



Promise Corps
Member Handbook
2016-2017

West Philadelphia
PROMISE
CORPS

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SECTION 1: PROGRAM OVERVIEW

PROMISE CORPS- MEMBER PROGRAM OVERVIEW

The Mayor's Office of Community Empowerment and Opportunity (CEO) AmeriCorps Member Program Manual ("Manual") has been designed to help you manage the various aspects of the AmeriCorps program. Please direct any questions to the Promise Corps Leadership Team.

The manual is based on the following source documents:

- 2016 Terms and Conditions for AmeriCorps State and National Programs
- Code of Federal Regulations (45 C.F.R. Chapter XXV, Sections 2520 - 2550)
- AmeriCorps State and National Policy Frequently Asked Questions

MANUAL CHANGES

Any changes made to the Manual after your initial receipt will be provided to you via addendum. You are required to sign an acknowledgement form of receipt of this manual during your first week of service.

CORPORATION FOR NATIONAL AND COMMUNITY SERVICE

The Corporation for National and Community Service ("CNCS") provides opportunities for Americans of all ages and backgrounds to serve their communities and our country. AmeriCorps members and volunteers serve with national and community nonprofit organizations, faith-based groups, schools, and local agencies to help meet community needs in education, the environment, public safety, homeland security, and other critical areas. The mission of CNCS is to improve lives, strengthen communities, and foster civic engagement through service and volunteering. CNCS works to foster a culture of citizenship, service and responsibility in America. For more information, visit www.nationalservice.gov.

AMERICORPS

AmeriCorps engages more than 75,000 men and women in intensive service each year at more than 15,000 locations including nonprofits, schools, public agencies, and community and faith-based groups across the country. AmeriCorps members help communities tackle pressing problems while mobilizing millions of volunteers for the organizations they serve. Members gain valuable professional, educational, and life benefits, and the experience has a lasting impact on the members and the communities they serve.

AmeriCorps Fast Facts	
Number of people who have served as AmeriCorps members since 1994	800,000
Total number of hours served by AmeriCorps members since 1994	1 billion
Number of Community Volunteers managed or mobilized by AmeriCorps members in fiscal 2011	4 million
Total Amount of Segal AmeriCorps Education Awards earned by AmeriCorps members since 1994	\$2.4 billion
Number of AmeriCorps service locations in 2012	15,000
Number of disadvantaged youth tutored, mentored, or served by AmeriCorps members in fiscal 2011	5.2 million
Value of cash and in-kind donations leveraged by AmeriCorps members in fiscal 2010	\$480 million

AmeriCorps consists of three main programs: AmeriCorps State and National, whose members serve with national and local nonprofit and community groups; AmeriCorps VISTA (Volunteers in Service to America), through which members serve full-time fighting poverty; and AmeriCorps NCCC (National Civilian Community Corps), a team-based residential program for young adults 18-24 who carry out projects in public safety, the environment, youth development, and disaster relief and preparedness.

To strengthen accountability, AmeriCorps programs are required to demonstrate their impact using standard performance measures. AmeriCorps members make our communities safer, stronger, healthier, and improve the lives of tens of millions of our most vulnerable citizens. AmeriCorps' impacts are proven and measurable.

AmeriCorps members are united by four common goals:

- **Getting Things Done** through direct and demonstrable service that helps solve community problems in the areas of education, public safety, environment, and other human needs.
- **Strengthening Communities** by bringing together Americans of all ages and backgrounds in the common effort to improve our communities.
- **Encouraging Responsibility** by enabling members to explore and exercise their responsibilities towards their communities, their families, and themselves.
- **Expanding Opportunity** by enhancing members' educational opportunities, job experience, and life skills.

AmeriCorps Pledge

AmeriCorps members are further united by the AmeriCorps Pledge:

***I will get things done for America – to make our people safer, smarter, and healthier.
I will bring Americans together to strengthen our communities.
Faced with apathy, I will take action.***

Faced with conflict, I will seek common ground.

Faced with adversity, I will persevere.

I will carry this commitment with me this year and beyond.

I am an AmeriCorps member, and I will get things done.

AMERICORPS STATE AND NATIONAL

Promise Corps AmeriCorps programs are funded under AmeriCorps State and National - the largest AmeriCorps program - through which members serve each year with thousands of nonprofit organizations, public agencies, and faith-based organizations nationwide.

Promise Corps AmeriCorps members are not employees or volunteers of your organization, the Promise Corps, or the federal government. Technically, they do not have a job; they provide service. The National and Community Service Act of 1990 and the National and Community Service Trust Act of 1993 identify the individuals who serve in AmeriCorps programs as “participants.” In most instances, though, they are called “AmeriCorps members.”

YPI OVERVIEW

The Youth Policy Institute transforms Los Angeles neighborhoods using a holistic approach to reduce poverty by ensuring families have access to high quality schools, wrap-around education and technology services, enabling a successful transition from cradle to college and career.

The Youth Policy Institute (YPI) has been a leader in education and community empowerment over the past three decades. Originally part of the Robert F. Kennedy Memorial, Kennedy’s lifelong friend, David L. Hackett founded YPI and developed it into a national nonprofit organization targeting anti-poverty and youth related issues. Under Hackett’s leadership, YPI created the first national anti-poverty program based on a community action approach, in which local organizations could operate federally funded programs with community input. YPI also published cutting edge research in youth and education policy, including a highly regarded national newsletter, and trained several generations of public policy leaders.

YPI currently operates a \$41 million budget and places more than 1,200 staff at 125 service sites throughout Los Angeles. YPI provide programs and services to more than 100,000 clients each year. It has been a recipient of U.S. Senator Barbara Boxer’s Excellence in Education Award, has been recognized by Cisco with their *Growing with Technology* award, and has been selected by the National Council of La Raza as their 2011 Affiliate of the Year for the California region.

PROMISE CORPS OVERVIEW

The Promise Corps program provides AmeriCorps members to underserved high schools in the Promise Zone. Promise Corps members serve as College and Career Ambassadors. Currently, the ratio of guidance counselors to students in the Philadelphia School District (PSD) is 700-1. Promise Corps Ambassadors will each serve approximately 50 students, providing the focus and

attention students need as they transition out of school and into careers, service, or post-secondary education.

Promise Corps Ambassadors will provide five introductory workshops for a baseline understanding of postsecondary options: (1) College (2) Military (3) National Service in AmeriCorps (4) Employment and the Local Labor Market and (5) Internships, Apprenticeships, and Job Training. Upon completion of these workshops, each student will have his or her first individual advising session with their Ambassador. The College and Career Ambassadors will work with students to complete an assessment informed by academic achievement to date, educational goals, career interests and goals, long-term aspirations, assets and needs, family and other supports, and applicable work experience. Members and students will together create an Individual Student Services (ISS) Plan, which compiles goals and interests defined in the areas of two and four-year college, military service, national service, employment, and internships, registered apprenticeships, and job training programs.

Students, working with their College and Career Ambassador, will devise a plan that incorporates one to three goals. For example, the plan of students who are interested in college will include SAT or ACT testing dates and FAFSA deadline on their ISS. Students interested in military service will have eligibility steps such as passing the Armed Services Vocational Aptitude Test and the minimum score needed for the interested branch. The plans will include information and dates for additional workshops, a schedule for measuring progress, a timetable for improving and monitoring achievement, and methods of parental engagement. Students will then meet monthly with their Ambassador to review progress and update their ISSP.

RULES AND REGULATIONS

AmeriCorps is governed by the Terms and Conditions for AmeriCorps State and National Programs and 45 C.F.R. Chapter XXV, Sections 2520-2550 (“CFR”). Familiarizing yourself and your program staff with these rules and regulations will help to ensure that your agency is operating within the parameters that govern AmeriCorps. Looking to these rules and regulations will help you to understand what activities are allowable, and which are prohibited. If you are unable to verify from the Terms and Conditions and/or the CFR if an activity is allowable or not, contact your Promise Corps AmeriCorps Project Manager. Both the Terms and Conditions for AmeriCorps State and National Programs and CFR are available through the CNCS website at:

<http://www.nationalservice.gov/build-your-capacity/grants/managing-amicorps-grants>

GLOSSARY

- AmeriCorps – Federally funded programs that are designated by CNCS as national service programs. AmeriCorps includes AmeriCorps State and National, AmeriCorps VISTA (Volunteers in Service to America), and AmeriCorps NCCC (National Civilian Community Corps).

- AmeriCorps State and National – The largest of AmeriCorps programs, AmeriCorps State and National provides funds to local and national organizations and agencies committed to using national service to address critical community needs in education, public safety, health, and the environment. AmeriCorps State grants are distributed through state commissions. AmeriCorps National grants are distributed to organizations directly by CNCS.
- AmeriCorps VISTA (Volunteers in Service to America) – Full-time, national service program for men and women ages eighteen (18) and older interested in developing lasting solutions to the problems of poverty in America. AmeriCorps VISTA members serve nonprofit, local government agency, faith-based, and community organizations and agencies to develop permanent infrastructure to aid, expand, and strengthen programs and services designed to bring individuals and communities out of poverty.
- Corporation for National and Community Service (“CNCS”) – The independent federal agency that provides opportunities for Americans of all ages and backgrounds to serve their communities and our country.
- Domestic Volunteer Service Act of 1973 – The Domestic Volunteer Service Act authorizes AmeriCorps VISTA. The legislation was last amended in 1993 as part of the creation of CNCS.
- eGrants – Online system for submitting grant applications and processing member applications.
- Evaluation – A formal external assessment of program effectiveness and outcomes at the end of a given period of time. Evaluation is conducted by CNCS with the cooperation of state commissions and programs. Independent program evaluation is required for all AmeriCorps awards over \$500,000 and for all AmeriCorps program applications beginning with the 2010 RFA.
- FERPA – The Family Educational Rights and Privacy Act (FERPA) is a federal privacy law that gives parents certain protections with regard to their children's education records, such as report cards, transcripts, disciplinary records, contact and family information, and class schedules. As a parent, you have the right to review your child's education records and to request changes under limited circumstances. To protect your child's privacy, the law generally requires schools to ask for written consent before disclosing your child's personally identifiable information to individuals other than you.
- Grantee – The direct recipient of an AmeriCorps grant.
- In-Kind – Contributions and donations made in services and projects, not cash.
- Living Allowance – AmeriCorps members receive a modest monetary living allowance to cover basic living costs during their term of service. The living allowance is equally distributed across the term and does not fluctuate based on the number of hours served in any given period. The living allowance is not a stipend.
- Matching Funds – Programs that receive AmeriCorps funding are required to meet certain specified match requirements as a condition for receipt of federal funding. For every dollar of federal funds, there is a designated percentage of cash funds or in-kind contributions that the receiving entity must provide (this is the “match”). As AmeriCorps programs age, they are required to provide an increasing portion of match funds and a

corresponding decreasing reliance on federal funds each year in their total program budget.

- Member Service Year – CNCS previously used the term FTE to describe the number of service years performed by a full-time AmeriCorps member (each service year being equal to 1,700 hours of service). Because the term FTE is most often associated with budgeting for employee payroll, the term FTE was replaced with “Member Service Year,” or “MSY,” and was intended to avoid any misimpression that AmeriCorps members are Federal employees.
- Members – Participants in AmeriCorps (including AmeriCorps NCCC, AmeriCorps VISTA, and AmeriCorps State and National programs).
- My AmeriCorps – The Corporation’s website where service listings are posted, and where AmeriCorps members can access their Segal AmeriCorps Education Award and other information.
- National and Community Service Trust Act of 1993 – The National and Community Service Trust Act of 1993 created AmeriCorps and CNCS. The act authorizes appropriations for AmeriCorps State and National, AmeriCorps NCCC, the National Service Trust, and the Points of Light Foundation. The 1993 legislation amended the National and Community Service Act of 1990.
- National Service – Results-oriented service by an individual or group of individuals that help meet the nation’s needs in the areas of education, public safety, the environment, and other human needs.
- National Service Day – A pre-designated day wherein AmeriCorps and community members engage in service together, usually project-focused. All AmeriCorps members nationwide serve and are recognized. Required National Service Days include: Make a Difference Day, Martin Luther King Day of Service, and AmeriCorps Week.
- Performance Measurement – Performance measurement is a way to determine if the objectives of the program have been met, as stated in the grant application, and to gauge the difference the associated activities made. Performance measurement results also provide information necessary for decision-making, program outreach, continuous improvement, and funding opportunities.
- Segal AmeriCorps Education Award – A post-service benefit of \$5,730.00 (full-time) or \$2,865.00 (part-time) earned by all AmeriCorps members successfully completing a term of service. The award is paid directly to a lending or educational institution and may be used to pay off qualified student loans or to finance college, graduate school, or approved vocational training.
- Serve America Act – Reauthorized and expanded the mission of CNCS by: increasing opportunities for Americans of all ages to serve, supporting innovation and strengthening the Nonprofit Sector, and strengthening management, cost-effectiveness, and accountability.
- Service – AmeriCorps members are national service participants and are not “employees” or “volunteers.” They do not “work” or have a “job;” they provide service.
- Service Recipient – A community beneficiary who receives a service or benefit from the service of AmeriCorps members.

- Service Site – The location where members provide the majority of their service and where they have the most contact with their direct supervisor and their beneficiaries (service recipients).
- State Commission – A 15-25 member, independent, bipartisan body appointed by a Governor to implement and/or monitor statewide service programs

SECTION 2: MEMBER SCHEDULES

ATTENDANCE

AmeriCorps members must maintain regular attendance, which is crucial in providing quality service to children and families. The Promise Corps AmeriCorps program is designed so that AmeriCorps members will provide service hours as scheduled every month for the agreed upon term of service, not to exceed a 12-month period or the end of the program year, whichever comes first.

DAILY SCHEDULE

Members must gain 8.5 hours of service each day they are scheduled to be in service in order to stay on track towards their 1700 hours requirement.

Hours during days in school service are 7:30am-4:30pm. A 30 minute lunch should be built into the member's day. Members are required to be inside the school building and checked into the team room before or at 7:30am. They are required to complete their day inside the school building unless another school activity takes place elsewhere that the member attends.

Members must get prior approval from their supervisor to gain hours before or after these hours outlined. Members cannot amend the schedule to arrive early and leave early or arrive late and stay late. For instance; members cannot amend the schedule to be 6:30am-3:30pm or 8:30am-5:30pm. If this daily schedule does not align with the school culture or school schedule the site supervisor and program director can make changes to an alternative schedule.

AmeriCorps members may not record or earn service hours outside of regular service hours, hours scheduled on the program calendar or hours pre-approved by their site supervisor. Members may not record and earn service hours for completing any tasks or assignments offsite or "remotely". Members daily schedule must be adjusted to ensure all tasks and projects can be reasonably completed within their scheduled service day.

Hours during professional development days are 8:30am-5:00pm. PD Days may include either a 30 minute, 60 minute or working lunch. Members will be notified ahead of time the schedule for the day.

DAY OFF PROTOCOL

Promise Corps members are permitted to take 10 days off over the course of the program. These may be taken in half day increments; they may not be taken in any other way. For instance; a member cannot end their day at 3:00pm to attend a doctor's appointment or otherwise. They must end their day at noon and take a half day off. Days off may not be taken if a member is not on track towards completing their 1700 hours. If a member is more than 18 hours behind the current hour's benchmark they may not be approved to take time off. If a member is 18 hours or more behind and calls out sick or for an emergency, the hours accrued

during the day off are required to be made up within the next 30 days. Benchmarks will be shared regularly with members from their site supervisors.

Members are eligible to take off up to 5 days off before January and are eligible to take a remaining 5 days off after January 1.

If members are taking a pre-scheduled day (for example, for religious holidays, school/employment interviews, doctor's appointments, etc.):

- Members should email their Site Supervisor at least two weeks in advance to get approval for the time off.
- Once the time off has been approved, members are responsible for informing any school partners they regularly work and collaborate with that they will be absent.
- Members are also responsible for communicating with any partner Corps members to ensure that any students they regularly work with together will be covered.

If Members are taking off due to illness, they must:

- Email the Site Supervisor to inform them that they will be absent
- Communicate that they will be absent to their partner teachers (Corps Members should work with individuals to establish a system for effective communication in these circumstances (i.e., texting, emailing, etc.).
- Communicate with their partner Corps members to ensure that any students they regularly work with together will be covered

If a Corps Member does not report to her/his Service Site and does not contact a member Promise Corps leadership team member for three days, it will be considered "service abandonment" and may result in termination.

DAILY BREAKS

Members should have opportunities throughout the day to take breaks, use the restroom, get water or a snack, etc. Members are authorized a fifteen (15) minute break for every four (4) hours served. It is not required that these breaks are taken. During breaks members cannot earn hours.

MEAL BREAKS

Service Sites are required to provide members with a meal period of between thirty (30) and sixty (60) minutes, when the member serves over five (5) hours, during which time the member must be relieved of their service duties. Exception: If a period of no more than six (6) hours will complete the member's day, *and* the meal period has been waived by both the AmeriCorps member and the Service Site Supervisor at the beginning of the shift, then the AmeriCorps member does not need to take a meal period. Meal periods cannot be scheduled or taken at the beginning or end of the shift. Members do not accrue service hours during meal periods.

EARLY DISMISSAL, DELAYED OPENINGS AND ALTERED SCHOOL SCHEDULES

The daily school schedule may be altered by the school leadership team or school district when inclement weather requires a delayed opening or early dismissal. The Promise Corps program must follow any altered schedules that are announced in these cases. Official communication will come from the program director to message the Promise Corps alternative schedule when this occurs.

The program will make efforts to determine an alternative location and schedule for members to gain hours when school buildings are not open in these cases. In the case that this is not possible to make accommodations members will not gain hours and serve within the school schedule. These circumstances may place members off track towards their benchmark hours and may require members to make up hours. The program director will advise the program on expectations to make up hours when this occurs.

NATIONAL SERVICE DAYS

Throughout the year, AmeriCorps members have opportunities to come together for special events related to their service on National Service Days. AmeriCorps members are required to participate in National Service Days. These days are intended to connect members and communities to a national network of programs, celebrate their accomplishments, and allow them to serve with community volunteers, other AmeriCorps members, and other national service participants.

Required National Service Days	
<ul style="list-style-type: none">• 9/11 Day of Service (September)• AmeriCorps Member Opening Day (October)• National Make a Difference Day (April)	<ul style="list-style-type: none">• Martin Luther King Day of Service (January)• AmeriCorps Week (April)• Member Graduation Ceremony (June)

TARDINESS

AmeriCorps members are expected to report to their Service Sites as scheduled and be ready to serve at the scheduled time. AmeriCorps members are responsible for knowing what time they are scheduled to be at their Service Site. If an AmeriCorps member will be late or absent, they must call their Site Supervisor as soon as possible, no later than the start of their shift. If member will be later than 5 minutes it is expected that they notify their supervisor a minimum of 15 minutes before they are scheduled to start their day.

SECTION 3: AMERICORPS MEMBER POLICIES

COMPUTER, INTERNET, AND SOCIAL MEDIA GUIDELINES

The Promise Corps Program discourages AmeriCorps members from using Service Site computers, laptops, tablets, smartphones and other devices, internet service, and bandwidth for personal use during service; however, AmeriCorps members are required to follow the policies of their individual Service Site and/or Lead Agency.

Corps Members should recognize that they are responsible for content posted on social media and can be held responsible for inappropriate subject matter or misuse of confidential information. Posting information on social media may endanger CEO's relationships with schools and other partners and compromise our ability to receive grant funding and obtain important data from school districts and school sites.

Members may **NOT** post the following on any form of social media or publically consumed content:

- ANY student information- Sharing any student information -positive, negative, or neutral- including students' names, photos, data, parent information, or any details that make a student possible to identify is a clear violation of FERPA violations. Sharing this information may result in immediately dismissal from the Promise Corps program.
- Geo-location information, identifying location of schools or any Promise Corps service location
- Negative or un-factual information about any student, teacher, parent, community member, school site, or Promise Corps partner, even if unidentified by name

Corps Members may not interact with any students, parents or members of their school community on any form of social media in any way, including but not limited to: Facebook, Twitter, Instagram, or Snapchat. Members should check their privacy settings to prevent students and other members of the public from accessing their personal accounts. Members should also be mindful of their profile pictures and consider a professional photo.

FERPA

The Family Educational Rights and Privacy Act (FERPA) is a federal privacy law that gives parents certain protections with regard to their child's education records, such as report cards, transcripts, disciplinary records, contact and family information, and class schedules. Parents have the right to review their child's education records and to request changes under limited circumstances. To protect a child's privacy, the law generally requires schools to ask for written consent before disclosing a child's personally identifiable information to individuals other than you.

CONFIDENTIALITY AGREEMENT

CEO CONFIDENTIALITY AGREEMENT

1. Purpose of Confidentiality Agreement: CEO provides services and assistance to members of the community through various government grants. In compliance with these grants, CEO must agree to keep certain information obtained from the government confidential. In addition, CEO desires to respect the private information of program participants, regardless of its source, and to handle such information with as much discretion and confidentiality as possible in performance of CEO's business. Finally, CEO has an interest in protecting the confidentiality of its proprietary documents and trade secrets.
2. Confidential Information Defined
 - a. Confidential Information Obtained from Government Entities: CEO and its employees may obtain or have access to various kinds of information from state, federal and local governments and government agencies ("Government Entities"). The information obtained from Government Entities may include data, program files, databases, and applications. Specific examples of this information include, but are not limited to, social security numbers, addresses, welfare status, and drug or alcohol problems. All such information is considered "Confidential Information" under this Agreement.
 - b. Confidential Information Obtained from CEO program Participants: CEO and its employees may obtain or have access to similar private information about CEO program participants from sources other than Government Entities. For example, such information may come directly from a CEO program participant. Regardless of the source of the Confidential Information, CEO expects Corps members to respect the personal privacy of YPI program participants at all times.
3. Protecting Confidential Information
4. Confidential information requires special precautions to protect it from unauthorized use, access, disclosure, modification, and destruction.
5. You must keep all of Confidential Information in the strictest confidence. Do not leave Confidential Information unattended in areas that may be accessed by persons other than CEO employees or contractors. This includes information stored on CEO computers. Return all Confidential Information to its proper file, cabinet or storage space at the end of each workday or whenever leaving your work area for an extended period of time.
6. When appropriate, you should store and process Confidential Information that is in electronic format in such way that unauthorized persons cannot reasonably retrieve the information by means of a computer. CEO technical staff can assist you in this regard.

7. If Confidential Information was obtained from a Government Entity, CEO must either promptly return the Confidential Information to the Government Entity or destroy it by an approved method when CEO's use of the Confidential Information ends.
8. After conclusion of service year (voluntary or otherwise), you will not disclose Confidential Information to any third party unless required by law under a proper subpoena.
9. Penalties for Misuse of Confidential Information
10. Disclosing confidential information is grounds for disciplinary action, up to and including suspension or termination.
11. Exceptions
12. This confidentiality agreement does NOT extend to information covered under mandatory reporting laws. You are REQUIRED to report information:
13. That someone will be physically harmed
14. That a Corps member or staff has committed or intends to commit a criminal act
15. That indicates a corps member or staff may be a threat to themselves, other corps members, CEO or school staff, or students
16. That indicates that a student under the age of 18 is being abused or neglected.

DRUG FREE POLICY

This policy applies whenever the interests of CEO may be adversely affected, including any time that a member is on CEO's premises, conducting or performing activities on behalf of CEO (regardless of location), or responsible for the safety of others in connection with, or while performing, CEO -related business.

Illegal Drugs and Controlled Substances

An "illegal drug or controlled substance" is any drug or substance that is not legally obtainable, is legally obtainable but has not been legally obtained, or has been legally obtained but is being sold or distributed unlawfully. The unlawful manufacture, distribution, dispensing, transporting, possession, purchasing, sale or use of any illegal drug or controlled substance is prohibited. Any member who unlawfully uses, possesses, purchases, sells, manufactures, distributes, transports, or dispenses any illegal drug or controlled substance will be subject to discipline, up to and including termination. "Possesses" means that the member has the substance on his or her person or otherwise under his or her control. Any member who is under the influence of any illegal drug or controlled substance will be subject to discipline, up to and including termination, as stated in the rules of conduct in Section VI.

Legal Drugs

A "legal drug" is any drug, including any prescription drug or over-the-counter drug that has been legally obtained and that is not unlawfully sold or distributed. Any employee who abuses a legal drug will be subject to discipline, up to and including termination. "Abuse of a legal drug" means the use of any legal drug for any purpose other than the purpose for which it was

prescribed or manufactured, or in a quantity, frequency, or manner that is contrary to the instructions or recommendations of the prescribing physician or manufacturer.

CEO recognizes that member may be prescribed legal drugs that, when taken as prescribed or according to the manufacturer's instructions, may result in their impairment. Members may not serve while impaired by the use of legal drugs if the impairment might: (1) endanger the safety of the member or some other person; (2) pose a risk of significant damage to YPI property or equipment; or (3) substantially interfere with the member's service the efficient operation of CEO's business or equipment. If member is so impaired by the appropriate use of legal drugs, he or she may not report to service. Any member who purchases, sells, manufactures, distributes, transports, possesses or dispenses any legal prescription drug in a manner inconsistent with the law will be subject to discipline, up to and including termination.

Alcohol

Any member who is under the influence of alcohol will be subject to discipline up to and including termination, as stated in the rules of conduct in Section VI. Similarly, members are prohibited from engaging in the unauthorized use, possession, purchase, sale, manufacture, distribution, transportation or dispensation of alcohol.

Under the Drug-Free Workplace Act, you must notify the Program Director within 5 days, if you are convicted under any criminal drug statute. Your participation in the Program is conditioned upon compliance with this notice requirement. Failure to disclose convictions may result in disciplinary actions.

MEDICAL, PHYSICAL, AND DRUG TESTING

To provide a safe environment for the children and families served by the Promise Corps AmeriCorps program, Corps Members may be required to receive a medical physical and be drug tested.

Drug testing, when required, can include but is not necessarily limited to, blood, urine, breath, or other tests for evidence of the presence of alcohol or controlled substances in the body.

In cases where Corps Member's Service Site Supervisor, member of management, or other personnel have reasonable suspicion to believe that a Corps Member is under the influence of drugs and/or alcohol or is involved in a service-related accident, alcohol and/or drug screening may be ordered with notice and approval by Promise Corps program management. This reasonable suspicion must be based on objective symptoms, such as factors related to the Corps Member's workplace appearance, behavior, speech, and/or other facts that indicate the Corps Member may be under the influence of drugs or alcohol. A reasonable basis may also exist if the Corps Member is found to be in possession of illegal drugs, alcohol, or paraphernalia connected with the use of an illegal drug. Possession of illegal drugs or alcohol is prohibited even if the Corps Member has not used these substances. Such testing will also be required following the discovery of illicit or unauthorized drugs or drug paraphernalia or any other

relevant evidence. If the Corps Member is on medically prescribed medication, it is the Corps Member's responsibility to advise his/her AmeriCorps Service Site Supervisor of this fact before he/she reports to service.

If the results of a Corps Member's drug and/or alcohol test are positive, the Promise Corps program will take disciplinary action which may include the Corps Member's participation in a drug treatment or rehabilitation program, suspension from service, or immediate termination from the Promise Corps program. The disciplinary action will be based on the seriousness of the offense and the Corps Member's past performance with the AmeriCorps program. If the Corps Member returns to work after testing positive for drugs and/or alcohol, the Corps Member may be required to consent to unannounced tests for drugs and/or alcohol for the remainder of her/his term of service, and throughout future terms of service, as a condition of remaining in the program. In the event that a Corps Member tests positive, she/he may request a second test to be performed by a reliable drug testing agency, at her/his expense.

Failure to consent to testing when requested to do so is considered insubordination, and may result in immediate termination.

PROMISE CORPS MEMBERS' RIGHTS

All members have the right to:

- Serve, work, and learn in an atmosphere free from disrespect, harassment, or discrimination. CEO prohibits individuals from harassing and/or discriminating against others on the basis of their race, color, national origin, sex, age, religion, sexual orientation, citizenship, mental or physical disability, status as a parent, or political affiliation
- Be recognized and treated as responsible and capable adults who are willing and able to accept responsibility, both individually and as team members
- Provide input to supervisor concerning service-related issues
- Have grievances and complaints heard and answered in a consistent and timely manner
- Have reason(s) for transfers, terminations, and other significant actions clearly stated in writing
- CEO will not deny the benefits of its activities or services to qualified individuals with disabilities and will make reasonable accommodation for the known physical or mental limitations of an otherwise qualified member. In this regard, CEO will not deny the benefits of its activities or services to individuals who, for example, test positive for HIV or have a mental disability that is controlled by medication. However, CEO may deny these benefits to an individual who has an active, contagious disease that constitutes a direct threat to the individual or to others.

HARASSMENT POLICY

The Corporation for National and Community Service (CNCS) has zero tolerance for the harassment of any individual or group of individuals for any reason. CNCS is committed to treating all persons with dignity and respect. CNCS prohibits all forms of discrimination based upon race, color, national origin, gender, age, religion, sexual orientation, disability, gender identity or expression, political affiliation, marital or parental status, or military service. All programs administered by, or receiving Federal financial assistance from CNCS, must be free from all forms of harassment. Whether in CNCS offices or campuses, in other service-related settings such as training sessions or service sites, or at service-related social events, such harassment is unacceptable. Any such harassment, if found, will result in immediate corrective action, up to and including removal or termination of any CNCS employee or volunteer. Recipients of Federal financial assistance, be they individuals, organizations, programs and/or projects, are also subject to this zero tolerance policy. Where a violation is found, and subject to regulatory procedures, appropriate corrective action will be taken, up to and including termination of Federal financial assistance from all Federal sources.

Slurs and other verbal or physical conduct relating to an individual's gender, race, ethnicity, religion, sexual orientation, or any other basis constitute harassment when it has the purpose or effect of interfering with service performance or creating an intimidating, hostile, or offensive service environment. Harassment includes, but is not limited to: explicit or implicit demands for sexual favors; pressure for dates; deliberate touching, leaning over, or cornering; offensive teasing, jokes, remarks, or questions; letters, phone calls, or distribution or display of offensive materials; offensive looks or gestures; gender, racial, ethnic, or religious baiting; physical assaults or other threatening behavior; or demeaning, debasing or abusive comments or actions that intimidate.

CNCS does not tolerate harassment by anyone including persons of the same or different races, sexes, religions, or ethnic origins; or from a CNCS employee or supervisor; a project, or site employee or supervisor; a non-employee (e.g., client); a co-worker or service member.

Harassment Claims Procedure

Corps members should report any instances of harassment to Bethany Housman, Program Director. If this reporting would constitute a conflict of interest, they may report it to another Promise Corps or Promise Zone staff member or directly to CNCS' Equal Opportunity Office. At any time, persons who believe they have been subjected to harassment in violation of non-harassment provisions of applicable laws, regulations or this policy may raise their concern claim with the Corporation's Equal Opportunity Office. However, claims not brought to the EO Office within 45 days of occurrence may not be accepted in a formal complaint of

discrimination. The Corporation does not retaliate, or tolerate any attempt at retaliation, against a person who raises harassment concerns in good faith. Our EO Office may be reached at: (202) 606-5000, ext. 312 (voice), (202) 565-2799 (TDD), eo@cns.gov, or through www.nationalservice.org.

NON-DISCRIMINATION POLICY

A person, including a member, a community beneficiary, a service recipient, or program staff, may not, on the grounds of race, color, national origin, sex, disability, age, drug abuse, alcohol abuse, alcoholism, political affiliation, or religion (except as noted below) be excluded from participation in, denied the benefits of, or be otherwise subjected to discrimination, directly or through contractual or other arrangements, under any program or activity receiving federal financial assistance. The prohibition on discrimination on the basis of disability protects otherwise qualified individuals with disabilities. The prohibition against discrimination on the basis of religion with respect to program staff applies only to program staff paid with CNCS funds but excludes staff paid with CNCS funds who were employed by the grantee on the date the CNCS grant was awarded.

If a member feels they have been discriminated against or wants more information, he/she should contact:

<p>Mayor’s Office of Community Empowerment and Opportunity – Denise Carter</p>	<p>Human Resources Manager 1234 Market St. 16th Floor Philadelphia, PA 19107 (215) 685-3600 Denise.carter@phila.ogv</p>
<p>Corporation for National and Community Service:</p>	<p>Office of Civil Rights and Inclusiveness Corporation for National and Community Service 1201 New York Avenue, NW Washington, D.C. 20525 (202) 606-7503 (voice); (202) 606-3472 (TTY) eo@cns.gov (e-mail) www.nationalservice.gov</p>

CITIZENSHIP

CIVIL RIGHTS POLICY

The Promise Corps program policy reflects the intent and the regulatory law of Title VII and all other Civil Rights Acts. The Promise Corps program is obligated to maintain a service environment free of all intimidation, insult, and any form of harassment, especially racial/ethnic. Criminal penalties extend to those who injure, intimidate, or interfere with a person's civil rights, and those who attempt to do so. An AmeriCorps member involved in any form of a substantiated allegation of racial, sexual, religious, or ethnic epithets, harassment, intimidation, insults, or other categories falling into this category, including verbal abuse and sexual propositions, will be subject to disciplinary action. This disciplinary action can include dismissal for cause if the allegation is substantiated.

The Promise Corps AmeriCorps program recognizes that it can be difficult to determine whether a particular action or incident is an inappropriate overture or an act of harassment affecting service. Consequently, the Promise Corps AmeriCorps program will examine all the factual details of the incident and may refer the case to another investigative authority if needed. Given the nature of discrimination, the Promise Corps AmeriCorps program recognizes that false accusations of harassment and discrimination can have serious effects on innocent persons. We trust that all AmeriCorps members will act responsibly based on Promise Corps' Acceptable Conduct policies, and contribute to a healthy environment free of harassment and discrimination.

In addition to filing a report with local and state agencies that are responsible for resolving discrimination complaints, members may bring a complaint to the attention of the Corporation for National and Community Service.

JURY DUTY

The Promise Corps AmeriCorps program allows AmeriCorps members to participate in the jury process without penalization.

VOTING

The Promise Corps AmeriCorps program encourages eligible members to register and vote. The Promise Corps AmeriCorps program does not require Corps Members to register or to vote, or attempt to influence how Corps Members votes.

ARMED FORCES RESERVES

Whenever possible, the Promise Corps AmeriCorps program will work with Corps Members to minimize disruption in service as a result of their fulfillment of their reservist duties, if applicable.

REPORTING CHILD ABUSE

All members of the Promise Corps AmeriCorps program are required to report suspected child abuse and neglect under California Penal Code 11164-11174.4, on which the Promise Corps will train members. The following situations are reportable conditions: physical abuse; sexual abuse; sexual exploitation (including child pornography and child prostitution); neglect; unlawful corporal punishment or injury; and willful cruelty and unjustifiable punishment.

When to Report (CPC 11166[a]): AmeriCorps members shall make a report to the proper agency whenever they have knowledge of or observe a child whom the member knows or reasonably suspects has been a victim of child abuse or neglect that is obtained in his/her professional capacity or within his/her scope of service.

**For the state of PA ChildLine must be contacted to report child abuse/neglect:
1-800-932-0313**

How to Report (CPC 11166[a]): AmeriCorps members shall make a report to the proper agency immediately or as soon as practicably possible by telephone, and the member shall prepare and send a written report thereof within thirty-six (36) hours of receiving the information concerning the incident. All mandated reporters must submit their name and contact information when making a report.

Each call to ChildLine is answered by a trained specialist who interviews the caller and determines their next step; whether it's local law enforcement, services or otherwise.

To whom do Members Report (CPC 11165.9): AmeriCorps members report to ChildLine. In some cases members may report to local law enforcement or otherwise. This would be determined by school or Promise Corps staff.

Individual Responsibility (CPC 11166[g-h]): Any individual named in the reporting law must report child abuse and neglect. When two or more mandated reporters jointly have knowledge or reasonable suspicion of child abuse or neglect, a designated member of the team may make the verbal and written reports. Any team member who has knowledge that the designated member has failed to report shall thereafter make the report. No supervisor or employer may impede or inhibit the reporting duties, and no mandated reporter shall be subject to any sanction for making a report. **Reporting information to a supervisor or employer shall not be a substitute for making a mandated report to the proper agency: a report must still be made.**

Anonymous Reporting (CPC 11167[a,d1,f]): A mandated reporter is required to give his/her name. The identity of a mandated reporter who reports child abuse or neglect shall be confidential. Non-mandated reporters may report anonymously.

Immunity (CPC 11172[a-c]): A mandated reporter has immunity from civil and criminal liability when making a suspected child abuse report. In the event a civil suit is filed against the mandated reporter, reimbursement for legal fees incurred in the suit can be made up to \$50,000.

Liability (CPC 11166[c]): A mandated reporter can be criminally liable for failing to report suspected child abuse. The penalty is a misdemeanor and is punishable up to six months in county jail, a fine not more than \$1,000, or both. Mandated reporters can be civilly liable for failing to report suspected child abuse, too.

PROMISE CORPS PROCEDURE FOR DOCUMENTING INCIDENTS WITH STUDENTS

There are several incidents that can occur with a student or group of students that requires a member to document the incident. Members must document incidents listed below if they have witnessed the incident, are told that the incident occurred or gain information about an incident that could cause harm to a student or another member of the school community.

Incidents are not limited to suspicion or proof of child abuse/neglect and they may include a violent action between a student and other student, member of the school community or Promise Corps member. Incidents occurring between any of the following parties must be documented:

1. Incident between student & member
2. Incident between student & student
3. Incident between student & teacher/school staff
4. Mandatory Reporting (abuse/neglect of a student)

Members must complete the following process to document all incidents listed above:

1. Enter all information requested in this form: [HERE](#)
 - a. This information includes name of parties involved, date, time and description of incident.
2. If reporting a mandatory reporting incident member must also call ChildLine as outlined in the above policy
3. Members must notify their supervisor that they completed an incident report
4. Members must notify a member of the school leadership team about the incident and determine any additional next steps that must be taken.

ASSISTING MEMBERS WITH LIFE-THREATENING ILLNESS

The Promise Corps AmeriCorps program recognizes that members with life-threatening illnesses, including but not limited to cancer, heart disease, and AIDS, may wish to continue to engage in as many of their regular activities as their condition allows, including serving in the Promise Corps AmeriCorps program.

If a Corps Member has a life-threatening illness, and she/he is able to meet acceptable performance standards and medical evidence indicates that her/his condition(s) are not a threat to herself/himself or others, the Corps Member will be permitted to serve.

SUSPENSION AND TERMINATION FROM SERVICE

- A. The member may be released by CEO from the term of service in the following two ways:
 - 1. Suspension, as described in paragraphs (F) of this section; or,
 - 2. Termination.

- B. The member understands that he/she may be released for the following two reasons:
 - 1. For cause, as explained in paragraph (C) of this section; or
 - 2. For compelling personal circumstances as defined in paragraph (F) of this section.

- C. CEO will release the member for cause for the following reasons:
 - 1. The member has dropped out of the program without obtaining a release for compelling personal circumstances from the appropriate program official;
 - 2. During the term of service the member has been convicted of a violent felony or the sale or distribution of a controlled substance;
 - 3. The member has committed a fourth offense, as laid out in the accountability section of the handbook
 - 4. Engaging in any activity that may physically or emotionally damage other members of the program or people in the community.
 - 5. Unlawful manufacture, distribution, dispensation, possession or use of any controlled substance or illegal drugs during the term of service.
 - 6. Consuming alcoholic beverages during the performance of service activities.
 - 7. Being under the influence of alcohol or any illegal drugs during the performance of service activities.
 - 8. Failing to notify the program of any criminal arrest or conviction that occurs during the term of service.
 - 9. Failing to comply with FERPA Agreement, Mandated Report Agreement or LAUSD Code of Conduct.
 - 10. Fraternizing with any CEO staff member or AmeriCorps Leader without prior written consent of pre-existing relationship
 - 11. Any other serious breach that in the judgment of the director of the Program would undermine the effectiveness of the program.

- D. CEO may release the member from the term of service for compelling personal circumstances if the member demonstrates that:
1. The member has a disability or serious illness that makes completing the term impossible;
 2. There is a serious injury, illness, or death of a family member which makes completing the term unreasonably difficult or impossible for the member;
 3. The member has military service obligations;
 4. The member has accepted an opportunity to make the transition from welfare to work; or
 5. 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, a strike, relocation of a spouse, or the non-renewal or premature closing of a project or the program.
- E. Compelling personal circumstances **do not include** leaving the Program: (This list is not exhaustive)
1. To enroll in school;
 2. To obtain employment, other than in moving from welfare to work; or
 3. Due to dissatisfaction with the program.
- F. CEO may suspend the member's term of service for the following reasons:
1. During the term the Member requests a suspension based on compelling personal circumstances, as described in paragraph (D) of this section. During the suspension from service, the member will not receive credit for service hours or benefits (as described in the accountability procedures). The member may resume his or her term of service once the circumstances supporting the suspension have been resolved. However, a suspension may last no more than two years from the date of suspension. If the member does not resume the term within the two year period, the member may request that the program exit the member and the member will be eligible for a partial education award based on the number of hours served in the term.
 2. During the term of service the member has been charged with a violent felony or the sale or distribution of a controlled substance. (If the member is found not guilty or the charge is dismissed, the member may resume his/her term of service. The member, however, will not receive back living allowances or credit for any service hours missed.)
 3. During the term of service the member has been convicted of a first offense of possession of a controlled substance. (If, however, the member demonstrates

enrollment in an approved drug rehabilitation program, the member may resume the term of service. The member will not receive back living allowances or credit for any service hours missed.)

- G. The Program may also suspend the member's term of service for violating the rule of conduct provisions and professional accountability standards. The program can determine the number of days of suspension and if days of suspension will be paid or unpaid.
- H. If the program releases the member for cause or for compelling personal circumstance, the member will cease to receive the benefits described in the benefits section of the handbook.
- I. If the program releases the member for cause, the member will receive no portion of the education award. If, however, the program releases the member for compelling personal circumstances, the member 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 (255 hours))
- J. A term that ends early, either for cause, or for compelling personal circumstances, is still considered a term and the education award that the member receives, or would have been eligible to receive, will count towards the total of two education awards an individual may receive through service with AmeriCorps.

SECTION 4: AMERICORPS MEMBER REQUIREMENTS

GUIDE TO PROFESSIONALISM

Promise Corps members will represent the AmeriCorps program, the Mayor's Office for Community Empowerment and Opportunity and their school sites. Therefore, members will be expected to serve as positive examples in the community. Members will:

- Exhibit civic pride, treat everyone with respect, and exhibit tolerance at all times.
- In addition to Promise Corps regulations, adhere to all national, state, and local laws and respect the rules at their host school or any institution in which they are conducting Promise Corps business or in which they are wearing their Promise Corps uniform. This includes while members may be on a 15 minute or meal break within the service day.
- Regularly check emails and texts and respond promptly. All emails are expected to be responded to within 24 hours.
- Be helpful and will look for and participate in opportunities to assist the communities they serve, as well as fellow corps members.
- Refuse to allow interpersonal conflicts with other members or staff of Promise Corps or the school community to interfere with service or affect professionalism
- Inform the Promise Corps Leadership Team about any challenges/problems encountered at the Service Site, in the field, or in public within a reasonable amount of time. 24 hours is typically considered reasonable. If member cannot inform leadership team formally in person, member must send an email to supervisor or complete leadership team outlining problems/challenges being encountered. Supervisor and/or leadership team will follow up with acknowledgement of receiving information and next steps within 36 hours of receiving information.
- Refrain from using profanity or inappropriate gestures.
- Refrain from using any source of technology other than when using a computer or other form of technology for advising/supporting a student. Mobile phones, lap tops, personal electronic devices should not be used by members during the service day unless on break. Technology may only be used for note taking and members should inform anyone in visible range that is what their technology is being used for. It is expected that this type of note-taking is not the norm.
- Be punctual.
- Inform the Site Supervisor, Partner Teachers, and other site Corps Members if you will be late or absent as soon as you are aware of the situation. Excessive lateness or absenteeism may result in disciplinary measures.
- Submit all timesheets and weekly logs including student data on time.
- Ensure weekly logs containing student data are accurate

- Make an effort to learn, understand, and blend with the culture and “norms” of the Service Site.
- Exhibit a positive and enthusiastic attitude!

FRATERNIZATION

Fraternization in the workplace encompasses relationships that go beyond the normal scope of employee interactions. Moreover, it is defined as associating or mingling with others in a friendly or brotherly way; it most commonly means relationships, romantic or otherwise, between people who occupy different levels of authority or power. This generally means a supervisor and an employee in the workplace, or a teacher and a student. Fraternalization can jeopardize the integrity of the official relationships among people. Promise Corps takes a zero-tolerance stance on this important policy.

AmeriCorps members must notify the Promise Corps Leadership Team of any family or social relationship with staff, co-members, and service recipients who they interact with through their AmeriCorps position. It is at the discretion of the Promise Corps Leadership Team as to what action will be taken. Actions include discussing confidentiality and clearly setting expectations, removing the service recipient from the member’s case load, re-defining the member’s duties, and may include transferring the member to an alternate Service Site. AmeriCorps members will not be assigned any potential service recipient with whom they have a family or social relationship. The actions taken are intended to best support the success of the member in their service position. Every effort must be made for the potential service recipient to receive service through another avenue, while simultaneously providing the member with the opportunity to successfully complete their term of service.

No fraternization or socializing may take place between Promise Corps members, CEO or Promise Corps staff, except in the case where a pre-existing family or social relationship has been documented.

No fraternization or socializing may take place between Promise Corps members and school staff or school community members except in the case where a pre-existing family or social relationship has been documented.

No fraternization or socializing may take place between Promise Corps members and students.

Promise Corps takes a zero-tolerance stance on this important policy. Members fraternizing with anyone outlined in this policy that they are not allowed to will receive disciplinary action up to and including termination.

CODE OF CONDUCT

The most important responsibility of the Mayor’s Office of Community Empowerment and Opportunity (CEO) and the Promise Corps is the safety of our students. All employees, as well as all individuals who work with or have contact with students, are reminded that they must be

mindful of the fine line drawn between being sensitive to and supportive of students and a possible or perceived breach of responsible, ethical behavior.

While CEO encourages the cultivation of positive relationships with students, employees and all individuals who work with or have contact with students are expected to use good judgment and should NOT be in any of the following situations with students. Any member that engages with students in situations as described below will result in disciplinary action up to suspension or immediate termination.

- Meeting individually with a student behind closed doors, regardless of gender
- Remaining on campus with student(s) after the last administrator leaves the school site (there are exceptions, such as teachers rehearsing with students for a drama/music activity or coaching academic decathlon students, with approval of the site-administrator in advance.)
- Engaging in any behaviors, either directly or indirectly with a student(s) or in the presence of a student(s) that are unprofessional, unethical, illegal, immoral, or exploitative
- Giving student(s) gifts, rewards, or incentives that are not school-related and for which it is directly or implicitly suggested that a student(s) is (are) to say or do something in return
- Making statements or comments, either directly or in the presence of a student(s), which are not age-appropriate, professional, or which may be considered sexual in nature or harassing
- Touching or having physical contact with a student(s) that is not age-appropriate or within the scope of the employees/individual's responsibilities and/or duties.
- Transporting student(s) in a personal vehicle without proper written administrator and parent authorization forms on file in advance.
- Taking or accompanying student(s) off campus for activities other than a CEO-approved school
- Meeting with or being in the company of student(s) off campus, except in school-authorized
- Communicating with student(s), in writing, by phone/Email/electronically, via Internet, or in person, at any time, for purposes that are not specifically school-related.
- Calling student(s) at home or on their cell phone, except for specific school-related purposes
- Providing student(s) with a personal home/cell telephone number, personal Email address, home address, or other personal contact information, except for specific school-related purposes
- Photographing students without parent consent; using student photographs for purposes other than approved program-related purposes.

Even though the intent of the employee/individual may be purely professional, those who engage in any of the above behavior(s) either directly or indirectly with a student(s) or in the presence of a student(s) are subjecting themselves to all possible perceptions of impropriety. Employees/individuals are advised that, when allegations of inappropriate conduct or behavior are made, CEO is obligated to investigate the allegations and, if warranted, take appropriate administrative and/or disciplinary action.

Employees/individuals who have questions or need further information should contact their site supervisor.

PROGRAM REQUIREMENTS

CEO AmeriCorps Program Requirements

- AmeriCorps members must complete agreed upon duties as listed in their Position Description and/or assigned by their Service Site Supervisor. They must meet or exceed the service standards outlined in their Position Description.
- AmeriCorps members must adhere to all CEO / Promise Corps AmeriCorps program, and Service Site policies and procedures.
- AmeriCorps members must maintain a professional demeanor during interactions with Service Site Supervisors, Service Site staff, other AmeriCorps members, and the public.
- AmeriCorps members must be truthful and accurate in all conversations and on all records/documents including, but not limited to: eligibility criteria, program documentation (forms, timesheets, supervision, corrective action, etc.), data, child care documents, medical releases/records, criminal history or subsequent arrests, and professional communications.
- AmeriCorps members must assume responsibility for actions, products, decisions, and language, including record keeping, interactions with others, and carrying out their role as a National Service participant. They have an obligation to report and be answerable for resulting consequences.
- If serving for a period of more than five (5) hours in one (1) day, AmeriCorps members must be provided with a meal period of between thirty (30) minutes and sixty (60) minutes, during which time they are to be relieved of all service-related duties. Exception: If a period of no more than six (6) hours will complete the member's day, and the meal period has been waived by both the AmeriCorps member and the Service Site Supervisor at the beginning of the shift, then the AmeriCorps member does not need to take a meal period. The meal period cannot be taken at the beginning or the end of the service day.

- AmeriCorps members are authorized to take a fifteen (15) minute break for every four (4) hours of AmeriCorps service.
- Service Site equipment, such as phone, computer, mail, or supplies must be used for service assignment only.
- AmeriCorps Members must sign in and out of professional development days or other non-service days lead by the Promise Corps program
- AmeriCorps members may be required to sign an additional set of requirements by the Service Site and/or Lead Agency.
- AmeriCorps members must use appropriate language and behavior while representing the YPI Promise Corps AmeriCorps program.
- AmeriCorps members must notify the Promise Corps Leadership Team immediately should any of the following occur during their term of service:
 - Criminal charge of any kind
 - Detainment of any kind
 - Arrest of any kind
 - Conviction of any crime

SERVICE HOUR REQUIREMENTS

Promise Corps members must complete their service hour requirements in order to participate in subsequent AmeriCorps programs, receive their Segal Education award, and receive additional benefits only guaranteed to members who complete their terms of service.

In order to claim AmeriCorps hours, members must:

- Be engaged in CEO's AmeriCorps program-related activities or responsibilities.
- Report to their Service Site on time and be ready to serve
- Follow procedure for contacting and notifying the partner teachers, other Promise Corps members on site, the Site Supervisor and the Service Site Supervisor as soon as possible, but no later than the start of the scheduled shift, when:
 - Corps member is unable to report to the Service Site;
 - Corps member will be late to arrive to the Service Site or a scheduled activity; or
 - Corps member needs to leave the Service Site before the end of her/his scheduled shift.
- Receive prior written approval from their Site Supervisor before attending any seminars, trainings, workshops, or activities that are not scheduled.
- Receive prior approval and submit signed documentation of any hours served external to service site or Promise Corps managed program/event.
- Only engage in non-service related activities, such as working on homework and making personal phone calls during scheduled break times.
- Adhere to scheduled service start and end time.

- Not earn any service hours toward the minimum contracted number of hours prior to the official start date of the program.

DRESS CODE / UNIFORM REQUIREMENTS

Promise Corps members are required to wear a Promise Corps uniform while in school service or in professional development/training. The Promise Corps uniform is considered to meet Business Casual attire and school professional environment standards.

Promise Corps uniform standards are as follows:

- Pants: Khakis, trousers, slacks, chinos either black or khaki in color for men and women.
- Shirts: Polos, long sleeve or short sleeve button up shirts, collared shirts provided by the program.
- Shoes: heels, loafers, dress-shoe that covers all of the foot including toes.
- Promise Corps logo'ed lanyards (also required by school administration)
- Optional: Blazers, suit jackets, neck ties, belts, casual, non-distracting jewelry

Business Casual attire general standards include the following:

- Pants: Khakis, trousers, slacks, chinos
- Skirts and Dresses for women that are knee length
- Shirts: Polos, long sleeve or short sleeve button up shirts, collared shirts, blouses, sweaters
- Shoes: heels, loafers, dress-shoe that covers all of the foot
- Optional: Blazers, suit jackets, neck ties, belts

Business Casual attire does NOT include the following items:

- Any form of athletic or athleisure-ware
- Jeans
- Leggings
- T Shirts
- Sweatshirts
- Hats of any kind
- Sneakers, informal slip on shoes
- Clothing that is torn, unclean or excessively tight

Promise Corps members are expected to follow the attire standards set at their school site unless specifically instructed to wear different attire by a member of the Promise Corps Leadership Team. If AmeriCorps members report to their Service Site wearing inappropriate clothing, they will be sent home to change. Service hours will not accrue until they return to the Service Site in proper attire.

Promise Corps staff also follow all Promise Corps uniform standards.

During days of large scale service or AmeriCorps sponsored/related events Promise Corps Members will be required to wear a uniform consisting of the following items:

- Issued Promise Corps shirt (t shirt or polo)
- Khaki, black or jean pants dependent upon the service activity (no leggings, excessive bagginess, excessive tightness, holes, or rips)
- Neutral colored tennis shoes, in good condition
- No excessive jewelry
- Earrings may not dangle

IMPROPER CONDUCT

In order to ensure the safety of service participants, immediate and appropriate action will be taken for the following circumstances. Actions may include suspending Corps Member without living allowance until an investigation of the situation takes place, and/or other discipline methods (which may include termination from the Promise Corps AmeriCorps program for cause). The Promise Corps Member will not accrue service hours during a period of suspension.

The following is not an all-inclusive list of situations that may require immediate suspension:

- MEMBER's actual or suspected behavior that causes concern about the safety of a child or other people in the service setting;
- Ignoring, neglecting, or refusing to follow the directions or instructions communicated to MEMBER by MEMBER's AmeriCorps Service Site Supervisor or designated staff (insubordination);
- Verbal or written threats to anyone at the Service Site or while serving;
- Fighting, aggressive action (physical or verbal), or abusive language at MEMBER's Service Site;
- Falsification of identification, employment, education, citizenship, and/or criminal history verification, information, and/or documentation;
- Misrepresentation of any AmeriCorps service performed or training(s) attended including, but not limited to: time associated with activities, case notes, travel time or mileage (if applicable), etc.;
- Falsification of any and all records and documents used at the Service Site and in the Promise Corps AmeriCorps program, including, but not limited to: program documentation, child care documents, enrollment verification documents, medical releases/records, criminal background, data forms, and timesheets;
- Stealing/taking AmeriCorps or Service Site property or property of another;
- Breach of confidentiality;
- Gross insubordination;
- Accusation or suspicion of child abuse;
- Arrest, charge, detainment, or conviction of a misdemeanor; and/or

- Arrest, charge, detention, or conviction of a felony.

NON-NEGOTIABLE CODE OF CONDUCT

The following offenses will result in automatic termination for cause:

- **Felony Conviction.**
If a Corps Member is convicted during the service year of a felony, he/she must notify his/her AmeriCorps Service Site Supervisor immediately.
- **Violent Misdemeanors.**
Misdemeanor convictions of a violent nature or those that may cause reason to believe that the Corps Member is a potential threat to the Service Site or service recipients.
- **Violence and Weapons at the Service Site.**
Possession or sale of weapons during service is prohibited. Additionally, Corps Members may not engage in physical, verbal or emotional violence, threats, abuse or harassment.
- **Drugs and Alcohol.**
Corps Members may not possess or use alcoholic beverages or illegal drugs while on Promise Corps /Service Site property, or during service. If a Corps Member is suspected of being under the influence of alcohol or drugs at her/his Service Site, she/he will be suspended from service. Following an investigation, if it is determined that she/he was under the influence of alcohol or drugs either at her/his Service Site, during service hours, or while in uniform, she/he will be subject to disciplinary action, up to and including termination.
- **Unsupervised and Unauthorized Contact with Minors.** Corps Members are prohibited from having any contact with minor age children involved in the Promise Corps AmeriCorps program during non-service hours, unless special written permission is given by the Mayor's Office for Community Empowerment and Opportunity, the Corps Member's Service Site, and Promise Corps prior to the contact. During service hours, another adult must supervise any one on one interaction with minor age children by Corps Members, unless Corps Member are authorized for such interaction. Because of the difficulty in investigating improper behavior with a child, the lack of witnesses in the above situations, and the inherent risk to the child, if a Corps Member violates these policies, she/he will be terminated immediately for cause.

SECTION 5. PROHIBITED ACTIVITIES

CORPORATION FOR NATIONAL & COMMUNITY SERVICE PROHIBITED ACTIVITIES

Supplantation

CNCS assistance may not be used to replace State and local public funds that had been used to support programs of the type eligible to receive CNCS support.

Religious Use

CNCS assistance may not be used to provide religious instruction, conduct worship services, or engage in any form of proselytization.

Political Activity

CNCS assistance may not be used by program participants or staff to assist, promote, or deter union organizing; or finance, directly or indirectly, any activity designed to influence the outcome of a Federal, State, or local election to public office.

Contracts or Collective Bargaining Agreements

CNCS assistance may not be used to impair existing contracts for services or collective bargaining agreements.

Nonduplication

CNCS assistance may not be used to duplicate an activity that is already available in the locality of a program. And, unless the non-displacement requirements listed below are met, CNCS 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.

Nondisplacement

- Lead Agencies and/or Service Sites 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 an AmeriCorps member.
- Lead Agencies and/or Service Sites may not displace a volunteer by using an AmeriCorps member.
- A service opportunity will not be created that will infringe in any manner on the promotional opportunity of an employed individual.
- An AmeriCorps member may not perform any services or duties or engage in activities that would otherwise be performed by an employee as part of the assigned duties of such employee.

- An AmeriCorps member may not perform any services or duties, or engage in activities, that:
 - Will supplant the hiring of employed workers; or
 - Are services, duties, or activities with respect to which an individual has recall rights pursuant to a collective bargaining agreement or applicable personnel procedures.
- An AmeriCorps member may not perform services or duties that have been performed by or were assigned to any:
 - Presently employed worker;
 - Employee who recently resigned or was discharged;
 - Employee who is subject to a reduction in force or who has recall rights pursuant to a collective bargaining agreement or applicable personnel procedures;
 - Employee who is on leave (terminal, temporary, vacation, emergency, or sick); or
 - Employee who is on strike or who is being locked out.
- Lead Agencies and/or Service Sites must, at minimum, conduct and document consultation with the appropriate local labor organization, if any, representing employees in the area where AmeriCorps members and unionized employees are engaged in the same or similar work as that proposed to be carried out to ensure compliance with the non-displacement requirements specified in section 12637 of the National and Community Service Trust Act.

Other CNCS Prohibited Activities

- While charging time to the AmeriCorps Program, accumulating service or training hours, or otherwise performing activities associated with the Promise Corps AmeriCorps program, staff and AmeriCorps members may not engage in the following activities:
 - Attempting to influence legislation*.
 - Organizing or engaging in protests, petitions, boycotts, or strikes*.
 - Assisting, promoting, or deterring union organizing*.
 - Impairing existing contracts for services or collective bargaining agreements*.
 - Engaging in partisan political activities or other activities designed to influence the outcome of an election to any public office*.

- Participating in, or endorsing, events or activities that are likely to include advocacy for or against political parties, political platforms, political candidates, proposed legislation, or elected officials*.
- Engaging in religious instruction; conducting worship services; providing instruction as part of a Program that includes mandatory religious 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*.
- Providing a direct benefit to:
 - A for-profit entity;
 - A labor union;
 - A partisan political organization; or
 - A nonprofit entity that fails to comply with the restrictions contained in section 501(c)(3) of the Internal Revenue Code of 1986 except that nothing in this section shall be construed to prevent participants from engaging in advocacy activities undertaken at their own initiative; and
 - An organization engaged in the religious activities described above, unless CNCS funds are not used to support those religious activities*.
- Conducting a voter registration drive or using CNCS funds to conduct a voter registration drive*.
- Providing abortion services or referrals for receipt of such services*, and
- Such other activities as CNCS may prohibit.*
- AmeriCorps members may not raise funds for living allowances, an organization's general (as opposed to project) operating expenses or endowment.
- AmeriCorps members may not write a grant application to CNCS or to any other Federal agency.

* Individuals may exercise their rights as private citizens and may participate in the activities indicated with an asterisk above on their own initiative, on non-AmeriCorps time, and using

non-CNCS funds. Individuals should not wear the AmeriCorps logo while doing so. Additionally, the Promise Corps requests that members do not otherwise identify themselves as AmeriCorps members if engaging in any of the above activities on their own time. Promise Corps Prohibited Activities

- AmeriCorps members may not engage in, and therefore, not record hours in fundraising activities while serving in the Promise Corps AmeriCorps program.
- Lead Agencies and/or Service Sites must not employ their AmeriCorps members in any capacity while the AmeriCorps members are serving under a Member Contract in a Promise Corps AmeriCorps program.
- AmeriCorps members may not transport clients, children, and/or families in their personal automobile during service unless authorized in writing by the Service Site, Lead Agency, and the Promise Corps
- AmeriCorps members must not have contact with clients during non-service hours. Exceptions will only be made with the prior approval of the Service Site, Lead Agency, and Promise Corps
- AmeriCorps members must not participate in gambling on Service Site premises.
- AmeriCorps members may not record or earn service hours outside of regular service hours, hours scheduled on the program calendar or hours pre-approved by their site supervisor. Members may not record and earn service hours for completing any tasks or assignments offsite or “remotely”. Members daily schedule must be adjusted to ensure all tasks and projects can be reasonably completed within their scheduled service day.
- AmeriCorps members must not steal/take AmeriCorps or Service Site’s property or property of another.
- During service hours or while in uniform, AmeriCorps members must not purchase, consume, or serve alcohol or drugs at any time.

SECTION 6: TIME KEEPING

REQUIREMENTS

AmeriCorps Members will enter their hours earned during their service day at the end every day. AmeriCorps Members are expected to complete and submit their timecards by Sunday at 5pm on each pay period.

AmeriCorps Members are expected to respond to feedback and make changes to their timesheet as messaged by their Supervisor or Director within the same day their timesheet is returned to them with feedback.

AFTER THE FACT TIMEKEEPING

AmeriCorps members MUST record their time in an “after the fact” fashion. This means that they can only record time at the end of their shift. AmeriCorps members cannot estimate and record time that they will spend in the future, even if it is for the same day.

FALSIFICATION OF TIMESHEETS

Allegations of timesheet falsification will be investigated by CEO and AmeriCorps . Confirmed falsification of timesheets is grounds for immediate termination

SECTION 7: AMERICORPS MEMBER DEVELOPMENT & TRAINING

TRAINING POLICIES

Promise Corps AmeriCorps programs utilize a comprehensive member development and training program for AmeriCorps members. Training and member development is an ongoing component of AmeriCorps that supports your members to be effective, well-trained, and valuable team members.

Member development is a term used to describe positive changes in members' professional, communicative, written, or interactive skills and behaviors. Providing ample opportunity for personal and professional growth is one of the main benefits of AmeriCorps. Member development is not limited to formal classroom trainings, although formal trainings are a major part of member development. Member development is more of an all-encompassing, action-oriented philosophy that aims to provide members with growth opportunities through coaching, supervision, formal training, experiences, and other creative avenues to change.

CNCS strongly believes in the personal and professional development of AmeriCorps members, and allows programs to spend an aggregate total of no more than 20% of all allocated member hours in member development. Any of the following activities can be counted towards member development hours: member orientation, in-service training, online training, conferences, and classroom training. Members who are students cannot count time in school as member development. Best practices for training show that effective and comprehensive training develops competent members who provide exemplary service.

A comprehensive training plan for all AmeriCorps members is an essential tool to ensure that each member receives adequate training and member development opportunities. AmeriCorps members' service assignments vary by Service Site and geographical area. Some members begin their term of service with minimal experience and require significant hands-on training for several aspects of their position. Others begin their term of service with strong knowledge, skills, and/or experience in one given area, but need support to grow in other areas required for the position.

AmeriCorps Core Trainings

All AmeriCorps members must participate in the AmeriCorps Core Trainings listed below as well as trainings scheduled throughout the year. Contact the Promise Corps Leadership Team for more specifics or to answer any questions you may have.

- **Orientation:** AmeriCorps orientation is designed to prepare members for their service and includes a review of National Service history; overview of national, state, and local AmeriCorps programs; AmeriCorps Member Handbook for service commitment; National Service Days; Performance Measures; benefits; and program calendar. Members also learn about rights/responsibilities, acceptable conduct, prohibited activities, leaves of absence, compelling personal circumstances, progressive discipline, suspension/termination, grievance procedures, and paychecks.
- **Service Site Orientation:** Service Sites are required to provide an orientation to members on site policies and protocols, provide a tour of the site and community, and educate members on partners with whom they may collaborate during their term of service. A member's schedule should be discussed, and introductions made to staff and subsequent term members, as well as opportunities for shadowing.
- **Mandated Child Abuse Reporting:** This training teaches a mandated reporter their legal responsibilities to report known or suspected child abuse and neglect in Pennsylvania, how to recognize indicators (red flags) of the different types of abuse and neglect, and how to make a Suspected Child Abuse Report.

SECTION 8: PROFESSIONAL EXPECTATIONS & SUPPORTS

PROFESSIONAL ACCOUNTABILITY SYSTEM

In order to serve our students, schools, and communities, it is imperative that every Promise Corps member is accountable for his or her own actions and consistently follows all rules and procedures outlined in the member contract and handout. The following steps will be taken with members who are not in accordance with all regulations in order to facilitate member professionalism, leadership, and accountability.

AmeriCorps members may receive verbal and written warnings for separate infractions. For example, if a corps member receives a verbal warning for failure to wear the assigned uniform, and subsequently demonstrates chronic tardiness, they will receive a written warning for the continued failure to follow regulations, rather than receiving an additional verbal warning for tardiness. All AmeriCorps Members will reset to 0 warnings at the beginning of January.

1. **Verbal warning:** As a first measure, corps members will be issued a verbal warning. This conversation will allow the AmeriCorps member and supervisor to identify the infraction, discuss causes and circumstances causing or contributing to the problem, and brainstorm solutions for improvement. This will be documented on the Professional Accountability Tracker and initialed by member and site supervisor.
2. **Written warning:** AmeriCorps members will be issued a written warning, outlining a clear performance improvement plan also tracked on the Professional Accountability Tracker.
3. **Suspension:** AmeriCorps members will be suspended for one day, without pay.
4. **Termination:** AmeriCorps members will be terminated for cause. They will be ineligible to receive further stipends or any portion of the Segal Education Award.

PERFORMANCE EVALUATIONS AND OBSERVATIONS

In order to support the AmeriCorps Member through their service year in both a technical and coaching capacity, the Promise Corps Program will perform regular check-ins with the AmeriCorps Members. In addition to bi-weekly check-ins with their supervisor, the Promise Corps Program will also conduct two (2) performance evaluations: one at Mid-Year, and one at End-of-Year. Members will receive an overview of what's included in this evaluation during their first 30 days of service. The performance evaluations are intended to:

- Enhance individual member performance and ensure effective Service Site operations;
- Summarize formal and informal performance discussions held throughout the review period;
- Document performance areas where members are satisfactorily meeting program standards;
- Document performance areas in which improvement is needed;
- Establish goals and objectives to accomplish performance plans; and
- Correct performance and/or behaviors that are not meeting program standards.
- Continuation of discussion on program objectives, expectations, and policies;
- Clarification of weekly schedule and daily tasks;
- Discussion on overcoming barriers and challenges;
- Addressing member and Service Site Supervisor concerns;
- Coaching members on performance issues;
- Celebrating member successes; and
- Review of program and member accomplishments during term of service;
- Discussion of "Life after AmeriCorps";
- Conducting the member's End-of-term Performance Evaluation; and
- Completion of Exit Survey and paperwork.

SUPERVISION CHECK INS

Corps Members will have a scheduled biweekly check in with their supervisor from the start to finish of their term. The goal of these check ins is to ensure members have opportunities to directly communicate with their supervisor with questions, support or planning. The discussion will be aligned with Corps Members' needs for support and reflections on their service, comparisons to previous feedback and member's strengths and areas of growth. During this time members and supervisors will discuss progress towards goals with students. Additionally, the conversation will address Corps Members' concerns, and address Corps Members' progress throughout the program as a whole. These meetings will conclude with the collaborative development of at least one key takeaway.

SECTION 9. MEMBER BENEFITS

AMERICORPS SERVICE BENEFITS

LIVING STIPEND

Stipend: You will receive a living allowance of \$12,891.00 for serving a full term of service from start to finish, which begins on your first day actively serving and is paid on a bi-weekly basis, consisting of \$598.00, every two weeks before taxes. (Amount reduced by number of weeks missed if you join the program after the site's official start date.)

PROFESSIONAL DEVELOPMENT

Monthly professional development for your service year and life post-service will be scheduled and shared with you during orientation. Additional professional development may be scheduled as needed or provided at additional times. CEO is committed to the growth and development of its members. Examples include: Life After AmeriCorps shadow days, service trainings and leadership development.

LOAN FORBEARANCE

You may request forbearance during your service year on qualifying student loans (generally, federally backed loans). If granted—and if you complete the full term of service—you can also ask that interest accrued during the year be paid by CNCS (Corporation for National and Community Service).

CHILDCARE ALLOWANCE

If you qualify, childcare is available during the program year to those with dependents. This benefit is administered by GAP Solutions Inc. and more information can be found at their website at www.americorpschildcare.com.

HEALTH INSURANCE

All corps members are required to have medical coverage while actively serving in the program. Unless you have current coverage that you would like to retain or enroll in Medicaid, YPI will enroll you in a basic medical plan. The plan is medical coverage only and does not include dental or optical.

Supplemental Nutrition Assistance Program (SNAP)

The SNAP program (Formerly known as Food Stamps) provides benefits to eligible low-income households in Pennsylvania, in order to assist them in purchasing food and obtaining more nutritious diets by increasing their food purchasing power at grocery stores and supermarkets. If you are eligible, you will receive a Pennsylvania [Electronic](#) Benefits Transfer (EBT) ACCESS Card which is used to make food purchases at grocery stores and supermarkets.

COUNSELING SERVICES

Access to EAP program for counseling services is provided by calling: 1-800-252-4555 #1

ACCESS TO THE AMERICORPS ALUMNI WEBSITE

The website provides connections to the almost 1 million other AmeriCorps alums around the country, and contains helpful resources, including professional development webinars, a career center and job postings, virtual career and grad fairs information on local AmeriCorps alumni group chapters, and resources for translating your AmeriCorps experience into other careers.

DISCOUNTS

As an AmeriCorps member and alumnus, you will be entitled to a variety of discounts, including health benefits, auto insurance, mortgages and free tax returns

SEGAL EDUCATION AWARD

Award: Upon successful completion of your AmeriCorps service year, you will receive a post-service Segal Education Award of \$5,730 (The amount could fluctuate as it is tied and dependent on Pell Grants.) This award can be used to go back to school or pay off students loans. This money can even be used to do certain outdoor education programs like Outward Bound, or use it at a local community college to take “fun” classes like photography, art, etc. Award Match: Over 90 colleges and universities will match your Education Award.

SECTION 10. COMMUNICATION

STYLE GUIDE

In order to promote a positive image of the Promise Corps program, AmeriCorps, the Mayor's Office of Community Empowerment and Opportunity and the Youth Policy Institute, it is important that all documents and official communication be professional, clear, and consistent.

Any materials created for the Promise Corps, including flyers, parent information sheets, etc. should contain the Promise Corps logo, AmeriCorps logo, the Shared Prosperity Logo and the Youth Policy Institute logo. Internal documents, intended only for the use of Promise Corps staff, may contain only the Promise Corps logo. Official documents should be printed in Calibri Body font. Additionally, documents intended for an outside audience should include the following description of YPI and the Promise Corps Program:

*The **Mayor's Office of Community Empowerment & Opportunity (CEO)**'s mission is to align the city's efforts to lift individuals and communities out of poverty and increase opportunities for low income individuals and families.*

CEO is the lead agency for the the West Philadelphia Promise Zone. In January 2014, President Barack Obama designated this region as one of the first 5 "Promise Zones," a ten-year designation to increase opportunity, improve quality education access, decrease crime, and create jobs in locations of deep and persistent poverty.

As the lead agency on the Promise Zone initiative, CEO works with local partner organizations and community groups to access these opportunities and collaboratively create or enhance anti-poverty programs and initiatives. Collectively, we can use this opportunity to reduce poverty and bring greater opportunity to West Philadelphia.

Promise Corps members serve students to become academically and personally successful, actively engaged members of the community who are ultimately prepared for postsecondary success. The Promise Corps help to create high quality schools by providing direct support to students in college and career readiness, and collaborating powerfully with teachers, parents, and the wider community.

PROMISE CORPS LOGO

The Promise Corps logo was created during the first year of the program by Promise Corps staff to allow the program to create a brand of its own while aligning with the Promise Zone brand.

The Promise Corps Logo contains a design within the letter "I" that symbolizes the ladder of opportunity students and community members are encouraged to gain access too. Promise

Corps believes that their program assists students in gaining the knowledge to afford them many different opportunities they may seek in life.

The colors of the logo were chosen to reflect the values of the Promise Corps program.

The royal blue hue was chosen for its association with stability, trust, confidence and intelligence.

The bright yellow-gold hue was chosen to reflect the energy youth bring to our program and the association of wisdom and illumination that yellow brings along with joy and happiness.

EMAIL SIGNATURE

All members will be provided an email account to use for communication regarding the program. Members are required to include the following signature in all email communications.

First Name, Last Name
College & Career Ambassador; Promise Corps
School name
email@ypiusa.org

A proud member of the AmeriCorps national service network!

Members may not include any additional information, personal quotes or otherwise in their email signature.

SECTION 11. DATA AND REPORTING

DATA COLLECTION & REPORTING

Under the direction of Promise Corps Staff, AmeriCorps members must collect and report all required data, as specified by the program including but not limited to hard copy weekly trackers and electronic weekly and monthly logs.

Examples of data members are required to track include but is not limited to:

- Student information
- Coaching sessions notes and details
- Volunteer engagement
- Community impact

PERFORMANCE MEASUREMENT

Performance measurement is a way to determine if the objectives of the program have been met, as stated in the grant application, and to gauge the difference the associated activities made. Performance measurement results also provide information necessary for decision-making, program outreach, continuous improvement, and funding opportunities. The Promise Corps collaborates with Lead Agencies and Service Sites, and works with the Corporation for National and Community Service to establish the performance measures of each Promise Corps AmeriCorps program.

Performance measures define the goals of the project (“outputs” and “outcomes”), as well as the instruments/methods used to gauge impact. There is one primary performance measure per project: the primary focus of member activities is unique to that particular AmeriCorps project. The primary performance measure defines the activities which will constitute the majority of the members’ service time. There are also two other required performance measures to which all AmeriCorps programs contribute. One is volunteer recruitment and management, called “strengthening communities,” and the other is training members for successful service, called “member development.”

PROGRAM GOALS:

- 2,400 economically disadvantaged students will start the program each year
- 1,920 economically disadvantaged students will complete the program each year
- 1,440 (75%) who complete a year of services will be on track progressing to the next grade OR placed in a post-secondary step in the 12th grade.
- 490 (34%) each year will be 12th graders who graduate from post-secondary studies and enroll in one of the 5 post-secondary options described in this project.

These goals are shared with the Los Angeles Promise Corps program and also include a target to increase cohort graduation rates among participating students by 10%.

Promise Corps Members will serve over 3,000 students over three years. The program will work to increase the number of students progressing at grade level, graduating, and engaging in post-secondary opportunities including higher education, military or national service, or the labor force. Promise Corps members will work to identify the alignment of students' interests and strengths with post-secondary options, and provide direct tutoring support on an as-needed basis. Members will also arrange tours and presentations from various colleges and provide workshops on college access and financial aid. We will target a 10% increase in the cohort graduation rate for each school among students participating in the Promise Corps program over its duration.

Promise Corps CCAs will identify sophomore, junior, and senior year students who could benefit the most from additional college and career coaching, and assist them in achieving their post-secondary goals; this will include individual and small group counseling and mentoring, post-

secondary workshops, tutoring, and events and speakers highlighting career and education opportunities.

The Promise Corps Program is required to report progress towards goals to the Corporation for National and Community Services (CNCS) quarterly and annually. College and Career Ambassadors will support the collection and tracking of data by recording the number of service hours completed, number of students engaged, and their attendance at all events. CEO will record and report the number of high school students served by the Promise Corps, the number of sophomores and juniors progressing to the next grade level, and the number of 12th grade students continuing on to post-secondary opportunities. Success will be measured by the number of students engaged in the program, the amount of time each CCA spent with his or her student in coaching sessions and the amount of students successfully transitioning from high school to college or careers. The program is targeting a 10% increase in cohort graduation rates among participating students.

SECTION 12. GRIEVANCE PROCEDURES

GRIEVANCE PROCEDURES

Promise Corps has a grievance procedure to resolve disputes concerning members' suspension, dismissal, service evaluation or proposed service assignment.

As a participant of the program, corps members may file a grievance in accordance with Promise Corps's grievance procedure.

In the event that informal efforts to resolve disputes are unsuccessful, corps members, labor unions, and other interested individuals may seek resolution through the following grievance procedures. These procedures are intended to apply to service-related issues, such as assignments, evaluations, suspensions, or release for cause, as well as issues related to non-selection of members, and displacement of employees, or duplication of activities by AmeriCorps.

GRIEVANCE HEARING: An aggrieved party may request a grievance hearing without participating in Alternative Dispute Resolution (ADR) or, if ADR is selected, if it fails to result in a mutually agreeable resolution. The aggrieved party should make a written request for a hearing to Bethany Housman, Program Director. A request for a hearing must be made within one year after the date of the alleged occurrence. At the time a request for a hearing is made, the program should make available to the aggrieved party information that it relied upon in its disciplinary decision. The program will arrange for one or more pre-hearing conferences at a time mutually convenient to the parties. Pre-hearing conferences are not a substitute for a hearing. They are 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 format of the pre-hearing conference may be flexible, involving meetings with one party at a time and/or with both parties together. Pre-hearing conferences are conducted by [enter name of program official A here]. The hearing will be conducted by [enter name of program official B here]. The person conducting the hearing may not have participated in any previous decisions concerning the issue in dispute. (Note: To ensure impartiality in the hearing, programs may choose to designate some-one other than the program director to approve disciplinary actions regarding members, leaving the director available to conduct grievance hearings.) A hearing must be held no later than 30 calendar days after the filing of the grievance, and a written decision must be made no later than 60 calendar days after filing.

BINDING ARBITRATION: An aggrieved party may request binding arbitration if a grievance hearing decision is adverse or if no decision is made within 60 days of the filing of the

grievance. The arbitrator must be independent and selected by agreement of the parties. If the parties cannot agree on an arbitrator, the CNCS's Chief Executive Officer will appoint one within 15 calendar days after receiving a request from one of the parties. An arbitration proceeding will be held no later than 45 calendar days after the request for arbitration, or no later than 30 calendar days after the appointment of an arbitrator by the CNCS's CEO. An arbitration decision will be made no later than 30 calendar days after the commencement of the arbitration proceeding. The cost of arbitration will be divided evenly between the parties, unless the aggrieved party prevails, in which case the program will pay the total cost of the proceeding as well as the prevailing party's attorneys' fees.

SECTION 13. EMERGENCY NUMBERS AND PROCEDURES

Corps members should make themselves aware of emergency procedures for the site or sites at which they are serving. Supervisors will work to ensure they know the process for emergencies in the school building and relay that information to members. Members must participate in any emergency drills that occur in their school buildings. In case of an emergency, corps members working at school sites should follow the emergency procedures of the site. If school staff is sent home, corps members should report to another location defined by the Promise Corps Leadership team if reasonable time and location are presented. In the event that travel is impossible or if an emergency occurs during non-service hours, members should check in with their Site Supervisor or Program Director via phone or email to confirm their location and safety.

In the event of a personal emergency, dial 911. For non-emergency city services, dial 311 or visit <http://www.phila.gov/311/Pages/default.aspx>
311 is located in the Municipal Services Building, 14101 John F. Kennedy Blvd #1180
Philadelphia, PA 19102
(215) 686-2463

SECTION 14. PROMISE CORPS MISSION, VISION & VALUES

Promise Corps Vision: Promise Corps will serve students to become academically and personally successful, actively engaged members of the community who are ultimately prepared for postsecondary success.

Promise Corps Mission: The Promise Corps will contribute to high quality schools by holding rigorous expectations of students, serving as college-going role models, and collaborating powerfully with teachers, parents, and the wider community.

Promise Corps Values:

We Commit To:
Setting High Expectations of Excellence in all that we do
Fostering creative & effective approaches to learning
Always being authentically diverse & inclusive
Being a resource to our community
Putting Students First
Being Fresh & Fun
Be Brave

RESOURCES

Employee Assistance Program

Visit www.theEAP.com. Your first time, you will need to register by clicking the employee tab and filling out the registration, listing Youth Policy Institute as your employer. You can then access the services provided by EAP.

CNCS Website: The CNCS website for current AmeriCorps members

(<http://www.nationalservice.gov/programs/ Americorps/current-members>) contains helpful information, like how to use the Segal education award and contact information.

AmeriCorps Alumni Website: Register for the alumni website! Visit

<http://www.americorpsalums.org/> to connect to other alum, receive professional development materials and career advice, and obtain a list of all of the benefits and discounts available to you.

Bethany Housman, Director; Promise Corps

Bethany.Housman@phila.gov

504-208-0553

Jenielle Cook, Promise Corps CCA Site Supervisor

Jenielle.Cook@phila.gov

Nicholas Vanore, Promise Corps CCA Site Supervisor

Nicholas.Vanore@phila.gov

Appendix A 2016-2017 Member Living Allowance Schedule



2016-2017 Member Living Stipend Schedule

Pay Period	Member must submit timesheet by:	Supervisor must approve timesheet by:	Distribution Date	Stipend Amount:
8/14-8/27	Sunday, August 28, 2016	Monday, August 29, 2016	Friday, September 02, 2016	\$585
8/28-9/10	Sunday, September 11, 2016	Monday, September 12, 2016	Friday, September 16, 2016	\$585
9/11-9/24	Sunday, September 25, 2016	Monday, September 26, 2016	Friday, September 30, 2016	\$585
9/25-10/8	Sunday, October 09, 2016	Monday, October 10, 2016	Friday, October 14, 2016	\$585
10/9-10/22	Sunday, October 23, 2016	Monday, October 24, 2016	Friday, October 28, 2016	\$585
10/23-11/5	Sunday, November 06, 2016	Monday, November 07, 2016	Friday, November 11, 2016	\$585
11/6-11/19	Sunday, November 20, 2016	Friday, November 18, 2016	Wednesday, November 23, 2016	\$585
11/20-12/3	Sunday, December 04, 2016	Monday, December 05, 2016	Friday, December 09, 2016	\$585
12/4-12/17	Sunday, December 18, 2016	Monday, December 19, 2016	Thursday, December 22, 2016	\$585
12/18-12/31	Sunday, January 01, 2017	Monday, January 02, 2017	Friday, January 06, 2017	\$585
1/1-1/14	Sunday, January 15, 2017	Monday, January 16, 2017	Friday, January 20, 2017	\$585
1/15-1/28	Sunday, January 29, 2017	Monday, January 30, 2017	Friday, February 03, 2017	\$585
1/29-2/11	Sunday, February 12, 2017	Monday, February 13, 2017	Friday, February 17, 2017	\$585
2/12-2/25	Sunday, February 26, 2017	Monday, February 27, 2017	Friday, March 03, 2017	\$585
2/26-3/11	Sunday, March 12, 2017	Monday, March 13, 2017	Friday, March 17, 2017	\$585
3/12-3/25	Sunday, March 26, 2017	Monday, March 27, 2017	Friday, March 31, 2017	\$585
3/26-4/8	Sunday, April 09, 2017	Monday, April 10, 2017	Thursday, April 13, 2017	\$585
4/9-4/22	Sunday, April 23, 2017	Monday, April 24, 2017	Friday, April 28, 2017	\$585
4/23-5/6	Sunday, May 07, 2017	Monday, May 08, 2017	Friday, May 12, 2017	\$585
5/7-5/20	Sunday, May 21, 2017	Monday, May 22, 2017	Friday, May 26, 2017	\$585
5/21-6/3	Sunday, June 04, 2017	Monday, June 05, 2017	Friday, June 09, 2017	\$585
6/4-6/16	Friday, June 16, 2017	Friday, June 16, 2017	Friday, June 16, 2017	\$585

**AmeriCorps Members Stipends do not fluctuate and are not tied to hours served. The living stipend may be reduced if the member enrolls or exits in the program in the middle of a pay cycle.*

***Failure to submit and approve timesheets on time may result in the delay of Stipend check distribution*

Appendix B. Position Description

PROMISE CORPS POSITION DESCRIPTION

JOB TITLE: Promise Corps AmeriCorps Member

PROGRAM: West Philadelphia Promise Zone

STATUS: Full Time

REPORTS TO: Site Supervisor

History and Mission

The Mayor's Office of Community Empowerment & Opportunity (CEO)'s mission is to align the city's efforts to lift individuals and communities out of poverty and increase opportunities for low income individuals and families.

CEO is the lead agency for the West Philadelphia Promise Zone. In January 2014, President Barack Obama designated this region as one of the first 5 "Promise Zones," a ten-year designation to increase opportunity, improve quality education access, decrease crime, and create jobs in locations of deep and persistent poverty.

As the lead agency on the Promise Zone initiative, CEO works with local partner organizations and community groups to access these opportunities and collaboratively create or enhance anti-poverty programs and initiatives. Collectively, we can use this opportunity to reduce poverty and bring greater opportunity to West Philadelphia.

Promise Corps members serve students to become academically and personally successful, actively engaged members of the community who are ultimately prepared for postsecondary success. The Promise Corps help to create high quality schools by providing direct support to students in college and career readiness, and collaborating powerfully with teachers, parents, and the wider community.

AmeriCorps

AmeriCorps is a 10-month service commitment that meets a community's critical needs in education, public safety, health, and the environment. CEO partners with AmeriCorps to provide full-time service opportunities in our schools across Philadelphia. Supporting communities' critical needs in education, CEO AmeriCorps (Philadelphia Promise Corps) members dedicate 1700 hours of volunteer service per term in exchange for leadership and career development, and a living stipend provided by our AmeriCorps grant. AmeriCorps is an exciting opportunity for service-minded individuals who are passionate about education and the nonprofit sector. For more information, please visit www.americorps.gov.

Overview:

The Promise Corps position will serve as a Full Time Member (completing 1700 hours of service) over the course of 10 months providing targeted interventions to students in our Philadelphia schools. The Promise Corps Program mobilizes and trains volunteers to support children and communities in academic conditions that often lack quality resources and/or programs. It is important to CEO that we equip our members with the right resources that allow volunteers, parents and teachers to collaborate on the right interventions that make a positive impact on student success.

The Promise Corps members will work with students in grades 10-12, who have been identified as needing coaching support with college and career readiness and preparation. Each member will be assigned a host school and work to provide 1:1 and small group sessions on college and career readiness curriculum. Corps Members will be responsible for meeting with 50 students regularly to gain 20 total coaching sessions with each student as well as provide 5 post-secondary opportunity workshops. The members may also provide targeted before-school and after-school tutoring for students who are behind in their course performance as well as test prep, college fair support and other identified targeted events.

Responsibilities include:

College and Career Mentoring

- Members will provide introductory workshops to postsecondary options
- Work in group and one-on-one settings with 50 10th-12th grade students
- Members will develop Individual Student Service (ISS) work plans with students
- Members will have regular check-ins with students and continue to aid students as they progress through their work plans
- Members will provide resources to students on postsecondary options and tools for assistance in their interest areas

Academic Tutoring:

- Members will provide in-school tutoring to improve students' academic engagement and performance Provide ongoing tutoring based on school site needs
- Maintain student information and tutoring records by tracking, logging and entering tutoring hours

Relationship Building

- Work closely with partner teacher(s) and other school staff to identify the right interventions for individual students
- Facilitate communication and maintain positive relationships among other Promise Corps Members, Promise Corps Staff, teachers, students' families, and community partners
- Participate in school events, celebrations, and staff meetings

Other duties including but not limited to,

- Service project development
- Participation in member development (included but not limited to trainings, professional development, workshops)
- Participation in national days of service as required by AmeriCorps (included but not limited to

MLK Day, 9/11)

- Complete 1700 national service hours over 10 months
- Maintain a commitment to understanding the Promise Corps program model, and current educational best practices

REQUIRED QUALIFICATIONS

- Dedication to national and community service
- Commitment to CEO/ Promise Corps mission and vision
- Interest in working with school-age children and teens
- Strong written and verbal communication skills
- Proven ability to manage tasks and schedule independently
- Demonstrated success with constituent relations skills (volunteers, teachers, parents)
- Flexibility and adaptability to manage tasks in a fluid and ambiguous environment
- Access to reliable transportation (public transportation or personal transport) to travel within a defined geographic region
- Be at least 17 years of age, have high school diploma and have a US Citizenship or Permanent Resident status

PREFERRED QUALIFICATIONS

- Experience in volunteering or volunteer management
- Experience in tutoring
- Experience working with diverse communities
- Bachelor's degree or some college preferred

COMPENSATION

This position is part of the AmeriCorps service program. As an AmeriCorps member, you will serve your community through CEO's Promise Corps and receive a modest living stipend of \$12,871.00 during your term (dispersed in bi-weekly paychecks), as well as limited health benefits.

Additionally, at the successful completion of your service term, you are eligible for an education award of approximately \$5,730, to be used for college, trade school or other educational expenses, including qualified federal loans. During your service in AmeriCorps, you may also be eligible for forbearance on outstanding federal student loans. AmeriCorps also assists with childcare expenses, if eligible. For more information, please visit www.nationalservice.gov/programs/ Americorps.

Appendix C. Program Calenda

AmeriCorps: Promise Corps - FY 17 Master Calendar						
	Focus	Important Events			Focus	Important Events
August	Strong Start/ Orientation	8/16: Registration Day		February	Diving Deeper with Data	ISSP's for all students due: Data Audit
		8/22: Orientation Begins				AmeriCorps Evaluations MY
		9/1: PD Day				Director: Site visits
		9/2: PD Day		March	Preparing for Engagement	2/20: PD Day (President's Day)
		9/5: OFF (Labor Day)				Funder: Site visits
		9/6: PD Day				Q2 Data Review
		9/7: First Day of School				MY Service Partner meetings
		9/8: Register Second Wave				3/17: PD Day
		9/11: Service Event				April
9/12: Second Wave Start Date		Think Tank				
		College Visit				
October	Using Data to Drive Program	Caseloads confirmed & sessions begin		May	Finishing Strong	Philly Spring Clean Up
		AmeriCorps Launch				4/10: PD Day
		After school program launch				4/14: Members OFF (unless behind in hours)
		10/3: PD Day				EOY Member Evaluations (5/1-5/31)
		10/4: PD Day		EOY Member Experience Survey Opens (5/19)		
		10/10: In service (Columbus Day)		EOY Partner Survey (5/1-5/31)		
		10/12: PD Day		5/16: PD (PA primaries; school closed)		
November	AmeriCorps Member Experience	10/24: National Make a Difference Day Service		June	Closing Out	5/26: 75% Completion Rate & ISSP's COMPLETE
		College Visit				5/29: OFF (Memorial Day)
		Scholarship launch applications				6/15: PD (end of the year wrap up)
		SOY Service partner meetings				6/16: Graduation!
		11/8 half day PD (Election Day)				6/20: Last day of school for students
		11/11 half day PD (Veteran's Day)				6/21: Last day of school for staff
		11/23: PD Day				6/30: Second Wave last day
		11/24: OFF (Thanksgiving)				
11/25: Members Off						
December	Closing Out First Semester	AmeriCorps Member Evaluations				
		12/16: PD Day				
		12/26-1/2: Members OFF (Winter Break)				
January	Resetting Expectations	Mid-Year AmeriCorps experience survey				
		Launch student survey				
		Service Partner Survey				
		MLK Day				
		College Visit				
		1/2: New Year's Day OFF				
		1/3: PD Day				
1/20: Inauguration Day						

