VetsWork Supervisor Guidebook

2017
# VetsWork Supervisor Guidebook Index

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**Note:** Throughout this Handbook, the term “member” is interchangeable with “VetsWork AmeriCorps Intern.”

**PROGRAM OVERVIEW**

**Mt. Adams Institute (MAI)**
Mt. Adams Institute is a nonprofit organization with a mission to strengthen the connection between people and the natural world through education, service learning, career development and research. More information about the organization and the VetsWork program can be found at: [www.mtadamsinstitute.com](http://www.mtadamsinstitute.com) and [www.facebook.com/Mt.AdamsInstitute](http://www.facebook.com/Mt.AdamsInstitute).

The Corporation for National and Community Service (CNCS) and AmeriCorps (AC)
CNCS is the federal agency which administers AmeriCorps. The program’s expenses—the education award, living allowance and other forms of member support—are provided through appropriations from Congress and support from local and private sector partners. CNCS offers a range of national and community service opportunities in addition to AmeriCorps such as Learn and Serve America and the National Senior Service Corps.

AmeriCorps is a National Service program that engages over 75,000 volunteers annually to improve our nation and communities. Focus areas: education, environment, public health, disaster relief, economic opportunity and veterans and military families. Domestic Peace Corps. Since the program’s founding in 1994, almost 1 million AmeriCorps members have contributed more than 1.4 billion hours in service across America while tackling pressing problems and mobilizing millions of volunteers for the organizations they serve.
**VetsWork (VW)**

VetsWork: Environment is an eleven month career development internship program for Veterans in the natural resources management / public lands / environment sector. VetsWork participants are placed at local/state/federal land management agencies such as the U.S. Forest Service where they provide project support while learning about various career paths.
# Mt. Adams Institute
## 2017 VetsWork Calendar
### Southeast – WV, VA, NC, SC, GA, FL

<table>
<thead>
<tr>
<th>DATE</th>
<th>EVENT</th>
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<tr>
<td>March 6-10</td>
<td>Member Orientation – Land Between the Lakes – Dover, TN</td>
</tr>
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<td>March 9</td>
<td>Supervisor Orientation - Land Between the Lakes - Dover, TN</td>
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<tr>
<td>March 13</td>
<td>Interns start at sites</td>
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<tr>
<td>May 5</td>
<td>Pod Meeting</td>
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<tr>
<td>May 26</td>
<td>First evaluations and CAP proposal due</td>
</tr>
<tr>
<td>June 5 - 16 (Individual dates TBD)</td>
<td>First Site Visits and Quarterly Training</td>
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<td>September 11 - Day of service (Monday)</td>
<td>Pod Meeting</td>
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<tr>
<td>October 6</td>
<td>2&lt;sup&gt;nd&lt;/sup&gt; part of CAP due</td>
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<tr>
<td>November 6-17 (Individual dates TBD)</td>
<td>Second Site Visit and Quarterly Training</td>
</tr>
<tr>
<td>December 1</td>
<td>Pod meeting</td>
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<tr>
<td>December 8</td>
<td>VTC Quarterly Training</td>
</tr>
<tr>
<td>January 5</td>
<td>Final Evaluations and CAP Report Due</td>
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<tr>
<td>January 12</td>
<td>Graduation</td>
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PROJECT SPONSOR POLICIES & PROCEDURES

Change of Project Supervisor
If the project supervisor leaves your organization or takes a leave of absence, then an alternate project supervisor needs to be selected and MAI needs to be notified of the change in writing. Supervisors provide direction, support, mentorship and recognition all year long. When supervisors move on, Members will experience loss. It is the supervisor’s responsibility to notify MAI immediately when a transition is pending and answer the below questions. You will also be required to submit the Criminal History Check Form for the new supervisor prior to their start.

1. What is the reason for the current supervisors’ transition?
2. When is the current supervisors’ last day?
3. Who will be the new supervisor?
4. When will the new supervisor start?
5. What is the new supervisor’s contact information?
6. Schedule a meeting (at least one week before original supervisor leaves) with the MAI Staff, the new supervisor and the Member to help build relationship, answer questions, review workplan and ensure that everyone’s needs are addressed.

Uniforms
MAI members are expected to wear an AmeriCorps or MAI identifier while on service time. AmeriCorps is a federally funded program and it is important for community members to be aware of the good service AmeriCorps members are doing in their communities. MAI will provide a T-Shirt, Fleece and AC Pin. Service site may provide additional uniform items.

Permits & Other Regulatory Requirements
Ensure that projects that require permits, insurance or other regulatory requirements be met prior to the start of project.

Participant Liability Waivers
Obtain any permission slips and/or liability waivers necessary for adult and student volunteers or program participants, if applicable.

Workman’s Comp Insurance
MAI covers workman’s compensation for all positions in Oregon and Washington. In our Central and Southeast cohorts the Forest Service provides WC coverage for members. Regardless of who is responsible MAI’s accident/incident report form should be completed and submitted to MAI within 24 hours of an incident. Members are asked to report even small things in case they become more serious later on.
**Donating Blood**
Time spent by AmeriCorps members donating blood is a permitted service activity that may be counted towards their term of service.

**Armed Forces Reserves**
To the extent possible, MAI seeks to minimize the disruption in members’ service because of discharging responsibilities related to service duties. If members have a choice of when to fulfill their annual two-week active duty requirement, they should do so when it will not disrupt their AmeriCorps service.

In instances where the dates of active duty are inflexible and conflict with MAI service, members will be granted a leave of absence for the two-week period of active duty in the Reserves. Members may not receive time off for additional Reserves-related service beyond the two-week active duty period. No service credit is earned for once-a-month weekend service in the Reserves.

MAI credits members for service hours during their two-week active duty in the Reserves if it occurs during their service year. The member receives credit for the number of hours s/he would have served during that period had there been no interruption. MAI continues to pay the living allowance and provide health care and child care coverage for the two-week active duty period.

If a member is called up for service in any of the military branches, the grantee will have the option of temporarily suspending the member for a period of up to two years, or of releasing the member for compelling personal circumstances and authorizing a pro-rated award.

**Voting & Jury Duty**
MAI encourages participation in these important civic duties. Members may register to vote during service hours, and the time spent registering to vote is counted as member development hours. Members who are unable to vote before or after service hours will be allowed to do so during their service time without incurring any penalties. Members selected to serve as jurors continue to accrue their normal service hours and continue to receive all benefits, including living allowance, regardless of any reimbursement received from the court.

**Unemployment Insurance**
According to legislation, AmeriCorps members are considered to be stipended volunteers, not employees. Therefore members are not eligible for unemployment insurance benefits based on their AmeriCorps service.

**Members Working for Sponsors**
Members may not work for sponsor sites during their term of service.

Members may be allowed to work for a sponsor in between service terms; however the job description and the service description must document different job tasks and be documented in the member’s file. A member cannot be paid for the same activities they will be doing as a member.

Members may not be paid to write grants for the sponsor that will pay for the same member’s cash match.

**News Releases**
News releases issued by sponsors or members on behalf of their site should follow the sponsoring organization’s news release procedures. Sponsors are highly encouraged to include AmeriCorps and MAI information in their release. Such information and other staff support are available through MAI.
Non Discrimination
MAI, its sub-grantees, and its sponsors shall comply with all applicable state and federal rules and regulations which prohibit discrimination on the basis of race, color, creed, religion, national origin, age, gender, sexual orientation, gender expression, gender identification, marital status, political affiliation, or the presence of any sensory, mental or physical disability. Inquiries regarding compliance and/or grievance procedures may be directed to MAI.

Reasonable Accommodation
MAI and its sub-grantees’ programs and activities must be accessible to persons with disabilities, and MAI must provide reasonable accommodation to the known mental or physical disabilities of otherwise qualified members, service recipients, applicants and program staff. All selections and project assignments must be made without regard to the need to provide reasonable accommodation.

What is a Disability?
A person must meet the requirements of at least one of these three criteria to be considered an individual with a disability:
• A physical or mental impairment that substantially limits one or more of the major life activities of such individuals (some examples of major life activities include: walking, speaking, learning, breathing, and caring for oneself)
• A record of having such an impairment
• Being regarded as having such an impairment

What is a Reasonable Accommodation?
A reasonable accommodation is any modification or adjustment to the service environment that will enable a qualified applicant or member with a disability to participate in the application process or to perform essential position functions. Reasonable accommodation also includes adjustments to assure that a qualified individual with a disability has rights and privileges equal to those of applicants and/or members without disabilities. There can be physical accommodations, such as having a special chair, desk, or phone for your workspace. There can also be situational accommodations, such as adjusting your service schedule.

How do I Request a Reasonable Accommodation?
You are not required to disclose your disability to your site supervisor or program director. However, if you would like to request a reasonable accommodation you will have to do so. You do not need to make your request in writing, a simple, informal verbal request is all that is needed. Although you are not required to provide medical documentation when you make your request, your program director or site supervisor may ask for it upon receiving your request. Remember: you may request a reasonable accommodation at any time during your service, not only during the hiring process. If at any point during your service you feel that you need a reasonable accommodation, you should speak to your site supervisor or program director about it.
What if My Request is Denied?
If your request for reasonable accommodation is denied, according to federal law, you have the right to contest this through the AmeriCorps Grievance Procedures. The burden of proof is for you to show that your accommodation request would not cause undue hardship to your service program and would allow you to perform the essential functions of your service position.

Site Grievance Procedure

A. Release of a member from a service site:

If a serious problem occurs at a placement, we encourage either the member or the sponsor to contact the appropriate MAI staff as soon as the conflict appears to be difficult to resolve without MAI support. In most cases the following steps should occur before a member can be released from his/her service site:

1. Inform MAI of the situation.
2. Sponsor/Member meeting to try to resolve the conflict. *We understand that there may be rare situations where this is not possible. We need to be notified immediately of any serious offense.*
3. Sponsor and Member meet with MAI staff to try to resolve the conflict.
   a. If warranted, MAI staff will work with the member and sponsor to develop a plan to resolve the conflict using the disciplinary contract procedure outlined below.
   b. If the conflict can not be resolved due to irreconcilable differences between the member and the sponsor, then MAI staff may elect to place the member with another sponsoring agency for the remainder of his/her service term.

B. Termination of a sponsor placement:

If a sponsoring organization is found to be out of compliance with the terms outlined on pages 4-5 in this handbook and in the AmeriCorps Service Agreement, then their placement may be terminated by MAI. The following steps will occur before a sponsor placement is terminated:

1. MAI informs the sponsoring organization in writing that the sponsoring agency is out of compliance. The notification will describe how the sponsor is out of compliance and possible solutions.
2. MAI staff and sponsor will conduct a meeting to develop a plan that will bring the sponsoring organization into compliance within 30 days of being notified that they are out of compliance.
3. If the sponsoring agency does not respond to or correct the compliance problem within 30 days of MAI giving them written notice of the situation, then MAI has the option of terminating the contract with the sponsor.

Member Early Exit
Early exit is considered a violation of the contract for the member to leave for anything other than a “compelling personal circumstance”—a serious personal illness, a death in the family, or transfer of a spouse,
etc.—that makes completing the service impossible or unreasonably difficult. Because VetsWork is a career transition program members that leave early for employment in the field are considered a compelling personal circumstance. However, sometimes members do leave mid-term for non-compelling circumstances. In this case the member does not receive any portion of their education award and is exited from the program for “cause”. The member’s placement site should not assume that it can replace a member that leaves early.

If an AmeriCorps member does not complete his/her term with the sponsoring organization, MAI will charge the sponsor a pro-rated amount through the end of the month that the member leaves. Sponsors who have paid their cash match in advance will be reimbursed for the amount they are owed. **Note: It can take up to six weeks to process this request depending on the circumstances.** Sponsor placements terminated due to the sponsoring organization being out of compliance will not be refunded.

**Disciplinary Action, Suspension or Release for Cause**

From time to time there may be circumstances that necessitate disciplinary action of a member. **MAI needs to be involved in the discipline of a member.** Please contact MAI staff as soon as possible if you believe you have a situation that requires suspension or disciplinary action. MAI staff will work with the sponsor to resolve the problem. In the case of a serious infraction, MAI staff may act to remove a member immediately; otherwise the following procedures outline the necessary actions to be taken:

**Disciplinary Action**

**Step 1:**

MAI supervisor issues a written warning to the member that states the problem and possible solutions. The member receives a copy of the written warning and the original is placed in the member’s file. The MAI supervisor and member hold a follow-up meeting within 30 days of the date the warning is issued. If the problem has been resolved, a letter stating so will be placed in the member’s file.

**Step 2:**

If the problem has not been resolved or if it reoccurs, the member will be put on a disciplinary contract. The member receives a copy of the disciplinary contract and the original is placed in the member’s file. **If the problem reoccurs, the member may be placed on a disciplinary contract without a written warning. Failure to comply with the terms of a disciplinary contract may lead to suspension or release for cause.** At 30 days past the start of the disciplinary contract, the supervisor will meet with the member. If the problem has been resolved, a letter stating so will be placed in the member’s file.

**A Disciplinary Contract will include:**

- Statement of the problem.
- Reference to the previous written warning.
- Statement of responsibility of the member to correct the problem.
- Statement of the consequences if the problem is not resolved.
- If necessary, follow up meetings may be scheduled to monitor the member’s progress in addressing the problem.

**Step 3:**

If the terms outlined in the disciplinary contract are not fulfilled, or in the case of serious misconduct, MAI’s Executive Director determines whether to release the member for cause or revise the disciplinary contract. Because certain infractions of MAI rules require a more serious response, the Executive Director may, at his/her discretion, omit the disciplinary action steps and move directly to suspension or release for cause.
The following is a partial list of circumstances that will result in **disciplinary action**, which may lead to suspension and/or release for cause:

- **Persistent irresponsibility.** Examples of irresponsibility include but are not limited to: excessive absences or absences without notification; chronic truancy; failure to perform duties; failure to turn in timesheets and other required paperwork on time; persistent use of profane or obscene language; disruption of the project site; dress code violations; irresponsibility towards residential duties and unsafe habits that may endanger the members or project partners.
- **Damage, destruction or misuse of MAI, private or external agency property.**
- **Threats to or harassment of another person.**
- **Member dissatisfaction with required duties that interfere with performance**
  - Violation of a disciplinary contract.
- **Violation of rules and/or policies.** Examples include, but are not limited to the following: disrespectful behavior; sexual harassment; possession or use of alcohol on the residential campus or during MAI sponsored events; negligent possession of weapons; violation of community relations policies, smoking policy, dormitory infractions or disregard of visitor/guest policies.
- **Inappropriate or unprofessional behavior.** Examples include, but are not limited to the following: behavior which could reasonably compromise MAI’s reputation, whether such conduct occurs on “MAI time” or the member’s own time, public fighting, public indecency, public intoxication, being a minor in possession of alcohol, etc.

**Suspension:**
Members **may be suspended** if charged with any other criminal offense, or pending investigation of violations of MAI policy or code of conduct. The Executive Director has the discretion to suspend a member for any reason if they feel the violation may compromise the safety and well being of an individual or the program. If the member is found not guilty or the charge is dismissed, the member may be eligible to resume his/her term of service.

The following is a partial list of circumstances that will result in immediate **suspension**, and possible release for cause:

- Stealing or possession of stolen property.
- Assault on another person.
- Serious safety violation.
- Charged with a violent felony such as rape or homicide.
- Charged with a sale or distribution of a controlled substance.
While suspended, a member of this program may not participate in or receive the following:

- Living allowance for the duration of the suspension.
- Earn service hours.
- Use of MAI equipment.
- Transportation rights in MAI vehicles.
- Attend any MAI function.
- Members living on the residential campus will be asked to leave the site until the suspension has been served.

Release for Cause
A member who is released for cause from the program will immediately lose all privileges as it relates to AmeriCorps or MAI. Listed below is a partial list of circumstances that will result in immediate release for cause. Possession of a weapon at the project site, in an MAI vehicle or on the residential campus.

- Possession of or use of any illegal drugs or alcoholic beverage at the project site, in MAI vehicles or on the residential campus. (In most cases this action will result in immediate release for cause.)
- Conviction of sale or distribution of a controlled substance.
- Conviction of a felony during the member’s term of service.
- Leaving the program without obtaining a release for compelling personal circumstances.
- Falsification of any information during the application process or during one’s term of service.

MAI is required to release any member who is convicted of a felony during their term of service. MAI may release anyone convicted of a lesser offense. Members will be suspended, pending resolution of charges, if charged with violent felonies such as rape, homicide, etc., or sale or distribution of a controlled substance. Members who are released for cause are subject to the following consequences:

- Member will not receive any portion of the education award.
- The Corporation for National and Community Service will not pay any accrued interest on a loan in forbearance.
- Member must disclose the terms of his/her release for cause to any AmeriCorps program they apply to in the future. Failure to do so will render them ineligible to receive the AmeriCorps Education Award, whether or not that individual successfully completes the term of service.

Prohibited Activities

Federal law and the Corporation for National and Community Service (“Corporation”) policy prohibit AmeriCorps Programs and Members from engaging in certain activities while using Corporation funds or on Corporation time. Members are not prohibited from engaging in any of these activities in their personal capacities and on their own time. If there is any question about whether a certain activity is permissible, please contact MAI. Examples of prohibited activities include, but are not limited to:

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 Contracts;
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 non-profit organization that fails to comply with the restrictions contained in Section 501c(3) of the Internal Revenue Code of 1986 except that nothing in this section shall be construed to prevent Members from engaging in advocacy activities undertaken on their own initiative; and
   v. an organization engaged in the religious activities described in paragraph (g) of this section, unless Corporation assistance is not used to support the religious activities;
i. Conducting a voter registration drive or using Corporation funds to conduct a voter registration drive;
j. Providing abortion services or referrals for receipt of such services; and
k. Such activities as the Corporation may prohibit.
l. 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-Corporation funds. Individuals should not wear the AmeriCorps logo while doing so.

Non-Duplication
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.

Non-Displacement
Programs may not permit a member to fill in for an absent employee. By law, members may not under any circumstances perform services, duties, or activities that had been assigned to an employee or to an employee who has recently resigned or has been discharged. Programs may not use a member in a way that will displace an employee or position or infringe on an employee’s promotional opportunities. Provisions include:

a. 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;

b. An organization may not displace a volunteer by using a participant in a program receiving Corporation assistance;

c. A service opportunity will not be created under this chapter that will infringe in any manner on the promotional opportunity of an employed individual;
d. 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;

e. 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

f. 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.

Approved Member Fundraising Activities

Members may raise funds directly in support of service activities that meet local, environmental, educational, public safety, homeland security or other human needs. Examples of fundraising activities members may perform include, but are not limited to the following:

   i. Seeking donations of books from companies and individuals for a program in which volunteers tutor children to read.

   ii. Writing a grant proposal to a foundation to secure resources to support the training of volunteers.

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

   iv. Securing financial resources from the community to assist a faith-based or community-based organization 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 the faith-based organization.

   v. Seeking a donation from alumni of the program for the specific service projects being performed by current members.
**Examples of Prohibited Activities**

The following scenarios are examples of possible situations involving prohibited activities. **If you are unsure whether or not an activity is prohibited, please contact MAI staff to discuss the situation.**

- A staff person resigns from an organization that is experiencing a financial crisis. The organization decides to save money by not replacing the staff person immediately. Instead, the staff person’s duties are shifted to the AmeriCorps member placed with the organization. *This is considered a prohibited activity because it is displacement - the member is being asked to perform duties that were recently assigned to a staff person.*

- A member placed at a high school advises an after school environmental club. As a club activity, the students plan to organize a letter writing campaign to the school board opposing construction in a natural area adjacent to the school. The member continues to advise the students in organizing the letter writing campaign. *This is considered a prohibited activity because the member is participating in an activity that involves lobbying elected officials.*

- A member is asked to participate in a non-partisan “Get Out the Vote” outreach call to the sponsoring sites’ members. *This is a prohibited activity because members may not participate in voter registration drives.*

- A member is placed at a nonprofit that does advocacy, education and stewardship work around public land use issues. The member is tabling at an event in order to recruit volunteers for a community stewardship project. In addition to information regarding the volunteer opportunities at the organization, the table contains flyers outlining the organization’s views on upcoming land use legislation. *This is considered a prohibited activity because the member is participating in an activity that advocates for or against proposed legislation. While the member may not be personally promoting the legislation, the public may perceive that s/he is doing so.*
AMERICAN CORPS MEMBERS ATTACHMENT

AmeriCorps members come to MAI with a wide range of experience, interests and skills. Therefore, the sponsor needs to assess the member’s comfort level with the new position and provide adequate training, direction, supervision and mentorship. For members who are working in a position that is relatively new to them, more guidance may be needed at first. Here are some supervisory techniques used in successful placements.

1. **Communicate with MAI staff** in the event of any member issues or project changes.

2. **Ensure that your member can attend MAI trainings and events** and support their attendance.

3. **Provide member with a thorough orientation** to your organization. (see onboarding checklist below)

4. **Meet with your intern at least once a week** to provide feedback on work and provide direction for new projects.
   - Set aside time each week to sit down and meet with the member to discuss the status of the project and the member’s professional development.
   - Informal “check-ins” or staff meetings should not take the place of these regular one-on-one meetings.
     - This structured opportunity to ask questions, give and receive feedback is especially important for those members for whom AmeriCorps is their first experience in a professional setting.
     - Provide frequent feedback, particularly when the member is starting out at the placement.

5. **Work with your intern on scheduling** so they have the flexibility needed to pursue individual development and their Community Action Project.
   - Collaborate with the member to develop a work plan, priorities and goals for the year. Use the work plan as a tool to monitor the progress of the project and revise the plan as needed. Work plans also promote member independence and efficiency.

6. **Provide skill development** to your member. MAI will provide generalized skills training, but you will need to provide task and project-specific orientation and training as well. You may want to collaborate with other sponsors to share trainings.
   - If the member is new to the field, provide him/her with background information about the field as well as an opportunity to shadow staff in that field.
   - Encourage the member to seek further education and training at workshops and conferences.
   - Encourage the member to collaborate with other AmeriCorps members and sponsoring agencies in order to leverage training resources.

7. **Help your member with networking.** Many MAI members are from outside the area of service. You can be of great help to them in networking, finding mentors, introducing them to other organizations in their field of work and local expertise. This will help both their work with you and their future development.
   - Provide the member with a list of organizations that may serve as potential resources or partners.
     - Personally introduce the member to staff at these organizations.
   - Inform member of on-going networking & training opportunities related to the project.
   - Arrange for the member to shadow staff working on related projects.
8. Expose your member to as broad a spectrum of roles, tasks, and parts of your organization and work in the community as possible.

9. Timely reimbursement for any service related travel expense.

10. Fill out and submit MAI related paperwork in a timely manner. (See Appendix 2)

Mentoring
The VetsWork program operates on two equally important principles. The first is that our members are of value to our partners because they help expand operational capacity and meet management objectives. The second is that VetsWork is of value to our members because it focuses heavily on supporting their transition from the military to a career in natural resources and public lands management. It is within this second principle that the role of the site supervisor becomes imperative. We want our partner supervisors to act as mentors for our members, helping them learn all they can about the field and supporting their growing career goals. The following outlines how we think about your role as mentor.

M Mentoring, coaching, inspiring, supporting...
• What skills trainings are you providing to your Member to help them be successful?
• What are your Member’s personal and professional goals?
• How can you serve as a resource for the Member’s professional development and CAP project?

E Expectations
• Have you developed the work plan, priorities and goals for the year?
• How do you set clear expectations for the term of service and project?
• How do you help your member manage multiple expectations? (Your organization, MAI? Themselves?)
• Where can you find the list of Member expectations MAI sets?
• When are team meetings? When are timesheets due?

N Networking
• Have you included the member in meetings, events, lectures, retreats or other occasions where they can meet other professionals in their field of interest?
• Have you shared a list of organizations that may serve as potential resources or partners?
• How do you help your Member network on their own time?

T Time When is your standing weekly meeting and how do you develop the agenda?
• If you are unavailable, who can your Member seek out in your absence?
• How often do you participate in the Member’s projects and activities?
• What kinds of social outings or recognition activities do you have in mind?

O Open Communication
• What is your established a communication system with the member?
• How do you provide appropriate and timely feedback (both positive and constructive)?
• What are your member’s strengths, needs and challenges?
• How do you best resolve conflict?

**Resources**

• How was the site onboarding experience?
• What knowledge have you gained over the years that would be helpful to your Member?
• What other resources might be necessary for the Member to complete their project?
ONBOARDING

Listed below are strategies that past supervisors and members have found valuable in the onboarding process.

<table>
<thead>
<tr>
<th>Prior to Intern Arrival</th>
</tr>
</thead>
<tbody>
<tr>
<td>Announce the VetsWork AmeriCorps Intern’s arrival in organizational newsletter or staff meeting.</td>
</tr>
<tr>
<td>Send any relevant background information to the Intern to familiarize them with your organization (newsletters, magazines).</td>
</tr>
<tr>
<td>Prepare a welcome packet to help orient the members to their new town. You can include maps of the area, good places to eat or see a movie, information about cultural events, trail maps, etc.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Orientation to Site</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arrange a meeting between the Interns supervisor and any other staff directly supporting the position.</td>
</tr>
<tr>
<td>Introduce the Intern to other staff and explain how each position relates to the Intern’s work.</td>
</tr>
<tr>
<td>Provide your staff with background information on VetsWork, AmeriCorps and national service. Explain the differences between an AmeriCorps position and a staff or intern position and make staff aware of any relevant prohibited activities.</td>
</tr>
<tr>
<td>Give the Intern a tour of the facility, including his/her personal workspace.</td>
</tr>
<tr>
<td>Describe the office resources available to the Intern (office equipment, curriculum etc).</td>
</tr>
<tr>
<td>Explain office procedures and systems.</td>
</tr>
<tr>
<td>Familiarize the Intern with office expectations around issues such as appropriate dress, hours and communication procedures.</td>
</tr>
<tr>
<td>Provide the Intern with a staff or volunteer handbook, if available.</td>
</tr>
<tr>
<td>If possible, give the Intern a tour of any other sites where they may be working on a regular basis. If a tour is not possible, explain where the sites are located relative to the office.</td>
</tr>
<tr>
<td>Begin the process for computer access and driving company vehicles.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Orientation to Organization</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inform the Intern about the history and goals of the organization.</td>
</tr>
<tr>
<td>Familiarize the Intern with the community served by the organization.</td>
</tr>
<tr>
<td>Explain to the Intern how his/her position supports the mission and long-term goals of the organization.</td>
</tr>
<tr>
<td>Explain the staff organizational structure. If an Organizational Chart is available provide them with a copy.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Orientation to the project</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provide time for the Intern and the supervisor to develop clear tasks and goals for at least the first week of the placement. We will ask for the final work plan w/in two weeks of start date.</td>
</tr>
<tr>
<td>Give a general overview of the project, including long-term tasks and goals.</td>
</tr>
<tr>
<td>Provide time for the member to observe the work they will be involved in, if appropriate.</td>
</tr>
<tr>
<td>Assess the member’s training needs. If there are specific skills that the member does not have, discuss a plan for how the member will attain those skills.</td>
</tr>
<tr>
<td>Ask the member if s/he has specific interests or skills related to the placement that s/he would like to focus on or contribute to.</td>
</tr>
</tbody>
</table>
MAI MEMBER EXPECTATIONS

Twice during the service year, site supervisors will formally evaluate each member according to the criteria below. Sponsor evaluations and feedback will be considered in completing the MAI Coordinator Evaluation of Member. If, at any point in the service year, the member struggles with the expectations listed below, please contact the Internship Program Coordinator for assistance in communicating expectations to the member.

- Reports to service site punctually and prepared
- Effectively communicates with MAI staff and members, project partners and community members
- Exhibits professional behavior
- Completes all MAI project goals and member paperwork
- Utilizes good judgment
- Identifies as a MAI AmeriCorps member
- Attends all required member trainings, service days and meetings
- Seeks out and utilizes learning opportunities
- Works independently
- Takes initiative when appropriate and exhibits creative thinking
- Works well in a team setting

Member Benefits

- A total taxable living allowance (before taxes) of $12,530, paid over term of service.
- Upon successful completion of a term of service, eligible AmeriCorps members receive an education award of $5,775. The education award can be used to repay qualified student loans, for further education in an accredited institution of higher learning, vocational or trade schools. The education award is taxed in the year that it is used and expires after 7 years.
- Food Stamps – member living allowance not considered wage in the calculation for FS.
- Loan forbearance (after successful completion of a term of service, AmeriCorps will pay the accrued interest on qualified loans, which is taxable).
- Basic medical insurance (covers AmeriCorps members only, not dependents; vision and dental not included).
- Professional development, trainings and networking opportunities.
MEMBER HOURS

Your member has made a commitment to serve 1,724 hours. He/she will have primary responsibility for tracking their hours, but MAI staff will provide you regular updates.

**Time Spent With Sponsor**
You can expect your member to spend at least 1,360 service hours with you on the project identified in your position description. This is a requirement of the program, and members can’t finish the program without completing these hours. 1,360 service hours are approximately 80% of a member’s minimum time (1700 hrs) in the program.

Service hours are activities that benefit and are done through the sponsoring site. Most service activities will be fairly obvious and are the things you’ve articulated in your application to MAI, position description, and will be in the member’s work plan they develop with you.

Training through the sponsoring site that is required and/or is an integral part of service work will also count as service hours. For instance, if your member is working on water quality issues, and you ask them to attend a workshop on water quality testing, this would count as service hours.

**Setting Schedules**
The 10.5 month schedule was built to allow members to have a buffer of 76 hours. You and the member have the flexibility to set a schedule that works for you. Please set expectations from the start as to how you want time off or changes in schedules communicated. If members take in excess of the 76 hour buffer then they will need to make the hours up elsewhere. Members can only claim hours for Federal Holidays if they work. If they are not able to work holidays this can make a real dent in the buffer so please work with them to adjust their schedule accordingly.

**Member Development**
Up to 340 hours (approximately 20% of the members’ time) can be spent on Member Development—skill-building, professional development, training, working on their Community Action Project (CAP), and pursuing their career plans for after MAI. Some of these activities will be organized by MAI, and some will be initiated by the member.

**Member Fundraising**
The Corporation for National and Community Service restricts member fundraising time to 10% of their total hours. Up to 170 hours of the members’ work at your site can be spent on fundraising for the member’s project. It will be your choice to determine how much of this time (if any) should be spent on project fundraising. This limitation applies to both raising funds and soliciting in-kind donations. Also, members can only fundraise for specific projects, not for organizational operating costs or for the cash match.

For the purposes of this limit, fundraising time is considered any time spent requesting funds, writing grant proposals or solicitation letters, and similar activities dedicated to the actual request. Research time is not part of this fundraising limit.
MEMBER DEVELOPMENT

MAI’s VetsWork program is a career development program. We strive to build the skills of our members, help them accomplish their service at your site and help prepare them to pursue careers and further education in environmental and natural resource fields.

We place a premium on training, skill-building and the important work that takes place with our partner organizations. One of MAI’s expectations of sponsors is that they will support this balance between on-the-ground work and our focus on member development and growth.

We have three goals for our Member Development program:

1. Develop personal & professional skills that will help members have a successful and productive year at their service site.
2. Build civically engaged citizens who will be agents of change in society, whatever their career path may be.
3. Help Interns cultivate a connection to the natural world.

TYPES OF MEMBER DEVELOPMENT

There are four general areas of Member Development. Development occurs in the 20% of the members’ time not spent on project activities with the sponsor organization.

1. **Events Organized by MAI:** This includes orientation, quarterly trainings and pod meetings.

2. **Community Action Project (CAP):** Each member is required to identify, plan, and implement a Community Action Project during his or her year. The CAP is a project of the member’s choosing that builds experience in civic engagement and affecting change in society. The time spent on CAP is included in development time. The choice of a CAP project is up to the member, not MAI or the sponsor organization. Some members choose to do their CAP projects at their service organizations, but they must also be free to choose to do it off-site. If they do choose to do their CAP with their sponsor organization, it must be different from their service activity. The planning and development hours are considered Member Development while the service component goes under service.

3. **Individual Development (Member Initiative):** Members are able to use up to 40 hours to help prepare themselves for their next step after this experience. They can use this time to update their resume, research jobs or grad schools, or attend interviews. Most of these hours will occur during the last two months of the service year.

4. **Sponsor Site Trainings:** We encourage you to not only schedule job specific trainings for your member, but also additional trainings offered through your agency/organization that will make them more employable at the end. Classroom and/or computer based trainings fall under this category. On the job skills training in the field can be listed under service. See the timesheet cheat sheet (page 29) for more information on categorizing hours.
Orientation – Members will spend their first week in orientation with MAI. We will orient members to the Mt. Adams Institute (MAI), the MAI staff, MAI values, AmeriCorps, training program and paperwork, begin to develop the VetsWork Team and build rapport amongst individual members and staff, introduce the key program components: Ethic of Service, Connection to the Natural World, Leadership, Personal and Professional Development and complete all administrative and program enrollment paperwork.

Supervisor Expectation: Actively participate in supervisor/member orientation day and come prepared with a draft of the work plan.

Community Action Project - As part of the program requirements members will complete a project that addresses an identified need in the community they are serving. Members will independently identify the need, develop a solution and implement that solution. This project follows the AmeriCorps ethic to improve lives, strengthen communities and foster civic engagement through service and volunteering. At the same time the process provides members an opportunity to grow both personally and professionally while showing future employers they can take a project from planning to implementation. The “community” can be the community at large in which they reside or serve. It can be the agency they serve with and the public who utilize its resources. The project should be in addition to their defined duties for the internship, however. While your member can consult you, the idea should be theirs.

Supervisor Expectation: Stay informed on members plan, allow for time in schedule and build into the work plan to ensure completion of project.

POD Meetings – These meetings are designed to bring members back together throughout their term of service to share experiences. In addition to the value of reconnecting there are some additional goals of: Education, Professional Development and Service work. The planning and implementation are the responsibility of members and they should communicate these plans to their supervisor. Dates on the annual calendar are suggested and may change when coordinating schedules.

Supervisor Expectation: Allow for the time in schedule, build into the work plan and if possible the use of an agency vehicle to ensure member attendance.

Blogs – Member blogs are an important part of our outreach efforts and member reflection. We ask them to create 3 blogs throughout their service term and they will be provided deadlines for each blog.

Supervisor Expectation: Allow for the time in schedule and build into the work plan.

Quarterly Trainings at MAI – MAI holds three trainings during the member term of service focused on professional development topics such as: the military to civilian workforce transition, natural resource/public lands management careers, service as a career, employability skills assessment and development plans, resume writing for federal and non-federal civilian positions, USA Jobs navigation and federal hiring authorities for Veterans. For our PNW cohort these are three day in person trainings in Trout Lake, WA. For the Central and SE cohorts trainings will be integrated with site visits and potential VTC training.

Supervisor Expectation: Allow for the time in schedule, build into the work plan and check in after to offer support.

SITE VISITS
We will conduct two in person site visits during the year. We value our relationships with members and supervisors and feel this in person interaction is an important part to the success of the program. Even when things are going great these visits can maintain a relationship allowing us to better support members and supervisors. A date range is outlined in the annual calendar and program staff will reach out in the months prior to schedule a specific date within that range. So please pencil it in now as it’s important we meet with both you and the member. The general outline of the site visits is as follows. This can be adapted to meet individual site needs.

**Site Visit 1**
1) Meet with member and sponsor to discuss year, member’s work plan, and goals for the year (30 - 45 min)
2) Meet individually with the sponsor to discuss how the placement is going, check in about paper work and answer any questions you have (15 - 30 min)
3) Meet individually with member for formal check-in - successes, challenges, goals and future projects. (30 - 45 min)
4) Exposure to the site. Field trip, review of work, observation of activity, tour of facility, meet with staff, etc. Whatever you would like us to experience about your site (Open-ended)
5) Introduction to leadership team, if possible, to provide program updates and answer any questions.

**Site Visit 2**
1) Meet with member and sponsor to discuss member’s work plan and performance. (~30 min).
2) Meet individually with the sponsor to discuss how the placement is going, discuss career potential and answer any questions you have (15 - 30 min)
3) Introduction to leadership team, if possible, to provide any program updates and answer all questions.
4) Join member in the “field” to see projects they are working on. E.G. Field trip, review of work, observation of activity, tour of facility, meet with staff, etc. Whatever you would like us to experience about your site (Open-ended)

**EVALUATIONS**

Supervisors will conduct two formal evaluations during the year. Due dates are listed in the annual calendar. These evaluations are an important part of the member’s development. As a development program we ask that you take this time to provide constructive feedback to better prepare them for permanent employment. Members will also complete a self-evaluation of their performance. We ask that once you both have evaluations complete that you meet to discuss and make any corrective actions needed. We are required to obtain signed copies as part of our grant compliance. Please send final copies to your program contact.

**TIME SHEET APPROVAL**

MAI uses an online portal called America Learns which can be accessed from any computer, phone or tablet.
Log In Information:

http://americalearns.net/mai
Username: email
Password: last name (no caps)

Approval timeline:

We ask that all timesheet submission (member) and approval (supervisor) be done by the 4th of each month. I.E. hours for December would need approved by January 4th. You will receive an email notification when the member submits.

Approval Process:

1. Log into America Learns – http://americalearns.net/mai

2. Click on Individual Member Data (Note reporter used in example slides, will say member when you log in)
3. Select a Template (2017)

4. Click – Display relevant members with pending sheets and click members name
5. You will see a summary of the members approved hours. In the Pending Approval heading click the “Screen” link.
6. Scroll through the daily reports and look for any inaccuracies.

- **Friday, July 17th**
  - Site: Anderson Center
  - Time in: 8:00 AM
  - Time out: 5:00 PM
  - Service: 6.50 hours  "I supported new tutors in the morning. After lunch, I ran group sessions."
  - Training: 1.50 hours
  - Fundraising: 0.00 hours
  - Not Receiving Credit For: 1.00 hour  "Lunch, Break"
  - Receiving Credit For: 8 hours

- **Saturday, July 18th**
  - Site: Anderson Center
  - Didn’t serve (Weekend)

7. If accurate click the I approve this timesheet button, type your name as written and click submit. If there are corrections to be made click I do not approve and enter a reason. Then type your name as written above and hit submit. The member will be notified via email that their time sheet needs correcting.

- **Sunday, July 19th**
  - Site: Anderson Center
  - Didn’t serve (Weekend)

<table>
<thead>
<tr>
<th>Totals for This Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service: 34.5 hours</td>
</tr>
<tr>
<td>Training: 4.6 hours</td>
</tr>
<tr>
<td>Fundraising: 0 hours</td>
</tr>
<tr>
<td>Total Time: 38 hours</td>
</tr>
</tbody>
</table>

**Audit Trail**

- **Date:** July 21, 2015 6:26:55 AM PDT
- **Who:** Wally Copy (Reporter)
- **Host Site:** Anderson Center
- **Action:** Submitted

**Action:**

- I approve this time sheet. All of the information is accurate.
- I do not approve this time sheet for the following reasons:

  Below, please enter your name in the same way that is recorded in the America Learns Network (Amber Shallow). This serves as an electronic signature.

  [Submit]  [Back]
These are the most common mistakes members make. I will check all time sheets for these, but it helps if you can keep an eye out for them as well.

- Missing lunch – required to take 30 minute break for every 6 hours worked. They do not get service hours for this time.
- Activities in wrong category
- Incomplete descriptions. I.E. ag learn training (member should list out specific training)
- Driving time is linked to the activity. I.E. if you drive 4 hours for a training the driving time would go under Member Development along with the training.

Category Cheat Sheet

<table>
<thead>
<tr>
<th>Service Office (SO)</th>
<th>Service Field (SF)</th>
<th>Member Development (MD)</th>
<th>National Guard/Reserves Training</th>
</tr>
</thead>
</table>
| **Job description tasks that you do from the office.**  
  • Meetings  
  • Planning  
  • Computer work  
  • Phone calls | **Job description tasks that you do outside the office.**  
  ➢ Include field based parts of trainings  
  ➢ If CAP has a service project component | **Any trainings, skill building or professional development.**  
  • MAI Quarterly Trainings  
  • MAI Orientation and Graduation  
  • POD meetings  
  ➢ CAP planning  
  ✓ Any classroom or computer based trainings. | **MAI credits members for service hours during their two-week active duty in the Reserves if it occurs during their service year. The member receives credit for the number of hours s/he would have served during that period had there been no interruption.** |

- Example: Saw training - Computer course would go under MD and the field based skills test under SF
- If your CAP project has a service component the time spent on planning would go under MD and time spent on service project under SF.

**WORK PLAN GUIDELINES**
During the first month of the placement, members and sponsors will be developing a work plan that outlines the major goals and tasks for the member’s service year. Below are some guidelines to help you create that document. **Inform MAI immediately of any significant changes in project goals or member responsibilities.** A template can be found in **Appendix 3.**

**What is a work plan?**

- A detailed timeline of major tasks related to member project
- Considers member skills and goals
- Includes any changes to project timeline/goals from original proposal
- A “living document” that should be revisited regularly

**Why does MAI require a work plan?**

- Provides member and sponsor with formal planning process and organizational tool
- Helps sponsor and member maximize 11-month service term
- Gives member understanding of how the project supports long-term goals of organization
- Encourages member independence and accountability
- Assists member in managing time and MAI/site responsibilities
- Keeps MAI informed of project status
- Ensures MAI that member has enough work for entire service term
- Supports early planning for project sustainability
- Assists members and sponsor in summarizing project goals and accomplishments

**What does the work plan include?**

- Major goals, objectives, events, deadlines
- Plan for the **entire** service year
- MAI required trainings
- Agency specific trainings or development opportunities
- Organize tasks by major project categories
- Organize information chronologically by month, season etc...
- Format useful to both member and sponsor
- Include plans for project sustainability

**What is the role of the sponsor?**

- Initiate work plan process
- Monitor member in developing work plan
- Provide long-term organizational perspective
- Ensure that timeline and goals are reasonable
- Finalize work plan with member
- Use work plan as a tool in supervisory meetings throughout year

**SITE REPORT GUIDELINES**
AmeriCorps requires that MAI submit a mid-term and year-end Progress Report to Corporation for National and Community Service (CNCS). This comprehensive report documents our progress toward meeting performance measures as outlined in the AmeriCorps grant. A substantial portion of this report contains project data from member Site Reports. Members are required to document project specific accomplishments monthly. In order to track data effectively, MAI expects sponsors and members to set up systems early on which will ensure successful management of project specific data. Excel spreadsheets, databases, volunteer sign in sheets are excellent tracking tools.

Members are responsible for tracking the data and populating the tracking excel file (Appendix 4). They will then send it to you for review and approval. Supervisor approval is an important part of grant compliance. There are a couple ways to approve site reports:

1. Member emails excel to supervisor and supervisor forwards email to MAI stating they have reviewed and approved.

   OR

2. Member prints excel and gives to you for review and signature. It then gets scanned back into an email and sent to MAI with signature.

**Increasing Volunteerism**

**Number of Community Volunteers**: Track number of volunteers that served on projects. (only count each person once)

**Number of Community Volunteer Hours**: The number of volunteers x the number of hours worked. (Include hours for returning volunteers, but don’t count them more than once in the above count)

**Number of Veteran Volunteers**: Track how many of all volunteers are veterans. The VetsWork program aims to expose other veterans to careers in the field and strongly encourages recruitment of veteran volunteers for projects.

**Land Management**

**Site Assessments**: Track number of mapping sites reported in sq. feet or acres and assessing habitat conditions/types.

**Site Preparation**: Track number of sq. feet (or acres) of non-native or invasive weeds removed.

**Building Trail**: Track number linear feet of trail built, maintained or obliterated.

**Wildlife or Cattle Fencing**: Track the number of linear feet of fence built or maintained and acres of range allotments assessed or improved.

**Fuel Reduction**: Track number of project sites where fuel reduction activities were performed.

**Habitat Enhancement**: Track number of native trees, plants or shrubs planted. Track linear feet of riparian fences (or other habitat structures) built.
Site Maintenance: Track number of restoration sites where weeding, watering, repairing structures took place

Archeology: Track number of sites assessed, mapped or listed on federal registry.

Timber: Track the number of acres marked

**Facilities, Maintenance and Engineering**

Roads: Track the linear miles of roads assessed or maintained.

Survey: Track the miles of boundary lines surveyed.

Site Maintenance: Track the number of facilities assessed or maintained.

**Educating Students and Community Members**

Educating Students:
1. Track number of schools, organizations, government agencies served (count each entity once per year.)
2. Track number of students engaged in environmental education, service-learning, tutoring, mentoring or leadership development (count each student only once per year.)
3. Calculate number of student hours for activities above (track hours all year)

To calculate student hours, simply multiply the number of students by the length of the activity.

Example: 50 youth x 2 a hour work party = 100 total hours
Example: 20 students x .5 hour carbon footprint activity = 10 total hours

Educating Community Members:
1. Track number community based organizations and/or government agencies served (count each entity once per year.)
2. Track number of community members who participated in environmental education activities (count each community member once per year.)
3. Calculate number of community member hours for environmental education activities (track hours all year)

**Other Outreach**

Social Media Posts: Track the number of posts made and views or followers gained.

Web site posts: Track the number of posts made to websites.

Videos: Track the number of videos produced and where they were posted.

Articles: Track the number of articles written and published.
SITE SPECIFIC DATA
Use this section to highlight member impacts that cannot be found in the above categories. Work with MAI staff to develop the best metric for showcasing your member’s impact.

APPENDIX 1

MAI/VETSWORK REPORTING SYSTEMS AT-A-GLANCE
Timesheets: due at end of every month member & sponsor

Members are responsible for tracking and documenting their hours each day. Timesheets should be submitted by the member on the last working day of the month. Supervisors must approve submitted timesheets no later than the 4th and sooner if at all possible.

Site Reports: due at end of every month member & sponsor

Sponsors are responsible for providing systems and support to members when completing MAI Site Reports. This includes providing the member with appropriate tracking tools, training the member to use those tools, and verifying the information in the reports. Site Reports require an original signature & date from the sponsor and member.

Evaluations: mid-term and final member & sponsor

Twice annually, sponsors are responsible for evaluating their member's performance using the Sponsor Evaluation of Member. Members are responsible for completing a Member Self Evaluation form at the same time. Sponsors and members meet to discuss these evaluations and also identify new goals for the member. This is a good time to review and update the work plan. These evaluations are due to MAI at designated dates as shown on the annual calendar.

Member evaluation of placement: due week prior to graduation member

At the end of the service term, each member will be asked to complete the MAI Evaluation of Placement Site. This information will be collected and reviewed by the VetsWork Program Director.

Sponsor Survey: Due at end of year sponsor

At the end of the service term, sponsors will receive an online Sponsor Survey. We ask the sponsor to honestly evaluate the quality of the VetsWork program and the impact of the member project.

APPENDIX 2

MEMBER REPORTING SYSTEMS AT-A-GLANCE
VetsWork Check List (Responsibilities to MAI)

- **Work Plan:** Create a work plan with your Sponsor during the first few weeks of service. Update the plan throughout the year.

- **Timesheet:** Submit monthly at [http://americalearns.net/MAI](http://americalearns.net/MAI). You can update it as frequently as you’d like, but only submit on the last day of the month.

- **Site Reports:** Submit monthly via excel file – end of month. The excel file can be found in the document library of the America Learns site.

- **Blog submissions:** Throughout the year we will be asking you to write updates about what you are doing. Be sure to take pictures throughout your work to use in your blog. Laura will remind you one week prior to your due dates of _____,_____,_____. Call us if you aren’t sure what to write about.

- **Community Action Project:** Complete a self-directed project over the course of the year. See resource binder for details.

- **Pod Meetings:** Different members will take turns setting the agenda and planning the events for their group. Everyone will facilitate or help plan at least one meeting. The Goal is to get members together in person to share experiences and for professional development. Dates are -

- **Evaluations:** Complete Mid-Year _____ and Final _____

- **Incident and Accident Reports:** Fill this form out and submit it to MAI if you have any injury on the job (even one that doesn’t require immediate medical attention).

- **Help:** Please contact the appropriate MAI staff if you have questions regarding any of this material.
  
  Aaron Stanton: 253-653-4231 programs@mtadamsinstitute.com
  Laura Linn: 541-221-5647 maicoordinator@mtadamsinstitute.com

**APPENDIX 3**

**WORK PLAN TEMPLATE**

Program Goals (directly from the Position Description)
March
Service
• Member starts at service site – March 13
Member Development
• Program Orientation – Brandon Spring Group Center, Dover TN March 6-10
• Site Orientation
MAI Program Requirements
• Finalize Work plan development and email copy to MAI – March 22
• Timesheet and Site Report due last day of month

April
Service
Member Development
MAI Program Requirements
• Timesheet and Site Report due last day of month

May
Service
Member Development
MAI Program Requirements
• POD Meeting – May 5
• Mid-Term Evaluation Due – May 26
• CAP Proposal Due – May 26
• Timesheet and Site Report due last day of month

June
Service
Member Development
MAI Program Requirements
• MAI Site Visits/Quarterly Training – June 5-16 (individual site dates to be determined)
• Timesheet and Site Report due last day of month

July
Service
Member Development
MAI Program Requirements
• Timesheet and Site Report due last day of month

August
Service
Member Development
MAI Program Requirements
• Timesheet and Site Report due last day of month
September
Service
Member Development
• POD Meeting – September 11 AmeriCorps Day of Service
MAI Program Requirements
• Timesheet and Site Report due last day of month

October
Service
Member Development
• CAP Part 2 due – October 6
• Quarterly Training- Need to book VTC – October 12
MAI Program Requirements
• Timesheet and Site Report due last day of month

November
Service
Member Development
• MAI Site Visits/Quarterly Training – November 6-17 (individual site dates to be determined)
MAI Program Requirements
• Timesheet and Site Report due last day of month

December
Service
Member Development
• POD Meeting – December 1
MAI Program Requirements
• Timesheet and Site Report due last day of month

January
Service
• Program Ends – January 12
Member Development
MAI Program Requirements
• Final Evaluations due – January 5
• Final CAP Report due – January 5
• Exit Paperwork due – January 5
• Timesheet and Site Report due last day of month

APPENDIX 4

EVALUATION FORM

VetsWork Sponsor Mid-Term Evaluation of Member
Member’s Name: ______________________ Member’s Signature: ______________________
Sponsor’s Name: ______________________ Sponsor’s signature: ______________________
Please complete the following form for each member serving at your site. Once you have completed the sponsor section of the form, please meet with the member to discuss the evaluation and set goals for the future. Document those future goals in the final section of this form. Members will return the completed forms to the Mt. Adams Institute.

**PERFORMANCE ACCOMPLISHMENTS**

<table>
<thead>
<tr>
<th></th>
<th>Exceeds Expectations</th>
<th>Meets Expectations</th>
<th>Requires Improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reports to service site punctually and prepared</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Achieves project goals in an effective manner</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Works independently and is self motivated</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Takes initiative when appropriate and exhibits creative thinking</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Utilizes good judgment and takes project safety precautions</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Seeks out and utilizes learning opportunities</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1) What are some of the member’s major accomplishments in achieving project goals?

2) What special skills has the member demonstrated in this position?

3) In which areas would you like to see the member invest more time and resources?

**SKILLS, PROFESSIONALISM & COMMUNICATION**

<table>
<thead>
<tr>
<th></th>
<th>Exceeds Expectations</th>
<th>Meets Expectations</th>
<th>Requires Improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communicates professionally with coworkers</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Effectively leads and communicates with program constituents (e.g. students, community members)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Accepts feedback appropriately and uses it constructively</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Projects a positive attitude about community service and identifies as a MAI AmeriCorps Member</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Seeks out collaborative community projects</td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

1) What are the member’s strengths in relations with co-workers, community members and program constituents?
2) In which areas would you like to see the member invest more time and resources?

**For Sponsors and Members to Complete Together**

1) What are your new goals for this placement based on your experience so far? Please describe your plan for taking action towards these goals and for measuring your success.

**VetsWork Member Mid-Term Self Evaluation**

**Member Name:**

**Sponsoring Organization:**

**Date:**

<table>
<thead>
<tr>
<th>PERFORMANCE ACCOMPLISHMENTS</th>
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<th>Meets Expectations</th>
<th>Requires Improvement</th>
</tr>
</thead>
<tbody>
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<tr>
<td>Seeks out and utilizes learning opportunities</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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<th>Meets Expectations</th>
<th>Requires Improvement</th>
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</thead>
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<td></td>
</tr>
<tr>
<td>Seeks out collaborative community projects</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1) What have been your major accomplishments in achieving project goals?

2) What special skills have you demonstrated in this position? What new skills have you learned?

3) What have been your major challenges in achieving project goals?
4) How has your service impacted the sponsoring organization?

5) How have you impacted the larger community? List key community collaborations:

6) How have you integrated reflection into your service experience?

7) Based on your experience so far, what new goals do you have for the remainder of your placement? Please list:
Appendix 4
Site Report Template
Mt. Adams Institute Site Report Data

Name:  
Month:  
VetsWork or Public Lands Steward Position:  
Location:  

Increasing Volunteerism

Brief description of project, including all activities worked on, in relation to Improving Public Lands and Recruiting, Training and Engaging Volunteers:

Community Volunteers:

1. Number of community volunteers that served on projects that focused on:
   Note: Report volunteers in only one focus area per project.

   Environment    Health and Human Needs
   Public Safety   Other
   Facility        Maintenance

2. Total number of community volunteers recruited, trained, coordinated, led, and/or engaged in your service project.

3. Of the total community volunteers how many were Veterans?

4. Total number of community volunteer hours served on your project:  
   # vols x length of project
# Land Management

**Brief description of project, including all activities worked on:**

<table>
<thead>
<tr>
<th>Site Assessment:</th>
<th>Sq. Feet</th>
<th>Acres</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of square feet or acres assessed.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**NNIS**

| Number of square feet or acres of nonnative invasive plants cleared and or treated |
| Sq. Feet | Acres |

**Building/Maintaining Trail:**

| Number of miles of trail built: |
| Number of miles of trail maintained: |
| Number of miles of trail obliterated: |

**Wildlife or Cattle Fencing:**

| Linear feet of fence built. |
| Linear feet of fence repaired. |
| Acres of range allotments assessed |
| Total Acres Improved |

**Fuel Reduction:**

| Number of citizens contacted with wildfire prevention info. |
| Number of firewise home assessments completed. |
| Number of acres treated for fuel reduction. |
| Number of miles treated for fuel breaks. |

**Habitat Enhancement:**

| Number of native trees, plants, and shrubs planted. |
| Number of linear feet of riparian fencing built. |
| Number of linear feet of riparian fencing repaired. |
| Number of plant protections installed. |
| Number of plant protections removed or replaced. |
| Number of other habitat structures built. |
| Total Acres Improved |
**Fisheries/Watershed:**
Aquatic/Riparian Habitat Improved (miles)
Aquatic/Riparian Habitat Assessed (miles)
# sites monitored for water quality

**Wilderness**
# of Wilderness Character Monitoring Surveys/Associated Acreage
Visitor Contacts

**Site Maintenance:**
Number of native trees, plants, shrubs, etc., watered and maintained.
Number of habitat structures repaired.
Acres improved by revegetation projects

**Archeology:**
Acres inventoried for cultural resources
New cultural resource sites documented
Sites evaluated for listing on the National Register of Historic Places

**Timber:**
Timber marking (acres)
Timber Boundary (feet)
Stand Inventory (# of plots)
Timber Sale Inspection (Acres harvested or treated)
Timber Cruised Volume (MBF thousand board feet)
Cable logging systems analysis (feet)
# Facilities, Maintenance and Engineering

**Brief description of project, including all activities worked on:**

<table>
<thead>
<tr>
<th>Roads:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Road miles assessed</td>
</tr>
<tr>
<td>Road miles maintained</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Survey</th>
</tr>
</thead>
<tbody>
<tr>
<td>Miles of boundary line surveyed.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Site Maintenance:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of structures/facilities maintained.</td>
</tr>
<tr>
<td>Number of structures/facilities assessed.</td>
</tr>
<tr>
<td>Number of structures/facilities mapped.</td>
</tr>
<tr>
<td># of condition surveys completed</td>
</tr>
<tr>
<td>Worker Hours</td>
</tr>
</tbody>
</table>

## Land Special Uses:

**Brief description of project, including all activities worked on:**

<table>
<thead>
<tr>
<th>For Recreation/Lands Special Uses:</th>
</tr>
</thead>
<tbody>
<tr>
<td># of inspections completed</td>
</tr>
<tr>
<td># of permits issued</td>
</tr>
<tr>
<td># of Right of Way sites verified</td>
</tr>
<tr>
<td># permits brought to standard (Lands)</td>
</tr>
<tr>
<td># permits brought to standard (Rec)</td>
</tr>
<tr>
<td># permits mapped</td>
</tr>
</tbody>
</table>
Educating Students and Community Members

Brief description of project, including all activities worked on:

---

Fill in any data that apply to your project

Educating Students:

1. Number of schools, community-based organizations, or government agencies served:

<table>
<thead>
<tr>
<th>Elementary</th>
<th>Middle</th>
<th>High</th>
</tr>
</thead>
<tbody>
<tr>
<td>Colleges</td>
<td>Comm. Org</td>
<td>Gov. Agencies</td>
</tr>
</tbody>
</table>

2. Number of students and student hours spent participating in these educational activities:

<table>
<thead>
<tr>
<th>Activities</th>
<th>Number of Students</th>
<th>Student Hours (students x program length)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Environmental Ed.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Service-Learning</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Academic Support</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mentoring/Leadership Development</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Educating Community Members:

1. Number of community-based organizations or government agencies served:

   | Community Org | Gov. Agencies |

2. Number of community members (not in school) and the total number of community member hours spent participating in educational activities that focused on:
<table>
<thead>
<tr>
<th>Activities</th>
<th>Number of Community Members</th>
<th>Total Number of Community Member Hours/People/Program Length</th>
</tr>
</thead>
<tbody>
<tr>
<td>Env Education</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wildfire Education</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mentoring/Leadership/Development</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Other Outreach:</th>
<th>#</th>
<th>Views</th>
<th>Likes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Social media posts</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Web site or Blog posts</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Videos produced</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Articles Published</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Writer/Analyst</th>
<th>Reviewed</th>
<th>Created</th>
</tr>
</thead>
<tbody>
<tr>
<td>Environmental Assessment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Categorical Exclusions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Resource Specialist</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Press Release</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Legal Notice</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Letter to Public</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Site Specific Data

Use this section if your responsibilities don’t fit into the above categories.

Brief description of project, including all activities worked on:

Fill in any data that apply to your project

<table>
<thead>
<tr>
<th>Activity w/ metric</th>
<th>Data</th>
</tr>
</thead>
<tbody>
<tr>
<td>e.g. Number of people reached through Facebook posting</td>
<td>50,000</td>
</tr>
</tbody>
</table>

AmeriCorps Data Summary

Time Period:
From: [ ]
To: [ ]

Total Acres Improved: [ ]
Total Veterans Recruited: [ ]

Please print, sign and have your supervisor sign below, certifying that the information provided is accurate.

Member Name: __________________________
Signature: ____________________________ Date: ____________________________

Supervisor Name: __________________________
Signature: ____________________________ Date: ____________________________