service. Payment requests can be made in the member’s online My AmeriCorps account. However, if the Member leaves for non-compelling reasons, even if the loan was in forbearance, the Trust will not pay the interest. The interest paid will be taxed as income.

Leave

*(Insert programs leave policy. When considering a leave policy, ensure members have adequate time to complete the minimum required hours. While on leave, members remain enrolled and receiving benefits but do not collect service hours. Leave is intended to be short in duration, for example, illness or personal time off.)*

Other

*(Insert additional program level benefits here. Programs may provide other benefits if equitable for all members, for example, mileage reimbursement.)*

1. **PERFORMANCE REVIEWS**

*(Insert)*

1. **TRAINING AND FUNDRAISING LIMITATIONS** *(AmeriCorps requirement, do not alter CFR language.)*

**45CFR § 2520.50**: How much time may AmeriCorps members in my program spend in education and training activities?

(a) No more than 20 percent of the aggregate of all AmeriCorps member service hours in your program, as reflected in the member enrollments in the National Service Trust, may be spent in education and training activities.

(b) Capacity-building activities and direct service activities do not count towards the 20 percent cap on education and training activities.

**45CFR § 2520.40**: Under what circumstances may AmeriCorps members in my program raise resources?

(a) AmeriCorps members may raise resources directly in support of your program's service activities.

(b) Examples of fundraising activities AmeriCorps members may perform include, but are not limited to, the following:

(1) Seeking donations of books from companies and individuals for a program in which volunteers teach children to read;

(2) Writing a grant proposal to a foundation to secure resources to support the training of volunteers;

(3) Securing supplies and equipment from the community to enable volunteers to help build houses for low-income individuals.

(4) 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;

(5) Seeking donations from alumni of the program for specific service projects being performed by current members.

(c) AmeriCorps members may not:

(1) Raise funds for living allowances or for an organization's general (as opposed to project) operating expenses or endowment;

(2) Write a grant application to the Corporation or to any other Federal agency.

**45CFR § 2520.45**: How much time may an AmeriCorps member spend fundraising?

An AmeriCorps member may spend no more than ten percent of their originally agreed-upon term of service, as reflected in the member enrollment in the National Service Trust, performing fundraising activities, as described in §2520.40.

1. **REASONABLE ACCOMMODATIONS**

Programs and activities must be accessible to persons with disabilities, and the grantee must provide reasonable accommodation to the known mental or physical disabilities of otherwise qualified members, service recipients, applicants, and staff. All selections and project assignments must be made without regard to the need to provide reasonable accommodation.

Any reasonable accommodation requests can be made to .

1. **RULES OF CONDUCT**

Prohibited Activities *(AmeriCorps requirement, do not alter CFR language.)*

**45CFR § 2520.65**: While charging time to the AmeriCorps program, members accumulating service or training hours, or otherwise performing activities supported by the AmeriCorps program or the Corporation, staff and members may not engage in the following activities, and the grantee may not use grant funds to support the following activities.

a. Attempting to influence legislation;

b. Organizing or engaging in protests, petitions, boycotts, or strikes;

c. Assisting, promoting, or deterring union organizing;

d. Impairing existing contracts for services or collective bargaining agreements;

e. Engaging in partisan political activities, or other activities designed to influence the outcome of an election to any public office;

f. 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;

g. 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;

h. Providing a direct benefit to—

i. A business organized for profit;

ii. A labor union;

iii. A partisan political organization;

iv. 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 these 9 provisions shall be construed to prevent participants from engaging in advocacy activities undertaken at their own initiative; and

v. An organization engaged in the religious activities described in paragraph (g.) above, unless CNCS assistance is not used to support those religious activities;

i. Conducting a voter registration drive or using CNCS funds to conduct a voter registration drive;

j. Providing abortion services or referrals for receipt of such services; and

k. Such other activities as CNCS 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-CNCS funds. Individuals should not wear the AmeriCorps logo while doing so.

Standards of Conduct *(AmeriCorps requirement, but programs may develop their own standards. Common standards are listed below.)*

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

* Demonstrate mutual respect towards others.
* Follow the directions of the AmeriCorps Program.
* Have a neat and clean appearance and wear attire appropriate for the service site and activity. When on AmeriCorps time, the Member should wear one or more pieces of service gear. Wearing AmeriCorps apparel is especially important during community service projects or public events.
* Conduct themselves in a manner exemplary as a role model to youth and others and in compliance with AmeriCorps standards.
* Direct concerns, problems and suggestions to the Program.
* Keep the Program informed of their schedule and activities during service hours and report changes in a timely manner so the appropriate action can be taken to cover or reschedule activities.
* Keep 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 rules of conduct:

* Unauthorized tardiness.
* Unauthorized absences.
* Ingesting or being under the influence of alcoholic beverages, marijuana, or any illegal drugs during the performance of service activities.
* Repeated use of inappropriate language (i.e. profanity) while in service.
* Failure to wear appropriate clothing at service site and when participating in service assignments.
* Performing personal business, such as making excessive phone calls, running errands, or using personal social media during AmeriCorps service hours.
* Stealing, lying or falsifying AmeriCorps reports.
* Inappropriate or unprofessional behavior.
* Destroying or defacing any Program property or service site property.
* Refusing to follow instructions.
* Failure to notify the Program of any criminal arrest or conviction that occurs during the term of service.
* Assault on another person while on service assignment or off duty.
* Possession of a weapon while on service assignment.
* Failure to follow the rules and regulations set in this contract.
* Falsifying critical information (especially information related to eligibility) during the application process or during the term of service.

Civil Rights Requirements, Complaint Procedures, and Rights of Beneficiaries *(AmeriCorps requirement.)*

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. [Grantee’s name] policy and federal law prohibits reprisal for engaging in protected activity (reporting discrimination or harassment, participating in investigations of such allegations, or intervening to assist those who are subjected to prohibited behaviors), and it will not be tolerated. In addition to filing a complaint with local and state agencies that are responsible for resolving discrimination complaints, you may bring a complaint to the attention of the Corporation for National and Community Service. If you believe that you or others have been discriminated against, or if you want to seek advice, contact:

*(Insert Program Information)*

and/or

Equal Employment Opportunity Office (EEOP)

Corporation for National and Community Service

250 E Street, SW

Washington, DC 20525

(202) 606-7503

eo@cns.gov (email)

Non-Duplication and Non-Displacement *(AmeriCorps requirement, do not alter CFR language.)*

**45CFR § 2540.100(e)-(f)**:

(e) Nonduplication. Corporation assistance may not be used to duplicate an activity that is already available in the locality of a program. And, unless the requirements of paragraph (f) of this section are met, 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.

(f) Nondisplacement. (1) 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.

(2) An organization may not displace a volunteer by using a participant in a program receiving Corporation assistance.

(3) A service opportunity will not be created under this chapter that will infringe in any manner on the promotional opportunity of an employed individual.

(4) A participant in a program receiving Corporation assistance 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.

(5) A participant in any program receiving assistance under this chapter may not perform any services or duties, or engage in activities, that—

(i) Will supplant the hiring of employed workers; or

(ii) Are services, duties, or activities with respect to which an individual has recall rights pursuant to a collective bargaining agreement or applicable personnel procedures.

(6) A participant in any program receiving assistance under this chapter may not perform services or duties that have been performed by or were assigned to any—

(i) Presently employed worker;

(ii) Employee who recently resigned or was discharged;

(iii) Employee who is subject to a reduction in force or who has recall rights pursuant to a collective bargaining agreement or applicable personnel procedures;

(iv) Employee who is on leave (terminal, temporary, vacation, emergency, or sick); or

(v) Employee who is on strike or who is being locked out.

Drug Free Workplace *(AmeriCorps requirement.)*

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.

You are hereby notified that:

1. The unlawful manufacture, distribution, dispensation, possession or use of a controlled substance is prohibited in the workplace and Program;
2. Conviction of any criminal drug statute must be reported immediately to the Program Site Supervisor;
3. The member’s participation is conditioned upon compliance with the notice requirements; and
4. Certain actions will be taken against Members for violations of such prohibitions.

Criminal Drug Convictions

As a Member you must notify the Program in writing of any criminal drug convictions for a violation occurring in the workplace or during the performance of project activities no later than 5 days after such a conviction. The Program must take appropriate action up to and including termination or Member release for cause consistent with the AmeriCorps rules of termination and suspension of service.

Disciplinary Action

For violating the above stated rules of conduct, as well as the policies and procedures stated in this Member Service Agreement, the Program will take the following action for those infractions where the Program sees the possibility of reversing the behavior:

1. For the Member’s first offense, the AmeriCorps Program Director (or other appropriate program official) will issue a verbal warning to the member, clearly identifying the desired behavior, problem solving any issues preventing the desired behavior from occurring, and identifying further consequences if the problem continues. This will be documented in the Member’s file.
2. For the Member’s second offense, the AmeriCorps Program Director (or other appropriate program official) will issue a formal written warning and develop an improvement plan. A copy of which will be put in the Member’s file.
3. For the Member’s third offense, the Member may either be suspended (without compensation and without receiving credit for any service hours missed) or released for cause. This will be documented in the Member’s file.

Suspension

The Program may temporarily suspend a Member for minor disciplinary reasons, such as chronic tardiness. Service hours are not earned during suspension and benefits may or may not be earned depending on the length of suspension.

If the Member is charged with a violent felony, or with the sale or distribution of a controlled substance, the Program must suspend the Member without living allowance, and without receiving credit for hours missed. The Member may be reinstated into AmeriCorps service if the Member is found not guilty or if the charge is dismissed. If a Member has been cleared of such charges is unable to complete the term of service, the Member may accept a pro-rated education award as long as 15% of service has been completed satisfactorily.

1. **RELEASE FROM TERMS OF SERVICE** *(AmeriCorps requirement, but programs may develop their own standards. Common standards are listed below.)*

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

Release for Cause

Members exiting the program for cause will cease to receive the living allowance, the health care benefits and the childcare benefits and will receive no portion of their education award. The program will release the Member for cause for the following reasons:

* The Member has dropped out of the program without obtaining a release for compelling personal circumstances from the appropriate program official.
* During the term of service, the Member has been convicted of a violent felony or the sale or distribution of a controlled substance.
* The service site requests that the Member be terminated for reasonable cause.
* The Member has committed any of the offenses listed below:
	+ Engaging in any activity that may physically or emotionally damage other Members of the Program or people in the community.
	+ Unlawful manufacture, distribution, dispensation, possession or use of any controlled substance or illegal drugs during the term of service.
	+ Being under the influence of alcohol, marijuana, or any illegal drugs during the performance of service activities.
	+ Any other serious breach that in the judgment of the Program staff or service site would undermine the effectiveness of the program.

Release for Compelling Personal Circumstances

Members exiting the program because of compelling personal reasons will cease to receive the living allowance, the health care benefits and the child care benefits, but Members will receive a prorated education award, provided the Member has completed at least 15 percent of the hours needed to complete the term of service. The Program may release the Member from the term of service for compelling personal circumstances if the Member demonstrates that:

* The Member has a disability or serious illness that makes completing the term impossible.
* There is a serious injury, illness, or death of a family member, which makes completing the term unreasonably difficult or impossible for the Member.
* The Member has military service obligations.
* The Member has accepted an opportunity to make the transition from welfare to work; or
* Some other unforeseeable circumstance beyond the Member’s control makes it impossible or unreasonably difficult for the Member to complete the term of service, such as a natural disaster, relocation of a spouse, or the non-renewal or premature closing of the Program.

Compelling personal circumstances **do not** include leaving the Program: *(AmeriCorps requirement.)*

* To enroll in school;
* To obtain employment (other than welfare to work); or
* Because of dissatisfaction with the Program.

A Member who wishes to be released from service for compelling personal circumstances is required to do the following:

* Discuss the terms of the release with the Program;
* Provide a written letter outlining the reason the Member wishes to be released from the program;
* Provide any support documentation requested by the Program; and
* Complete exit form(s).
1. **GRIEVANCE PROCEDURES**

*(All programs must establish a grievance procedure for Members. The timeframes and language below are mandated. Programs should provide more detailed informal procedures for their specific programs.)*

In the event that informal efforts to resolve disputes are unsuccessful, AmeriCorps Members may seek resolution through *Alternative Dispute Resolution (ADR)* and/or a formal *Grievance Procedure*. These procedures are intended to apply to service-related issues, such as assignments, evaluation, suspensions, or release for cause. All grievances that allege fraud or criminal activity must be brought to the attention of the AmeriCorps the Federal Agency.

*Alternative Dispute Resolution (ADR)*

* 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 their 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*.*
* 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.

*Grievance Procedure*

* A grievance must be filed within one year of the alleged occurrence.
* A grievance hearing will be held no later than 30 days after the filing of the grievance. This timeframe may only be extended by written agreement of both parties.
* Prior to the hearing, one or more pre-hearing conferences will be arranged by the Program. The pre-hearing conference is intended to facilitate a mutually agreeable resolution of the matter to make a hearing unnecessary or to narrow the issues to be decided at the hearing.
* The person conducting the hearing may not have participated in any previous decisions concerning the issue in dispute.
* A written decision to the hearing will be made no later than 60 days after the initial filing of the grievance.
* The grievant can request binding arbitration if decision is adverse to the grievant or if the decision is not reached within 60 calendar days. The arbitrator must be independent and selected by mutual consent of the parties involved. If the parties cannot agree on the arbitrator, the CNCS Chief Executive Officer will appoint one within 15 days of receiving the request.
* 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.
* Additionally, if the grievance is regarding a proposed participant placement, the placement is not to be made unless it is consistent with the resolution of the grievance.
1. **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.

1. **MEDIA RELEASE**

*(Insert full description or reference a Member Media Release attachment. Serve Washington highly encourages programs to use the Media Release Agreement provided by Serve Washington. If a program chooses to use their own template, that template must cite AmeriCorps, Serve Washington, and the Office of Financial Management in the release.)*

1. **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.

|  |  |
| --- | --- |
| AmeriCorps Member | Date |
| Program Representative | Date |