



**IMPACT**  
AMERICA



**Impact America AmeriCorps Member Handbook  
2018-19**

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Welcome to Impact America! We are excited that you have joined our team for the 2018-19 year. We believe that your presence on this particular team will enable us to achieve great success and benefit you personally and professionally. We are always here if you have any questions or concerns, and we greatly welcome your feedback throughout the year.

### **Handbook Use and Purposes**

This handbook outlines the policies and practices that guide us in our daily work together. We would like you to know what you can expect from us and what we expect from you. This handbook was created to serve three primary purposes: (1) to present our policies and practices in one reference source, (2) to conform to certain state and federal laws and convey necessary legal information to our members, and (3) to give a general description of Impact America's policies, procedures, and benefits.

Underlying what we are communicating in this handbook is Impact America's desire to support individual performance and development and to provide the information necessary for all of us to make good decisions as we go about our daily work.

Please read this entire handbook and state-specific appendix and sign the enclosed acknowledgement within your first two days of service. You are responsible for knowing this handbook's contents and using it as a guide. Of course, you may always ask questions about our policies and procedures if you need clarification.

Please keep this handbook. We will notify you from time to time about changes in our policies and practices. The policies, benefits, and expectations described in this handbook are subject to change. We will attempt to give you ample notice when a policy or benefit change is made.

## **IMPACT AMERICA BACKGROUND**

### **History & Mission of Impact America**

Impact America launched in August 2014 with the mission to engage students and recent college graduates to address community needs, empowering a generation through collaborative efforts to promote change in the communities we serve. Impact America was developed as an expansion of the nationally recognized, highly successful nonprofit Impact Alabama, founded in 2004. In August 2014, Impact Alabama’s Board of Directors and leadership staff believed it had the necessary capacity and expertise to begin expanding its programs to new states: Tennessee, South Carolina, and Florida.

### **Impact America Initiative Descriptions & Accomplishments**

Nationally, our signature initiatives include the following: FocusFirst, a high-tech vision care initiative for young children; and SaveFirst, a tax preparation and financial literacy initiative for working families. In Alabama, we also operate two additional initiatives: SpeakFirst, an all-star debate team for gifted students from Birmingham-area schools; and CollegeFirst, an Advanced Placement mentoring initiative. In 2015-16, we launched Stories from the Line in Memphis, a film initiative that examines families’ experiences of poverty.

**FocusFirst:** Using high-tech cameras, FocusFirst provides free vision screenings to children, ages six months to five years, in childcare centers. Since 2004, over 3,500 college students and our team members have screened 534,000 children with approximately 10% of the children failing the screening. All children failing the screening receive subsidized follow-up care through our partner nonprofit, Sight Savers America.

**SaveFirst:** SaveFirst offers free tax preparation services and savings opportunities to low-income families, especially targeting those eligible for the Earned Income Tax Credit. Since 2006, more than 6,127 college students have served over 76,867 low income families at thirty-three tax sites – helping them to claim over \$132.5million in refunds and save \$26.2 million in commercial preparation fees.

**CollegeFirst:** CollegeFirst trains college and graduate students to implement a three-week, Summer Advanced Placement Institute for high-school students in Tuscaloosa, Alabama. Since starting the program in 2010, more than 1,623 students have attended the Summer Advanced Placement Institute, with biology, pre-calculus, chemistry, English, and computer science instructions provided by more than 503 college student mentors.

**SpeakFirst:** SpeakFirst enriches the academic experience of talented and motivated students from Birmingham-area high schools through participation in an “all-star” debate team. This highly collaborative initiative addresses a wide array of needs created by the deficit of opportunities and resources in these students’ local communities. SpeakFirst’s first eleven graduating classes (forty-six

students) have earned more than \$5.5 million in college scholarships. In August 2013, SpeakFirst launched a citywide middle school debate league, developing collaborative partnerships with seven middle schools across Birmingham. More than 100 Birmingham-area middle school students participate in the SpeakFirst Middle School Debate League each year.

Stories from the Line: Stories from the Line navigates the complexities that make up our community's experience of poverty. In a series of short films that combine formal interviews with intimate vérité-style scenes at home with family, at work, and at school, we depict the portraits of specific individuals and families Impact America serves. Stories from the Line launched with our Memphis Corps Program during the 2015-16 year.

## **AMERICORPS BACKGROUND**

### **History & Mission of AmeriCorps**

In 1993, President Bill Clinton signed the National and Community Service Trust Act, which established the Corporation for National and Community Service (CNCS) and brought the full range of domestic community service programs under the umbrella of one central organization. This legislation built on the first National Service Act signed by President H.W. Bush in 1990. It also formally launched AmeriCorps, a network of national service programs that engage Americans in intensive service to meet the nation's critical needs in education, public safety, health, and the environment. The newly created AmeriCorps incorporated two existing national service programs: the longstanding VISTA (Volunteers in Service to America) program, created by President Lyndon Johnson in 1964 and the National Civilian Community Corps (NCCC). Most recently, the 2009 Edward M. Kennedy Serve America Act increased the scope and enhanced the commitment of the federal government to national community service.

AmeriCorps is a national network of programs that engages more than 70,000 Americans each year in intensive service to meet critical needs in communities throughout the nation. AmeriCorps State works with Governor-appointed State Service Commissions to provide grants to public and nonprofit organizations that sponsor service programs around the country, including hundreds of faith-based and community organizations, higher education institutions, and public agencies. Grants assist these groups in recruiting, training and placing AmeriCorps members to meet critical community needs in education, public safety, health, and the environment.

### **The Relationship of Impact America to AmeriCorps**

Impact America is an AmeriCorps National Direct program. Impact America receives funding from the Corporation for National and Community Service (CNCS) in order to assist in funding our AmeriCorps State members. CNCS also provides technical assistance and training to Impact America program staff in support of our AmeriCorps programs. As part of our grant agreement, we are required to raise matching funds for our AmeriCorps award.

Impact America will be your sponsor organization, although you are not technically considered an “employee” of Impact America. You are considered an “AmeriCorps member” and must abide by certain rules and regulations regarding AmeriCorps service. You will be provided more information on these regulations later in this handbook, in your AmeriCorps Member Service Agreement, and during your AmeriCorps 101 Orientation.

### **AmeriCorps Terminology**

**AmeriCorps Member:** Individuals enrolled in the AmeriCorps State program who serve with Impact America for one year and receive a living stipend, health/child care benefits, and an end-of-service education award.

**AmeriCorps\*NCCC:** National Civilian Community Corps. A ten-month, full-time residential program operated directly by the Corporation for National & Community Service, aimed at young men and women between the ages of 18-24. NCCC seeks to combine the best practices of civilian and military service with an emphasis on leadership development and team building.

**AmeriCorps\*State and National:** A national service program operated by local and national nonprofits, local and state government entities, Indian tribes, territories, and institutions of higher education.

**AmeriCorps\*VISTA:** A capacity building program that puts members directly into communities of need for a year of service to develop new programs to serve low-income communities and families across the country.

**Benefits:** For an AmeriCorps State member, benefits include a bi-weekly living stipend, ongoing professional development training, health insurance (for full-time members not otherwise covered), child care (for full-time members who meet eligibility requirements), and an end-of-service education award to be used to pay off student loans or pursue further education.

**Compelling Personal Circumstances:** In some cases, a member is not required to complete his or her full year of service and may still receive a prorated education award. Examples of compelling personal circumstances include the following: sickness or critical illness of the member, death or critical illness of a member of the member’s immediate family, termination of a project site if reassignment to another project site is not possible. Examples of situations that would not constitute compelling personal circumstances include the following: returning to school, getting a job, a member finding out he or she does not like the program or position responsibilities, and finding the living allowance to be too small.

**Corporation for National and Community Service (CNCS):** Established in 1993, the Corporation for National and Community Service (CNCS) is a federal agency that engages millions of Americans in service through its core programs -- Senior Corps, AmeriCorps, and the Social Innovation Fund -- and the national volunteer efforts through Serve.gov.



**Education Award:** An award provided to a member who has successfully completed a required term of service in an approved national service position and who otherwise meets the eligibility criteria in the Act. An education award may be used: (1) toward repayment of qualified student loans, as defined in the Act; (2) toward educational expenses at a Title IV Institution of Higher Education; or, (3) toward expenses incurred in participating in school-to-work programs approved by the Secretaries of Labor and Education. AmeriCorps members may receive a benefit of \$5,920 (full-time) after successful completion of a term of service (as of July 2018).

**Living Allowance or Stipend:** An amount of money received bi-weekly to assist in covering living expenses. The stipend is not a wage or salary. For the 2018-19 year, the living stipend for a full-time AmeriCorps State member is \$13,732 for the year of service.

**National Senior Service Corps:** Funded by the Corporation for National and Community Service, NSSC is a network of more than a half a million seniors (ages 55 and over) who make a difference through the Foster Grandparents Program, the Senior Companion Program, and the Retired and Senior Volunteer Program (RSVP). Volunteers in each of the Senior Corps programs are committed to sharing their life experience in order to solve critical local problems in the areas of education, public safety, the environment, and other human needs.

**National Service Trust Fund:** The account established in the United States Treasury Department under the Act (42 U.S.C. 12607) for the purpose of holding and making payments of education awards and other education benefits to AmeriCorps members.

**Performance Measures:** Quantitative indicators intended to help Impact America measure the results of an AmeriCorps program's activities on community beneficiaries and participants.

## **ROLES & RESPONSIBILITIES**

### **Member Eligibility**

The following constitute minimum eligibility requirements for individuals to serve as AmeriCorps State members with Impact America:

- U. S. citizen, U.S. national, or lawful permanent resident alien in the United States (documentation required);
- At least 18 years of age,
- Completion of a college degree or plans to complete the degree within the first six months of the term of service (exceptions may be made on a case-by-case basis with prior approval from the program director)
- Submit to and pass a criminal background check, including an FBI check, a statewide check in the member's state of residence at the time of application, and a statewide check in the state of program operation;

- Clearance from the National Sex Offender Public Website.

If the criminal background check results in the disclosure of criminal/reportable activity of the member, Impact America reserves the right to terminate the member at any time.

Impact America will perform a record check with the National Sex Offender Public Website (NSOPW) for the member's clearance. An individual who is registered, or required to be registered, on a sex offender registry is automatically disqualified from serving.

If any part of the member's application, documentation, or forms is found to contain false or misleading information, then Impact America reserves the right to terminate the member at any time.

## **AmeriCorps Member Position Descriptions**

### **AmeriCorps Team Leaders**

In collaboration with the President, National Program Director, and State Directors, the Team Leaders are typically assigned to a primary initiative and/or category of activities, which they are responsible for coordinating during the year. Typically a second-, third-, or fourth-year member, Team leaders provide leadership and coordination for Impact America's initiatives and support for first year Corps Members.

### **AmeriCorps Members**

Impact America's model relies on the commitment of talented, intelligent, and socially conscious recent college graduates for one or two years following graduation. These members work as full-time, stipend-based AmeriCorps members in a model that allows Impact America to produce high-quality results in local communities in a cost-effective manner. AmeriCorps members implement and build capacity for each of our initiatives. They are responsible for the following: recruiting and training participating students; managing student service; assisting the AmeriCorps Team Leaders, President, National Program Director, and State Directors with projects in connection with program development and implementation; and, evaluating the nonprofit's activities. See the Member Position Description for Corps Member for specific responsibilities with each of the initiatives.

## **Orientation & Professional Development Training**

Training is an important part of the Impact America service experience. You may count up to 20% of your total required hours toward training events. Participation at training events is mandatory unless an absence is excused by the State Director. A more detailed training calendar is provided to you during orientation. Trainings will cover the following topics, as well as other relevant topics as determined by your State Director:

- Initial Orientation
- AmeriCorps 101: Members will learn about the history and scope of CNCS programming, their roles and responsibilities as AmeriCorps members, and prohibited activities.

- Nonprofit Nuts and Bolts: An overview of the administration of nonprofits, with special emphasis on Impact America, will be presented, including roles and responsibilities of management and the Board of Directors, internal controls, stakeholders, and a history of Impact America. We will also discuss grant-writing skills and fundraising strategies employed by Impact America.
- Communications Training: Members will learn about effective and ineffective professional communication styles and strategies through an engaging and interactive training. Particular focus will be given to email communication and scenarios frequently encountered in our service environment.
- Poverty Training: Members will read excerpts from some of the most engaging contemporary scholarship on issues related to poverty, including perceptions and misperceptions of individuals living in poverty, race and poverty, and policies aimed at assisting the working poor.
- SaveFirst Unit I, II, and III tax training and other SaveFirst tax law and site management trainings: SaveFirst training consists of training on tax law concepts, tax preparation software, instruction on conducting tax trainings for student participants, and strategies for management of tax preparation sites. Each member will have an opportunity to practice the skills that they learn in an interactive setting during training. Moreover, 4-7 days per month in the fall will be spent in more extensive training to prepare the members to manage the tax preparation sites.
- FocusFirst Training on Spot Camera and Results Processing: Members will be trained to operate the Spot vision screening equipment, how to conduct a vision screening, how to work with the children being screened, how to process screening results, and how to perform all administrative duties required to implement and maintain the program. Training will include several days of practice screenings with experienced screeners.
- Diversity Training: Members will participate in thoughtful activity, discussion, and debrief sessions that expand their understanding larger societal problems and challenge preconceived notions about others and their own identity. Members will be divided into small groups for discussion, and sessions will include pertinent pre-readings and/or pre-reflection questions. Topics to be examined include identity, race, and inequality.
- CollegeFirst Training (AL Only): Members will attend several trainings aimed at preparing them to participate in the CollegeFirst institute, including program mechanics, curriculum and lesson planning, tutoring, and working with high school students.
- SpeakFirst Training (AL Only): Members will be trained on how to implement all aspects of the SpeakFirst Middle School initiative, including introduction to SpeakFirst and the middle school program, introduction to debate and judging debate tournaments, and strategies for interacting with middle school students. Special Trainings on judging middle school and high school tournaments will also be held.
- First Quarter Review Meetings
- Mid-year Evaluations
- Life After AmeriCorps Training: Members will learn more about accessing their AmeriCorps Education Award, strategies for using the award, the benefits of membership in AmeriCorps Alums, and ways to market their AmeriCorps service to potential employers and community members.

- Final Evaluations

## **Code of Conduct**

While acting in an official capacity, AmeriCorps members are expected to:

- Demonstrate mutual respect toward others;
- Act in a professional manner at the service site, during member trainings, and at all other AmeriCorps activities;
- Follow directions (oral and written);
- Understand and follow all rules, guidelines, policies and regulations of the Corporation for National and Community Service and Impact America;
- Direct concerns, problems, and suggestions to the State Director and/or President; and,
- Abide by the Impact America Code of Conduct.

Regulations and procedures are necessary to the orderly progress of every organization. This code of conduct is intended to facilitate productive and satisfactory working relationships based on trust, self-discipline, and respect for the rights of others. The following acts constitute a violation of the program's rules of conduct and may result in suspension, probation, or termination:

- Lying or giving false, misleading information on service or program records including, but not limited to, the application for AmeriCorps, service logs, health care applications/records, child care applications, mileage reimbursement requests, and/or any other documents;
- Theft, unauthorized use, or unauthorized removal of AmeriCorps, Impact America property or resources; stealing from fellow members, students, staff, the AmeriCorps office, service sites, or others at any time while on duty;
- Fighting (physical or verbal) while on duty;
- Engaging in any activity that may physically or emotionally damage Impact America, other members of the AmeriCorps program, or people in the community;
- Possession or consumption of any alcoholic beverage or possession or use of illegal drugs while on duty (during service or training) during the term of service;
- Reporting to service and/or training activities while under the influence of alcohol or illegal drugs;
- Insubordination (deliberately disobeying a lawful order);
- Repeated use of inappropriate language at a service site;
- Refusing to accept a service or training assignment;
- Incompetence or inefficiency in service provided;
- Unauthorized absenteeism or tardiness;
- Sleeping during service or training assignments;
- Leaving service or training assignments without permission;
- Unauthorized release of confidential or official information, documents, or materials;
- Failure to maintain satisfactory interpersonal relationships with Impact America staff, other AmeriCorps members, student participants, clients, community members, or community partners;

- Unauthorized possession of weapons, firearms, or explosives (including likeness, replications, toys, non-working items) at service sites, especially at schools and child care centers;
- Failure to wear appropriate attire to service and training assignments;
- Smoking at Impact America office spaces or service sites, especially at schools and child care centers;
- Failure to inform the AmeriCorps program director within 24 hours in writing of any arrest or conviction that occurs during the term(s) of service;
- Repeated failure to keep and/or turn in accurate timesheets and/or receipts.

## **Prohibited Activities**

While charging time to the AmeriCorps program, accumulating service or training hours, or otherwise performing activities supported by the AmeriCorps program or CNCS, staff and members may not engage in the following activities (see 45 CFR § 2520.65):

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

AmeriCorps members may not engage in the above activities directly or indirectly by recruiting, training, or managing others for the primary purpose of engaging in one of the activities listed above. Individuals may exercise their rights as private citizens and may participate in the activities listed above on their initiative, on non-AmeriCorps time, and using non-CNCS funds. Individuals should not wear the AmeriCorps logo while doing so.

### **Solicitation & Distribution**

We believe members should not be disturbed or disrupted in the performance of service or training. For this reason solicitation of any kind to a member or by a member while either person is engaging in service or training is forbidden. Members may never solicit clients, students, community members, or community partners. Distribution of advertising material, handbills, printed literature, or other written or verbal solicitation of any kind in service or training areas is prohibited at all times.

### **Fundraising**

AmeriCorps members and staff are under strict federal guidelines regarding fundraising. Only the President or State Director may approve any activity that may be construed as fundraising. Members may raise funds directly in support of service activities that meet local, environmental, educational, public safety, homeland security, or other human needs. Examples of fundraising activities members may perform include, but are not limited, to the following:

- Seeking donations of books from companies and individuals for a program in which volunteers tutor children to read.
- Writing a grant proposal to a foundation to secure resources to support the training of volunteers.
- Securing supplies and equipment from the community to enable volunteers to help build houses for low-income individuals.
- Securing financial resources from the community to assist a faith-based or community-based organization in launching or expanding a program that provides social services to the members of the community and is delivered, in whole or in part, through the members of the faith-based organization.
- Seeking a donation from alumni of the program for specific service projects being performed by current members.

A member's service activities may not include the following:

- Raising funds for his or her living allowance.
- Raising funds for an organization's operating expenses or endowment.
- Writing grant applications for AmeriCorps funding or for any other funding provided by the Corporation for National and Community Service.
- Writing grant applications for funding provided by any other federal agencies.

An AmeriCorps member may spend no more than 10% of his or her originally agreed-upon term of service performing fundraising activities.

### **Attendance Expectations and Work Schedule**

Impact America Corps Members are expected to work approximately 40 hours per week (approximately eight hours per day, Monday through Friday). Even after completing the AmeriCorps hour requirement, members are expected to work a minimum of 35 hours until they exit the program in order to continue receiving a stipend and benefits, unless another agreement has been made with management staff.

The nature of Impact America's initiatives does not guarantee an 8am-5pm workday, and members are expected to adjust their service schedules to meet the specific needs of each initiative. For example, FocusFirst screenings typically require starting times prior to 8am but will end in the afternoon. During the SaveFirst season, members will work fewer days during the week but will conduct tax trainings in the evenings and will work all Saturdays in January, February, the first weekend in March, and the last Saturday before the tax filing deadline). All SpeakFirst practices are held in the afternoon/early evening, and SpeakFirst tournaments are generally held on Fridays and Saturdays.

Each week during FocusFirst season, you may have one day during which you do not have a scheduled screening. This is not a day off from work unless you have previously asked to take vacation on that day (see Vacation Policy). You will generally be scheduled for FocusFirst processing that day and are expected to be in the office from 8am to 5pm on these days and to assist with program or in-office tasks as needed. You should check your email regularly throughout the day (at least every hour).

On days you are not scheduled to work at a tax site during SaveFirst season, you should plan to be in the office if you are conducting service and otherwise, available by phone and email in case a problem arises at your site that needs your attention.

On days when you are not scheduled to provide service specifically with FocusFirst, SaveFirst, SpeakFirst, CollegeFirst, or Stories from the Line, you will be asked to work on other independent projects that are necessary for the operation, growth, or evaluation of our initiatives. **During this time, AmeriCorps members are expected to work 40 hours per week and to be in the office between the hours of 8am and 5pm, unless other arrangements are made with management staff. If you are going to be unavailable during work hours, you must provide notice as explained below (2 weeks notice required) and/or take vacation time (see Vacation Policy).**

With the exception of scheduled service events such as SpeakFirst tournaments, FocusFirst health fairs, and SaveFirst tax sites, there are very few times that members will need to work on weekends. Members are not expected to regularly work weekend hours. Any member conducting service on the weekend that is not a scheduled activity must communicate via email with his or her State Director prior to the weekend and before recording weekend hours, and a detailed description of what was accomplished should be recorded in OnCorps.

If you will be unavailable for service during the hours of 8am until 5pm due to a medical or other appointment, interview, etc., please notify your State Director or designated supervisor in advance (two weeks prior is requested, or as soon as possible otherwise). Generally, you will not be required to take vacation or sick leave time for short appointments that do not otherwise affect your ability to conduct service; however, giving advance notice is required. Appointments affecting your ability to conduct service such as appointments that prevent you from attending overnight screening trips, traveling to service sites, etc. may require members to use vacation time or sick leave. Even if you are not scheduled for a specific task or project during the normal work day (such as you are working independently on assignments in the office, etc.), you must still provide notice in advance. **The nature of our work means that assignments change frequently, and we assume that you will be available for service during the workday unless you have notified us previously.**

Impact America understands that members sometimes work a second job or are taking a class, etc., that may require special consideration of the member's schedule. We welcome open, honest communication about these scheduling needs so that arrangements can be made in advance, ensuring the least possible disruption to program operations while still meeting the member's needs. Even if you don't think an outside commitment will interfere with your schedule, we would like to know about it.

If you spoke to someone during your interview about a special scheduling consideration, early exit date, or other similar concern, you should schedule a formal meeting with your State Director to discuss this and develop a plan to complete your service term.

Much of your work will take place within the community and not in an office setting. Please remember that you are representing AmeriCorps and Impact America as an institution when you are working in the community, providing services, or meeting with community partners and should conduct yourself professionally. If a problem arises while you are in the community, a mistake is made, or you have a disagreement with a particular person, please notify your State Director immediately. In the event that your State Director cannot be reached, please contact Sarah Louise, Channing, or an Initiative Director. There is much institutional knowledge of relationships with community partners that Sarah Louise, Channing, and your State Director possess. It is possible that one of them has a suggestion for how best to handle a difficult situation or partner, and it is vital to the future of our initiatives that we are kept up to date on issues that may arise.

Impact America views attendance as one of the most important facets of your job. You should be early for all appointments and not miss them unless an unforeseen emergency arises. Remember that if you do not provide these services to community members, they will not be provided. Excessive absences, including for sick leave, will result in disciplinary action up to, and including, termination.

## **Timesheets**



Impact America and AmeriCorps require you to keep an electronic daily timesheet detailing the hours that you worked and a description of duties. On this timesheet, you will outline the specific times you started and finished working each day with a detailed description of the activity. Each day, you should log on to the timekeeping system to input the number of hours and activity descriptions. You will sign the log electronically, and it will be approved by your Impact America supervisor. Timesheets will be due weekly. A schedule of timesheet deadlines will be provided to you at the beginning of the service year.

You are expected to be timely in completing electronic timesheets. Timesheets may not be accepted if they are more than two weeks overdue, and you may not receive credit for hours served if they are recorded on service logs more than two weeks overdue (at the discretion of the State Director).

Members are required to take a thirty-minute break each day that they log hours. This may include a lunch, dinner, or other break. Breaks must be indicated explicitly on the timesheet. It is not sufficient to merely have empty time between service hours (i.e. FocusFirst screening from 8am-10am and SaveFirst Training from 12pm-2pm; you must indicate that you took a break from 11am-12pm). Please note that you cannot claim hours for the break time. If a member logs more than twelve hours in one day, he/she is required to take another thirty-minute break, with at least one break every six hours.

You will receive instructions during orientation on how to log into the timekeeping system, sign your timesheet, craft appropriate activity descriptions, make corrections to timesheets, etc.

### **Team Meetings**

You will be required to attend regularly scheduled team meetings that serve as a time of evaluation, planning, and training.

The following items should be turned in during the meeting (and/or brought up to date on Google Docs prior to the meeting):

- All outstanding credit card use and reimbursement forms, with receipts;
- Volunteer forms and sign-in sheets; and,
- Other items as requested.

### **Hour Requirements**

Each full-time AmeriCorps member must complete at least 1,700 hours of service during a 9-12 month period in order to fulfill his or her commitment as an AmeriCorps member and in order to receive his or her Education Award. Each half-time member must complete at least 900 hours of service in order to fulfill his or her commitment as an AmeriCorps member and in order to receive his or her Education Award. Quarter-time members must serve 675 hours and minimum-time members must serve 300 hours.

You should take care to complete at least 40 hours per week, every week, in order to make your hour commitment. This is especially important during FocusFirst season in the fall. In the event that the screenings to which you are assigned, including travel time associated with those screenings, do not total 40 hours for the week, it is your responsibility to contact your State Director for additional projects to make your hours. You should plan ahead and request additional projects at least 48 hours in advance, for it may be difficult to provide you with instructions on a project on the same day you make this request.

### **Volunteer Documentation and Program Records**

You will be required to obtain documentation for each volunteer whom you manage during the year. You may also be required to obtain program records, including student sign-in sheets, screening forms, student forms, etc. Sign-in sheets and volunteer paperwork will be made available to you, but it is your responsibility to ensure that they are completed appropriately by each volunteer serving under you and/or each program beneficiary. You are also responsible for maintaining paperwork and turning in all volunteer forms, sign-in sheets, and program paperwork at team meetings or when otherwise requested. Failing to maintain or turn in volunteer paperwork or program records is not acceptable. Ensure that paperwork is complete before turning it in. Some volunteer paperwork may also be tracked via the online Volunteer Management System. You will receive training on using this system and any related responsibilities as necessary.

### **Evaluation of Programs and Members**

Impact America welcomes members to provide constant evaluation on the implementation of its initiatives. Weekly or bi-weekly team meetings provide informal opportunities for giving feedback. Reflection and/or de-brief sessions throughout the year are also scheduled to allow a more structured feedback opportunity. Occasionally, we will ask you to provide written feedback on each of our initiatives as you are working on them.

Program staff will conduct periodic site visits to service sites such as FocusFirst screenings, SaveFirst tax sites, etc. during the program year to observe members and program operations. Staff will meet with members after a site visit into review findings from the visit, offer feedback, and discuss suggestions for improvement. Members are encouraged to provide feedback to staff about program operations at this time as well.

Impact America will conduct individual member evaluations for three months and approximately six months into the term of service. The first quarter meeting will serve as a check-in between the FocusFirst and SaveFirst seasons, and members will be asked to complete a self-evaluation. The mid-year evaluation will consist of a self-evaluation completed by the member as well as a written evaluation prepared by program staff. The member's progress in reaching the hour requirement will also be discussed. We will also schedule a face-to-face meeting to discuss progress, strengths, and areas of potential improvement at this time.

An end-of-term evaluation will also be conducted during the last month of service. The end-of-year evaluation must include, at a minimum, the following components:

- Whether the member has completed the required number of hours;
- Whether the member has satisfactorily completed assignments; and,
- Whether the member has met other performance criteria that were clearly communicated at the beginning of the term of service.

The member's final evaluation may be reviewed by other organizations if the member seeks another AmeriCorps position in the future.

All member evaluations are based on merit, achievement, job responsibility fulfillment, and performance at your position.

### **Exit from the Program**

Since participation in AmeriCorps is based upon mutual consent, either the member or the program is privileged to terminate the term of service. Early termination of term of service will result in either the reduction or withdrawal of the AmeriCorps education award (at the discretion of the program director and in accordance with AmeriCorps terms and conditions) and immediate termination of all benefits (including the living allowance, health insurance, and childcare). Further, Impact America may be penalized should members leave the program early. Please make all efforts to complete your hour commitment so that future funding is not jeopardized.

Impact America may release a member at any time for violation of the policies and procedures. Any member so classified will be released and will not receive any portion of the educational award or any future living allowance or benefits.

## **BENEFITS**

### **Living Allowance**

You will be paid every other Thursday. You will receive an equal stipend every other week throughout your term of service. The stipend amount is reflected on your Stipend Documentation Form, which will be signed by you and the AmeriCorps Program Director in your state. Your stipend will be directly deposited into the account(s) that you designate. Impact America will deduct federal Social Security, federal and state income tax, Medicare, and city occupational taxes (if applicable) from your stipend check each pay period. The amount of withholding will depend, in part, upon how you fill out your W-4 at the beginning of the year. If you need assistance in completing this form, please see your State Director.

## **Health Insurance**

Beginning with the start of your AmeriCorps Term of Service, you will be eligible to enroll in an AmeriCorps health insurance policy. Impact America, with assistance from AmeriCorps, will cover the full cost of the health insurance premium. All full-time AmeriCorps members are eligible to receive health insurance; part-time members are eligible to receive health insurance during months when they are serving in a full-time capacity (e.g., 40 hours per week).

In order to enroll in the AmeriCorps health insurance policy, you may not be enrolled in any other health insurance policy. You may choose to remain on your current health insurance plan, but you will not be eligible to enroll in the AmeriCorps policy as a secondary insurance. Should you select another health insurance plan, you will sign a waiver declining the AmeriCorps health insurance policy and provide a copy of your health insurance card demonstrating coverage.

## **Education Award**

Each member will receive an award upon successful completion of his or her required term of service in an approved national service position and who otherwise meets the eligibility criteria in the Act. An education award may be used: (1) to repay qualified student loans, as defined in the Act; (2) toward educational expenses at a Title IV Institution of Higher Education; or (3) toward expenses incurred in participating in school-to-work programs approved by the Secretaries of Labor and Education. A benefit of \$5,920 (full-time) AmeriCorps members may receive after successful completion of a term of service (beginning in the 2018-19 program year).

In some cases, a member may leave for “compelling personal circumstances.” In these instances, that member is not required to complete his or her full year of service and may still receive a prorated education award. Examples of compelling personal circumstances include the following: sickness or critical illness of the member, death or critical illness of a member of the member’s immediate family, termination of a project site if reassignment to another project site is not possible. Examples of situations that would not constitute compelling personal circumstances include the following: returning to school, getting a job, a member finding out he or she does not like AmeriCorps, or deciding that the living allowance is too small.

## **Child Care Assistance**

Childcare is made available to those full-time members who need such assistance in order to participate. Members are not eligible to receive childcare from AmeriCorps while they are receiving childcare subsidies from another source for the same period of AmeriCorps service.

A participant is considered to need child care in order to participate in the program if he or she:

- Is the parent or legal guardian of, or is acting in loco parentis for, a child under 13 who resides with the participant;

- Has a family income that does not exceed 75 percent of the State's median income for a family of the same size;
- At the time of acceptance into the program, is not currently receiving child care assistance from another source, including a parent or guardian, which would continue to be provided while the participant serves in the program; and,
- Certifies that he or she needs child care in order to participate in the program.

Eligible child care providers are those who are eligible child care providers as defined in the Child Care and Development Block Grant Act of 1990 (42 U.S.C. 9858n(5)). The amount of the child-care allowance may not exceed the applicable payment rate to an eligible provider established by the State for child care funded under the Child Care and Development Block Grant Act of 1990 (42 U.S.C. 9858c(4)(A)).

It is important that if you think you will need child care assistance during the program year, even if you do not need it at the start of the program, that you apply for this benefit during the first week of service. Once enrolled, you can start receiving benefits at any time during the program year.

### **Worker's Compensation**

You are entitled to worker's compensation for injury by accident or injury by disease when injured while serving with Impact America, subject to applicable rules, regulations, and statutes in the state of service. If you are injured while serving, first seek any needed medical attention. Then, contact your State Director to discuss filing a claim.

### **Student Loan Forbearance and Payment of Interest**

In addition to the education award, some AmeriCorps members may be eligible to have the repayment of their qualified student loans temporarily postponed while they are serving. This is known as forbearance. While an individual's loan is in forbearance, the member is not required to make payments. Interest may continue to accrue but if the member successfully completes the term of service and the loan is a qualified student loan, the National Service Trust will pay all or a portion of the interest that accrued during the service period. At the end of the term of service, the member will be responsible for repaying the loan according to the terms of the loan.

Member should contact their loan-holder to see if the loan qualifies for forbearance based upon AmeriCorps service. If your loan holder says the student loan does not qualify for forbearance based upon national service, member are encouraged to ask if AmeriCorps service qualifies them for some other type of forbearance or deferment. Members should make requests for loan forbearance through their My AmeriCorps account online at <https://my.americorps.gov>.

Individuals who have successfully completed a term of service in an AmeriCorps program are eligible to have the Trust pay up to 100% of the interest that accrued on their qualified student loan during their

service. Members can also apply for an interest payment by using their My AmeriCorps account online at <https://my.americorps.gov>.

## **Unemployment Benefits**

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” rather than “employees.” Unlike employees, “participants” do not work for general wages. Instead, they receive a living allowance that simply enables them to participate in the AmeriCorps program. A member’s separation from service, for whatever reason, does not result in a loss of livelihood. Therefore, unemployment benefits are not allowable for AmeriCorps members.

## **OTHER POLICIES**

### **Nondiscrimination Policy & Affirmative Action**

We cultivate a service environment that encourages fairness, teamwork, and respect among all members. We are firmly committed to maintaining a service atmosphere in which people of diverse backgrounds and lifestyles may grow personally and professionally. It is our strong belief that equal opportunity for all members is central to the continuing success of our organization. We will not discriminate against a member or applicant because of race, religion, sex, national origin, ethnicity, age, physical or mental disabilities, political affiliation, sexual orientation, color, gender identity characteristics or expression, marital status, veteran status, or medical condition in hiring, promotion, demotion, training, benefits, transfers, terminations, recommendations, or stipend amounts.

All AmeriCorps members are expected to abide by this nondiscrimination policy in all aspects of your service, including interactions with team members, Impact America staff, community partners, student volunteers, service recipients, and any other individuals with whom you may come into contact.

In support of our commitment to equal opportunity in all matters relating to service, we maintain a positive, continuing program of affirmative action. We strive to achieve and maintain a diverse workforce. Toward that end, we undertake the following actions, which represent some but not all of our affirmative action efforts:

- Fair and consistent hiring, promotion, and stipend administration practices that comply with our nondiscrimination policy.
- Communication about our nondiscrimination policy to all members on a regular basis.

### **Reasonable Accommodations Policy**

Impact America welcomes applications from people with disabilities. We have taken steps to make our work facilities barrier-free and accessible. We have sought to identify the essential functions and physical requirements of all distinct jobs at Impact America and will make reasonable accommodations through scheduling, task reassignment, and other methods to accommodate applicants and AmeriCorps members with disabilities.

Under no circumstances will Impact America's hiring staff base its decision of member selection upon disclosure by an applicant of a disability.

Each AmeriCorps member shall, upon initial orientation to the program, be provided with this policy in written form (and oral, if necessary). Any disclosure of a disability by an AmeriCorps member shall be kept in that individual's member file in a secure location. Only those individuals within the organization responsible for ensuring reasonable accommodations shall be informed of the disability.

If an AmeriCorps member needs to make a request for an accommodation due to a disability, he or she should schedule a time to meet with the State Director. A request should be provided in writing with as clear a suggestion as possible for how Impact America can best accommodate the request. A plan will be discussed and developed in partnership with the individual making the request. Responses to requests shall be given within two weeks of the initial request. If, for some reason, the State Director believes that accommodating the request will take longer than two weeks, she will notify the individual and discuss an alternative timeframe for responding to the request.

Accommodations that impose an undue financial or administrative burden on the operation of the program or fundamentally alter its nature are not reasonable accommodations. Impact America must document and prove any undue burden. Similarly, a person who poses a direct threat to the health or safety of himself or herself or to others, where the threat cannot be eliminated by reasonable accommodation, is not a qualified individual with a disability. In such instances, Impact America must document and prove the direct threat.

In a few cases, Impact America may receive requests from AmeriCorps members for accommodations that we believe are unduly disruptive to our program or are too expensive. Under the Rehabilitation Act and the terms of our grant or agreement with the Corporation, Impact America must provide accommodation to AmeriCorps members, upon request by a qualified individual with disabilities, unless doing so is an undue financial or administrative burden to our program.

### **Sexual Harassment Policy**

Policy Title VII of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, sex, age, or national origin. Sexual harassment is included among the prohibitions. It is Impact America's policy to promote a service site free from sexual harassment. Each individual has the right to work in a professional atmosphere that promotes equal opportunities and prohibits discriminatory practices,

including sexual harassment. At Impact America, sexual harassment – whether verbal, physical, or environmental – is unacceptable and will not be tolerated.

#### DEFINITION

For purposes of this policy, sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:

- Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's service;
- Submission to or rejection of such conduct by an individual is used as the basis for enrollment decisions affecting such an individual; or
- Such conduct has the purpose or effect of unreasonably interfering with an individual's performance or creating an intimidating, hostile, or offensive service environment.

Examples of sexual harassment include, but are not limited to, the following: unwanted sexual advances; demands for sexual favors in exchange for favorable treatment or enrollment; repeated sexual jokes, flirtation, advances or propositions; verbal abuse of a sexual nature; graphic, verbal commentary about an individual's body, sexual prowess, or sexual deficiencies; leering, whistling, touching, or pinching; suggestive, insulting, or obscene comments or gestures of a sexual nature; and, display in the work place of sexually-suggestive objects or pictures.

#### GUIDELINES

This policy covers all AmeriCorps members and staff personnel of Impact America. Impact America will not tolerate, condone, or allow sexual harassment, whether engaged in by fellow members, supervisors, managers, or by outside clients or other non-employees who conduct business with Impact. Impact America encourages reporting of all incidents of sexual harassment, regardless of who the offender may be.

All supervisory personnel within the nonprofit are responsible for eliminating any and all forms of sexual harassment of which they are aware. Any personnel or members who are made aware of sexual harassment and fail to take corrective action pursuant to this policy will be subject to discipline up to, and including, termination.

While Impact encourages individuals who believe they are being harassed to firmly and promptly notify the offender that his or her behavior is unwelcome, Impact America also recognizes that power and status disparities between an alleged person harassing and a target may make such a confrontation impossible. In the event that such informal, direct communication between individuals is either ineffective or impossible, the following individuals should be contacted through the procedure outlined below. Impact will not in any way retaliate against an individual who makes a report of sexual harassment, nor will Impact permit any supervisor, officer, or member to do so. Retaliation is a serious violation of this sexual harassment policy and should be reported immediately.

#### PROCEDURES



1. A report of an alleged violation of this policy should be made immediately to the President of Impact America and/or Human Resources.
2. An investigation of the alleged harassment will be handled in a confidential manner so as to protect the privacy of persons involved. Confidentiality will be maintained throughout the investigatory process to the extent practical and appropriate under the circumstances. In pursuing the investigation, Impact America will try to take the wishes of the complainant into consideration, but will thoroughly investigate the matter as appropriate under the circumstances. The alleged person harassing will be made aware of the alleged harassment and will be given an opportunity to respond and present witnesses. Impact America will keep the complainant informed as to the status of the investigation. Upon completion of the investigation of a sexual harassment complaint, the investigator will recommend to management the appropriate action to be taken. If Impact America concludes that harassment occurred, the person harassing will be subject to appropriate disciplinary procedures, as described below. The complainant will be informed of the disciplinary action taken.
3. In the event that the harassment cannot be substantiated, this finding will be communicated to the complainant in an appropriately sensitive manner. The complainant is always free to provide additional evidence, which will also be investigated.
4. Member eligibility and continuation of service of the offended party and witnesses will be in no way adversely affected through use of this procedure, subject to paragraph 6, below.
5. Individuals found to have engaged in misconduct constituting sexual harassment will be severely disciplined up to, and including, termination. Appropriate sanctions may include written reprimand, referral to counseling, withheld pay, or termination.
6. If an investigation results in a finding that the complainant falsely accused another of sexual harassment knowingly or in a malicious manner, the complainant will be subject to appropriate sanctions, including the possibility of termination.

## **Grievance Policy**

A grievance is any significant member concern that arises in the application of personnel breaches or in violation of personnel practices, either between members and their colleagues or between Impact America and members.

The purpose of the process outlined below is to resolve disputes involving AmeriCorps members, labor organizations, and other interested individuals concerning programs that receive assistance from the Corporation. In general, disputes must pertain to service-related issues such as a proposed service assignment, a mid-term or end-of-term evaluation, or a member's suspension or dismissal.

All AmeriCorps members must file complaints in accordance with the following procedures set forth below.

A. Pre-Complaint Process. In general, all aggrieved parties such as members, applicants, or any other interested parties should attempt to resolve any problems or disputes with the other party on a one-to-

one basis. The issues should be clearly stated and understood by both parties. If this process does not resolve the matter, the aggrieved party may request that the program provide an alternative dispute process such as mediation or facilitation to resolve the dispute. The program may provide this alternative dispute process to the aggrieved party. The program and the aggrieved party will jointly select the mediator or facilitator.

If an alternative dispute process is used and the matter is not resolved within 30 calendar days from the date the dispute resolution process began, the neutral party mediating or facilitating the process should notify the aggrieved party of his/her right to file a formal complaint. The neutral party, however, may not participate in the formal complaint process. In addition, no discussions of the pre-complaint process can be referred to or introduced into evidence in the formal complaint process including the arbitration hearing.

**B. Formal Complaint Process.** While grievances may be filed no later than one year after the date of the alleged occurrence, except for a grievance that alleges fraud or criminal activity pursuant to 45 CFR Section 2540.230, it is preferred that they be filed no later than 60 days after the date of the alleged occurrence. Allegations of fraud or criminal activity must be reported immediately to the Corporation for National and Community Service's Inspector General. If the grievance pertains to discrimination on the basis of race, color, national origin, gender, age, or disability the member will be immediately notified in writing of his/her right to file a discrimination complaint with the Corporation's Equal Opportunity Office. In general, the member has 180 days after the alleged discrimination to file a complaint with the Corporation.

1) The member must notify the State Director to discuss the complaint and put her or his complaint in writing – setting forth the facts of the situation, the program's policy or procedure involved, and ideas or suggestions for resolution of the problem. The State Director must discuss the matter with the member and any other appropriate parties and reply in writing to the member's written complaint within ten working days after receiving it.

2) If the dispute is not mutually resolved or the State Director fails to reply within the time period stated above, the member may appeal the matter to the President ( within five working days after receiving the State Director's written decision. The President must meet with the aggrieved parties within five working days of receiving the appeal. At this meeting, the President or her designated official will discuss the grievance with the aggrieved party. Within five working days of this meeting, the President or her designated official will render a decision on the grievance and the necessary actions.

3) If the aggrieved member is unsatisfied with the decision or the President or her designated official fails to issue a decision within the time limit, the member may appeal the decision to the Board of Directors by notifying them in writing within five working days of receiving the decision. The appeal should describe the grievance and the steps the member has already taken to resolve the matter. A representative from the Board of Directors will hold an informal hearing and interview the parties

involved in the dispute and will render a final decision within ten working days from the date the appeal was filed.

4) Arbitration: If there is an adverse decision against the party who filed the grievance, or no decision has been reached 60 calendar days after the filing of a grievance, the filing party may submit the grievance to binding arbitration before a qualified arbitrator who is jointly selected and independent of the interested parties. If the parties cannot agree on an arbitrator within 15 calendar days after receiving a request from one of the grievance parties, the Corporation's Chief Executive Officer will appoint an arbitrator from a list of qualified arbitrators.

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

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

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

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

Remedies for a grievance filed under a procedure established by a recipient of Corporation assistance may include the following:

- 1) Prohibition of a placement of a participant; and
- 2) In grievance cases where there is a violation of nonduplication or nondisplacement requirements and the employer of the displaced employee is the recipient of Corporation assistance—
  - (i) Reinstatement of the employee to the position he or she held prior to the displacement;
  - (ii) Payment of lost wages and benefits;
  - (iii) Re-establishment of other relevant terms, conditions and privileges of employment; and,
  - (iv) Any other equitable relief that is necessary to correct any violation of the nonduplication or nondisplacement requirements or to make the displaced employee whole.

The Corporation may suspend or terminate payments for assistance under this chapter.

In the event of noncompliance with arbitration, a suit to enforce arbitration awards may be brought in any Federal district court having jurisdiction over the parties without regard to the amount in controversy or the parties' citizenship.

### **Confidentiality Policy**

Impact America requires all members to sign a confidentiality agreement as a condition of enrollment, due to the possibility of being privy to information that is confidential and/or intended for the nonprofit use only. All members are required to maintain such information in strict confidence. This policy benefits you, as a member, by protecting the interests of Impact America in the safeguard of confidential, unique, and valuable information from competitors or others.

Should an occasion arise in which you are unsure of your obligations under this policy, it is your responsibility to consult with the State Director before disclosing any potentially sensitive information. Failure to comply with this policy could result in disciplinary action up to, and including, termination.

### **Whistleblower Policy**

Impact America's Code of Ethical Conduct requires directors, officers, employees, and AmeriCorps members to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. As employees and representatives of the organization, we must practice honesty and integrity in fulfilling our responsibilities and comply with all applicable laws and regulations.

It is the responsibility of all directors, officers, employees, and AmeriCorps members to comply with the Code and to report violations or suspected violations in accordance with this Whistleblower Policy.

#### **No Retaliation**

No director, officer, employee, or AmeriCorps member who, in good faith, reports a violation of the Code shall suffer harassment, retaliation, or adverse employment consequence. An employee who retaliates against someone who has reported a violation in good faith is subject to discipline up to, and including, termination of employment. This Whistleblower Policy is intended to encourage and enable employees and others to raise serious concerns within the organization prior to seeking resolution outside the organization.

#### **Reporting Violations**

The Code addresses the organization's open-door policy and suggests that employees and AmeriCorps members share their questions, concerns, suggestions, or complaints with someone who can address them properly. In most cases, the State Director is the best person to address an area of concern. However, if you are not comfortable speaking with the State Director or you are not satisfied with the State Director's response, you are encouraged to speak with the President or someone on the board whom you are comfortable approaching. The President and board members are required to report suspected violations of the Code of Ethical Conduct to the Chair of the Board, who has specific and

exclusive responsibility to investigate all reported violations. For suspected fraud, or when you are not satisfied or uncomfortable with following the organization's open-door policy, individuals should contact the Chair directly.

#### Acting in Good Faith

Anyone filing a complaint concerning a violation or suspected violation of the Code must be acting in good faith and have reasonable grounds for believing the information disclosed indicates a violation of the Code. Any allegations that prove not to be substantiated and prove to have been made maliciously or knowingly to be false will be viewed as a serious disciplinary offense.

#### Confidentiality

Violations or suspected violations may be submitted on a confidential basis by the complainant or may be submitted anonymously. Reports of violations or suspected violations will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.

#### Handling of Reported Violations

The Chair of the Board will notify the sender and acknowledge receipt of the reported violation or suspected violation within 10 business days. All reports will be promptly investigated, and appropriate corrective action will be taken if warranted by the investigation.

### **Impact America Property**

Impact America will provide you with the necessary equipment to do your job. None of this equipment should be used for personal use.

Impact America-owned computer equipment, including laptops, may not be used for personal use. It is forbidden to install any programs to an Impact America computer without your supervisor's permission. Forbidden programs include, but are not limited to, games, online services, screen savers, music, video, or other media, etc. The copying of programs installed on Impact America computers is not allowed.

The telephone lines at Impact must remain open for business calls. Members are requested to discourage any personal calls - incoming and outgoing - with the exception of emergency calls. No long distance calls are to be made on Impact America phones that are not strictly business related.

If you are concerned about overage charges on your personal cell phone when used for business use, please discuss your cell phone plan with your State Director. An arrangement can be made to cover the additional charge of increasing your cell phone minutes. You should discuss the need for this arrangement prior to incurring overage charges. In many cases, you can set up a Google phone account on your computer and, through the use of a headset, make necessary phone calls via the Internet at no cost.

## **Safety Policy**

Safety is a joint venture at Impact America. Impact America provides a clean, hazard-free, healthy, safe environment in which to serve. As a member, you are expected to take an active part in maintaining this environment. You should observe all posted safety rules, adhere to all safety instructions, and use safety equipment where required. Your work place should be kept neat, clean, and orderly.

As a member, you have a duty to comply with the safety rules of Impact America, assist in maintaining the hazard-free environment, to report any accidents or injuries - including any breaches of safety - and to report any unsafe equipment, working condition, process, or procedure, at once to the State Director.

Members may report safety violations or injuries to the State Director anonymously. No member will be punished or reprimanded for reporting safety violations or hazards. However, any deliberate or ongoing safety violation, or creation of hazard, by a member will be dealt with through disciplinary action by Impact America up to, and including, termination.

When out of the office on Impact America business, observe all traffic laws and safety regulations at any location where you might be working, screening, etc. Unfortunately, Impact America cannot guarantee that partners such as child care centers or community centers with which we partner follow the same safety guidelines as Impact America. However, should you observe any activity that you feel poses a safety risk to you, you should leave the site immediately and report the issue to the State Director.

## **Driver's Safety Policy**

Impact America recognizes that our people are our most valuable asset and the most important contributors to our continued growth and success. Impact America will do everything possible to prevent workplace accidents and is committed to providing a safe working environment for all employees and Corps Members.

Motor vehicle accidents are the leading cause of work-related fatalities. The environment in which these accidents occur involves numerous complex factors, many uncontrollable. The purpose of Impact America's Driver Safety policy is to provide the means to reduce such factors to eliminate unnecessary injuries and fatal circumstances. We value our Corps Members as human beings crucial to the success of their families, the local community, and Impact America.

This policy applies to all Corps Members, whether they are driving a company vehicle, a rental vehicle for company business, or a personal vehicle for company business.

*Driver Eligibility:* Drivers must possess a valid driver's license for the type of vehicle to be operated and keep the license(s) with them at all times while driving.

*Insurance Requirements:* Corps Members who use their personal vehicles for company business are required to carry adequate limits of liability, with a suggested minimum of \$100,000 for property damage and \$300,000 for bodily injury. A copy of the declaration page of your personal automobile insurance policy must be provided to Impact America annually and at the time of expiration of the policy.

*Basic Vehicle Operation Guidelines:*

Corps Members are required to adhere to the following basic vehicle operation principles:

- Always use seat belts.
- Drive defensively. Always anticipate what other drivers on the road might do wrong and plan your mode of escape. Never move through traffic aggressively.
- Respect speed limits and traffic signs. Follow all traffic signals.
- Always lock the vehicle and apply the parking brake when getting out, even if it remains in sight.
- During long trips, take breaks every four hours. Never drive more than 10 hours during a 24-hour period.
- When possible, avoid driving after 9:00pm. The FocusFirst Schedule will be developed with driving time in mind and you are expected to leave your home base at a reasonable hour to arrive at your destination before 9:00pm.
- Avoid driving in dangerous conditions, including drowsiness and inclement weather.

*Traffic Violations:* Impact America is not responsible for any traffic violations or parking tickets acquired by violation of city ordinance, state, or federal laws regarding your driving habits and operation of your motor vehicle. Any ticket issued is the Corps Member's responsibility, even if the ticket is issued while conducting business for Impact America. Any administrative fees charged by the car rental company for tickets or traffic violations will be the responsibility of the Corps Member.

*Refueling Guidelines:*

For your safety when operating a vehicle, follow these guidelines:

- Turn off the vehicle's engine while refueling.
- Never smoke, light matches or use lighters while refueling.
- Do not get into the vehicle during refueling, as this presents a flash fire hazard.
- Do not overfill or top off the vehicle's fuel tank. The fuel dispenser shuts off automatically when the tank is full.
- Never force the hold-open latch on the gasoline pump with any means other than the latch provided.

*Distracted Driving:* Impact America is committed to employee and Corps Member safety, and for this reason firmly prohibits all behavior that distracts employees while they are operating a company vehicle.

General guidelines for behavior while driving are as follows:

- Use of cellphones while driving is strictly prohibited—this includes all functions of the cellphone including, but not limited to, phone calls, text messaging/SMS, email, MMS, Internet use, and camera use. Text messaging while driving on Impact America business is strictly forbidden, whether you are in your personal car or a rental car.
- Use of electronic devices—including laptops, PDAs, cameras and pagers—while driving is strictly prohibited.
- Voicemail must handle all calls while driving, and calls may only be returned when stopped or pulled off the road.
- Passengers making or taking calls for the driver is permissible provided the interaction does not affect the driver’s performance.
- Regular callers must be informed that you will not be available while driving and should be notified of the best times to call based on your driving schedule.

*Headset/Hands-Free Use:*

The use of headsets or hands-free devices while driving is permissible IF:

- Use of the device does not cause distraction (for example, fiddling with the device or taking eyes off the road to get it to function properly)
- Any dialing or use of the handset is handled while stopped or pulled to the side of the road
- Conversations do not interfere with the driver’s ability to drive safely
- Road conditions are generally good and do not threaten your safety

*Emergency Calls:* The only exception to the cellphone use guideline is calls placed to 911. If placing or accepting an emergency call, it should be kept short, with a hands-free option if available. The vehicle should be pulled over if possible.

*GPS Systems:* Impact America understands that sometimes, especially when traveling in unfamiliar areas, drivers require assistance with directions. GPS systems are extremely helpful devices, but they can also be distracting if used improperly. Employees must adhere to the following:

- Mounted GPS systems may not block or obstruct the driver’s view in any way.
- GPS systems must be voice-narrated and must not require that the driver look away from the road to follow instructions.
- Corps Members may not program the system while in motion.
- Programming or otherwise engaging with the GPS screen may only occur while stopped or while pulled off the road.

*iPods, MP3 Players, and Other Audio Devices:* In some cases, worrying about music selection or touching dials and buttons on the radio or other audio device may be just as dangerous as cellphone use. It takes eyes and concentration off the road, which is not permissible under Impact America policy. Impact America allows Corps Members use of personal, portable audio devices, because we do not want to eliminate your ability to enjoy music while behind the wheel. However, you must follow these guidelines:

- Corps Members may not take eyes off the road to adjust music settings.



- Programming music settings while stopped or pulled off the road or before departing is permissible behavior.
- Corps Members may not, under any circumstances, use handheld electronic audio devices with headphones—not only is it illegal in most states, it also impedes the driver’s ability to properly hear warning signs, signals or sirens.

*Accidents:* Impact America realizes some accidents are not preventable. Drivers should seek medical attention immediately, if necessary. If driving in a rental car, follow the car rental accident policies. If driving in a personal car, follow your car insurance company’s accident policies. The driver is to report all accidents immediately to his or her supervisor.

*Prohibited Behavior:*

Behaviors that may result in suspension or termination include:

- Driving while under the influence of drugs or alcohol
- Negligent homicide
- Operating a vehicle with a suspended license
- Using a motor vehicle for commission of a felony
- Aggravated assault with a motor vehicle
- Reckless driving
- Hit and run
- Three or more major traffic violations
- More than three preventable accidents involving personal injury or property damage in any three-year period.

### **Smoking Policy**

Impact America endeavors to provide a healthy environment and, therefore, prohibits any form of tobacco to be consumed in Impact America office areas. Additionally, you should follow the smoking policies in place at any location Impact America uses for office space, and any location within the community where you might be working on a given day, especially schools, preschools, Head Starts, and daycare centers. Under no circumstances may you smoke on the property of a school or childcare center, even in your car. Leave the premises, including the parking lot, before smoking.

### **Drug-Free Workplace Policy**

#### Purpose and Goal

Impact Alabama is committed to protecting the safety, health and well being of all employees, AmeriCorps members, and other individuals in our workplace. We recognize that alcohol abuse and drug use pose a significant threat to our goals. We have established a drug-free workplace program that balances our respect for individuals with the need to maintain an alcohol and drug-free environment.

This organization encourages employees to voluntarily seek help with drug and alcohol problems.

#### Covered Individuals

Any individual who conducts business for the organization, is applying for a position or is conducting business on the organization's property is covered by our drug-free workplace policy. Our policy includes, but is not limited to executive management, full-time employees, part-time employees, interns, and AmeriCorps Members.

#### Applicability

Our drug-free workplace policy is intended to apply whenever anyone is representing or conducting business for the organization. Therefore, this policy applies during all working hours, whenever conducting business or representing the organization and while on organization property.

#### Prohibited Behavior

It is a violation of our drug-free workplace policy to use, possess, sell, trade, and/or offer for sale alcohol, illegal drugs or intoxicants.

Prescription and over-the-counter drugs are not prohibited when taken in standard dosage and/or according to a physician's prescription. Any employee or AmeriCorps member taking prescribed or over-the-counter medications will be responsible for consulting the prescribing physician and/or pharmacist to ascertain whether the medication may interfere with safe performance of his/her job. If the use of a medication could compromise the safety of the employee or AmeriCorps member, fellow employees or AmeriCorps members, or the public, it is the employee or AmeriCorps member's responsibility to use appropriate personnel procedures (e.g., call in sick, use leave, request change of duty, notify supervisor, notify company doctor) to avoid unsafe workplace practices.

The illegal or unauthorized use of prescription drugs is prohibited. It is a violation of our drug-free workplace policy to intentionally misuse and/or abuse prescription medications. Appropriate disciplinary action will be taken if job performance deterioration and/or other accidents occur.

#### Notification of Convictions

Any employee or AmeriCorps member who is convicted of a criminal drug violation in the workplace must notify the organization in writing within five calendar days of the conviction. The organization will take appropriate action within thirty days of notification. Federal contracting agencies will be notified when appropriate.

#### Drug Testing

To ensure the accuracy and fairness of our testing program, all testing will be conducted according to Substance Abuse and Mental Health Services Administration (SAMHSA) guidelines where applicable and will include a screening test; a confirmation test; the opportunity for a split sample; review by a Medical Review Officer, including the opportunity for employees or AmeriCorps members who test positive to provide a legitimate medical explanation, such as a physician's prescription, for the positive result; and a

documented chain of custody. All drug-testing information will be maintained in separate confidential records. Each employee or AmeriCorps member, as a condition of employment or service, will be required to participate in reasonable suspicion, return-to-duty and follow-up testing upon selection or request of management. The substances that will be tested for are: Amphetamines, Cannabinoids (THC), Cocaine, Opiates and Phencyclidine (PCP). Testing for the presence of the metabolites of drugs will be conducted by the analysis of urine. Any employee or AmeriCorps member who tests positive will be immediately removed from duty; suspended without pay for a period of 30 days; referred to a substance abuse professional for assessment and recommendations; required to successfully complete recommended rehabilitation including continuing care; required to pass a Return-to-Duty test and sign a Return-to-Work Agreement; subject to ongoing, unannounced, follow-up testing for a period of five years; and terminated immediately if he/she tests positive a second time or violates the Return-to-Work Agreement. An employee or AmeriCorps member will be subject to the same consequences of a positive test if he/she refuses the screening or the test, adulterates or dilutes the specimen, substitutes the specimen with that from another person or sends an imposter, will not sign the required forms or refuses to cooperate in the testing process in such a way that prevents completion of the test.

#### Consequences

One of the goals of our drug-free workplace program is to encourage employees and AmeriCorps members to voluntarily seek help with alcohol and/or drug problems. If, however, an individual violates the policy, the consequences are serious.

In the case of applicants, if he or she violates the drug-free workplace policy, the offer of employment can be withdrawn. The applicant may not reapply.

If an employee or AmeriCorps member violates the policy, he or she will be subject to progressive disciplinary action and may be required to enter rehabilitation. An employee or AmeriCorps member required to enter rehabilitation who fails to successfully complete it and/or repeatedly violates the policy will be terminated from employment or service. Nothing in this policy prohibits the employee or AmeriCorps member from being disciplined or discharged for other violations and/or performance problems.

#### Return-to-Work Agreements

Following a violation of the drug-free workplace policy, an employee or AmeriCorps member may be offered an opportunity to participate in rehabilitation. In such cases, the employee or AmeriCorps member must sign and abide by the terms set forth in a Return-to-Work Agreement as a condition of continued employment or service.

#### Assistance

Impact America recognizes that alcohol and drug abuse and addiction are treatable illnesses. We also realize that early intervention and support improve the success of rehabilitation. To support our employees and AmeriCorps members, our drug-free workplace policy:

Encourages employees and AmeriCorps members to seek help if they are concerned that they or their family members may have a drug and/or alcohol problem.

Encourages employees and AmeriCorps members to utilize the services of qualified professionals in the community to assess the seriousness of suspected drug or alcohol problems and identify appropriate sources of help.

Treatment for alcoholism and/or other drug use disorders may be covered by the employee or AmeriCorps member's health insurance plan. However, the ultimate financial responsibility for recommended treatment belongs to the employee or AmeriCorps member.

### Confidentiality

All information received by the organization through the drug-free workplace program is confidential communication. Access to this information is limited to those who have a legitimate need to know in compliance with relevant laws and management policies.

### Shared Responsibility

A safe and productive drug-free workplace is achieved through cooperation and shared responsibility. Employees, AmeriCorps members, and management have important roles to play.

All employees and AmeriCorps members are required to not report to work or be subject to duty while their ability to perform job duties is impaired due to on- or off-duty use of alcohol or other drugs.

In addition, employees and AmeriCorps members are encouraged to:

- Be concerned about working in a safe environment.
- Support fellow workers in seeking help.
- Report dangerous behavior to their supervisor.
- It is the supervisor's responsibility to:
  - Inform employees of the drug-free workplace policy.
  - Observe employee performance.
  - Investigate reports of dangerous practices.
  - Document negative changes and problems in performance.
  - Clearly state consequences of policy violations.

### Communication

Communicating our drug-free workplace policy to supervisors, employees, and AmeriCorps members is critical to our success. To ensure all employees and AmeriCorps members are aware of their role in supporting our drug-free workplace program:

All employees and AmeriCorps members will receive a written copy of the policy.

The policy will be reviewed in orientation sessions with new employees or AmeriCorps members.

### **Credit Card Purchases**

Each member will be issued an Impact credit card with an individual number. In general, limits on credit cards are set to conservative levels. If you anticipate a large purchase (>\$300 in a day), please request approval from the your State Director.

Generally, you will use your Impact America credit card for supplies and travel expenses while out of town. If you are unsure about whether or not you may use your Impact America credit card for a specific purchase, ask your State Director before making the purchase.

For each purchase made, you must complete a Credit Card Use Form and attach to the back of the form a receipt for the purchase. A full explanation of the purpose must be provided on the form (e.g., “lunch for Chris Smith and me while on FocusFirst screening at La Petite Academy in Lee County” or “staplers, pens, printer paper for SaveFirst site in Memphis”). Please include the county in which the service took place (to help us identify from which source to draw the money to cover the expense).

Receipts are very important for our accounting procedures. You will receive periodic emails listing any expenses made with your credit card for which you fail to turn in a form and a receipt. At that time, we will ask you to complete a form detailing the purpose of the expense. You should attach an itemized receipt as well as any additional credit card receipt provided to you by the vendor.

AmeriCorps members are allowed two missing receipts before they will be required to reimburse Impact America for purchases made without a corresponding receipt. If an extenuating circumstance existed which caused the loss of a receipt (e.g., a car is flooded and everything inside is unsalvageable), this will not count against you. If you habitually fail to turn in receipts or make unauthorized purchases, your credit card will be revoked and you will be required to make Impact America purchases with your personal credit or debit card and be reimbursed for these purchases at the discretion of the Fiscal Officer.

Even if you have lost the receipt or failed to get one at the time of purchase, you must still complete a Credit Card Use Form for the purchase. Write “No Receipt” in large letters on the top of the Credit Card Use Form.

All Credit Card Use Forms should be completed and turned in at the team meetings.

Please be conscious of the cost of the item you are purchasing and comparison shop when able.

### Supplies

You may purchase needed supplies for all initiatives. For FocusFirst, this includes supplies found inside the FocusFirst suitcase taken to screenings, such as flashlights, masking tape, black plastic, pens, etc. For SaveFirst, this includes supplies for the tax sites, such as pens, staplers, printer paper, manila envelopes, etc. For CollegeFirst, this includes snacks for the high school students, supplies for science laboratories, etc. For SpeakFirst, this includes snacks for practices, educational materials, etc. Consult with your State Director for suggestions of locations where we commonly buy such supplies, and check with the initiative coordinator or State Director to see if additional supplies are available before purchasing.

## Meals

When you are outside your home county\* (see home county information below), you may charge to your credit card up to \$10 for lunch. You may charge up to \$15 for dinner if you are not back in your home county by 8:00pm (e.g., on an overnight trip). You may charge up to \$5 for breakfast if you have spent the night outside of your home county for the purpose of a service trip and your hotel does not provide breakfast. Members should not charge breakfast if they leave from their home county, regardless of what time they leave.

\*Your home county is defined as follows:

- For members based in Birmingham, AL, your home county includes both Jefferson and Shelby Counties in Alabama.
- For members based in Tuscaloosa, AL, your home county is Tuscaloosa County, Alabama.
- For members based in Tallahassee, FL, your home county is Leon County, Florida.
- For members based in Greenville, SC, your home county includes both Greenville and Spartanburg Counties in South Carolina.
- For members based in Memphis, TN, your home county is Shelby County, Tennessee.

You may not charge meals if you choose to travel to a location early to visit friends or family members.

An itemized receipt listing all items purchased at meals must be turned in with the credit card use form along with the credit card receipt. Do not forget to note on the receipt how much tip you left for the server. Limits on meal charges are inclusive of tax and gratuity (e.g., total meal cost, tax, and gratuity must be under the limit). When purchasing meals for multiple team members on one transaction, you must specify on your credit card use form the full names of all team members for whom a meal was purchased.

You must use your meal allowance at one location rather than spending part of it at one restaurant and the rest at a second restaurant or to purchase a snack.

Under no circumstances may you purchase alcohol with an Impact Alabama credit card.

Gratuities for restaurant wait staff: Tips for meals must be included in the total of your meal stipend. A reasonable amount between 15% - 18% is suggested.

If, for dietary or health reasons, you prefer to buy groceries rather than meals at restaurants, you must record the date(s) for which you made a meal with those groceries on the Credit Card Use Form with receipt and you are still subject to the same limits for each meal as listed above (\$10 for lunch and \$15 for dinner).

## Lodging

When booking a hotel room, aim to find a rate of \$80-100 or less (including tax) per room per night. On trips when you travel with other team members, you should book at least two people of the same

gender per one room. However, if such a rate cannot be found in a safe area of town or at a reputable hotel, it may be necessary to book a higher rate. Consult with the Fiscal Officer if your rate will exceed \$100 (including tax) before booking the hotel. On large overnight trips, the FocusFirst Coordinator(s) will book a block of rooms and make room assignments. During SaveFirst and CollegeFirst seasons, you will work with the Fiscal Officer and/or your State Director to develop an individualized travel and lodging plan.

#### Car Rental/Gas

You may use your Impact America credit card to reserve a rental car. Use your Impact America credit card to purchase gas for the rental car. You should never use your Impact America credit card to put gas in your personal car.

### **Reimbursement Policy**

To the extent possible, please use the Impact America credit card for any expenses incurred while on Impact America business. In the event this is not possible, you shall be reimbursed for certain expenses incurred while on Impact America business.

In order to be reimbursed, you must complete a yellow Reimbursement Form and attach to the back of the form a receipt (when available) for the purchase. No reimbursement will be made without a receipt (with the exception of small parking fees, where a receipt cannot be obtained). A full explanation of the purpose must be provided on the form (e.g., “parking in deck for student volunteer fair at Auburn University”). Please include the county in which the service took place to help us identify from which source to draw the money to cover the expense.

All yellow forms should be completed and turned in at team meetings. Reimbursement checks will be issued twice monthly.

#### Reimbursable Expenses

Mileage: AmeriCorps members should drive their personal cars when conducting business for Impact America if the mileage does not exceed the point at which it becomes less expensive to reimburse him/her at the appropriate mileage rate. If mileage exceeds these limits, the employee or member should rent a car (see Car Rental Policy). When driving their personal cars, staff and members will be reimbursed at the federal standard mileage rate. They should prepare a mileage report that should be updated on Google Drive before 5pm every other Monday. On the report, they will indicate the reason for the trip and county in which the service occurred (if applicable). AmeriCorps Members should also print and submit maps from maps.google.com with route information to substantiate all mileage claimed. If the mileage spreadsheet and supporting documentation is not completed by these deadlines, the mileage driven will not be reimbursable.

The address of origin for all travel will be the primary office in your city of service, NOT your home address. You should record the mileage between the office and your destination (and the destination to the office) on the mileage reimbursement spreadsheet.

Office addresses:

Birmingham: 5521 1st Ave S, Birmingham, AL 35212

Greenville: 225 S Pleasantburg Dr, Greenville, SC 29607

Memphis: 321 Bellevue Blvd, Memphis, TN 38104

Tuscaloosa: 1643 Capital Hall, Tuscaloosa, AL 35487

Tallahassee: 1801 Miccosukee Commons Dr, Suite 200, Tallahassee, FL 32308

Mileage for Tuscaloosa-based members traveling to Birmingham for team meetings and to work on team projects is considered administrative mileage and will be reimbursed at the federal charity reimbursement rate (or cost of gas as agreed upon). Tuscaloosa-based members who drive to Birmingham for service events will be reimbursed at the federal mileage reimbursement rate.

**Parking Fees:** Members will be reimbursed for parking fees when fees are incurred during travel. Receipts should be obtained when possible. Parking expenses must be logged on a yellow parking fee reimbursement form.

**Telephone/Internet/Fax Fees:** To the extent that these cannot be charged to an Impact America credit card, a member will be reimbursed for reasonable telephone, internet, and fax charges necessary to complete Impact Alabama business while traveling out of town.

**Meals:** If you forget to use your purchasing card or are unable to use your purchasing card and need to request reimbursement for meals, please note that no reimbursement can be made for purchases that include alcohol. There should be no alcohol listed on the receipt submitted with your reimbursement request. If you plan to purchase alcohol as part of your meal and intend to request reimbursement, you should request that the restaurant run two transactions and give you two separate receipts – one for your meal (which can be submitted for reimbursement) and a separate one for your alcohol purchase (which cannot be submitted for reimbursement).

**Non-reimbursable Expenses**

Entertainment costs including movies, alcohol, or bar costs are not reimbursable. If alcohol costs are listed on a receipt, no reimbursement will be issued.

If a member drives his or her personal car when he or she should have rented a car based on mileage driven, the member will not be reimbursed. Exceptions may be made with prior approval from your State Director. If the member is unable to rent a car due to circumstances outside of the member's control, the member will be reimbursed at the State Director or Fiscal Officer's discretion.



Mileage driven to the rental car location is not reimbursable. Mileage driven to meet another member to carpool to a service site is not reimbursable. In many instances, you will be directed as to carpooling arrangements to minimize the number of cars traveling to a given location.

Required travel between offices during the workday is reimbursable and should be logged on the mileage reimbursement spreadsheet. Mileage driven while commuting to any Impact America office at the start of the workday (or from any office to the member's home at the end of a workday) is not reimbursable, as those are considered normal commuting miles.

### **Petty Cash Policy**

Occasionally, you may receive cash to purchase certain items or during travel. You are responsible for keeping track of the cash that you spend (including keeping receipts when available) and reporting this information on a green Petty Cash Use form or Petty Cash Log form. If you are unable to account for the cash that you received, you will be asked to reimburse Impact America. Even though you may have petty cash, you should always use your Impact America credit card when possible.

### **Travel/Car Rental Policy**

Cars should be rented if the distance to your service site or meeting exceeds the number of miles roundtrip at which it becomes more expensive to reimburse you at the mileage reimbursement rate (for service activities). You will be provided with a spreadsheet to assist you in determining when to rent a car, located in the Accounting folder on Google Drive.

No mileage reimbursements will be made to you for miles driven in a rental car. Claiming a mileage reimbursement fraudulently for miles driven in a rental car will result in disciplinary action up to, and including, termination.

Impact America participates in a Corporate Discount Program with Hertz Rent-a-Car. You may not rent a car from any other provider. You will be given instructions to sign up for a #1 Club Gold membership, which you should use every time you rent a car. This membership number is required because it connects your rental with our corporate account and our corporate insurance policy. Rentals can be made online or in the store. You should take care to rent a car well in advance of needing it to ensure that a car is available to you.

Members should monitor their Hertz Points balance and redeem points for car rentals when they have enough points available.

Renting a car and scheduling pickup: Make sure that you are renting your car at least three days in advance. This will help to ensure that Hertz has plenty of cars ready and available. When you are leaving town for a day trip, make sure to give yourself extra time to account for traffic. It is always much better to arrive at a daycare early rather than late. When you are leaving town for an screening trip, make sure

that you are leaving early enough so that you are not driving at night. You should not be arriving at your hotel any later than 9:00pm per the travel policy.

If you need to pick up and return your car at different times (for example, pick up at 3:00 pm and return at 5:00 pm), make sure that you indicate this when reserving your car online. Hertz will charge us by the hour if you reserve it this way. If you do not indicate that the time you return will be later than the time you reserved ahead of renting, we will be charged a full day rather than just by the hour.

If you are going to be late returning your rental, please call the Hertz office as soon as you know to give them a new estimated return time. They will normally be flexible with charging us overage as long as you let them know so they can have plenty of cars for later reservations.

Insurance: As long as you include your membership number when you rent a car and note on the reservation that the rental car will be used for company travel, full insurance coverage will be included in the rental. Insurance coverage includes the following:

- bodily injury or death up to a limit of \$100,000 for each person and up to a limit of \$300,000 for each accident and
- property damage up to a limit of \$25,000.

Accidents: We expect you to drive carefully, obey all traffic laws, and completely refrain from text messaging and cell phone usage while driving a rental car on Impact Alabama business. However, we recognize that accidents sometimes occur. If you have a car accident in a rental car, please follow these steps:

- Seek appropriate medical attention for any injuries. Your welfare is our top priority.
- Call 9-1-1 or the highway patrol to report the accident and get a police report.
- Look in the glove compartment of the car for the Hertz emergency phone number to report the accident. Hertz may give you additional instructions.
- Notify Sarah Louise and your State Director as soon as you are able.

Prepaid Gas: If you know that you will use a full tank of gas or more, choose the “prepaid” option to receive a tank of prepaid gas. If you choose this option, bring the car back as close to empty as you can.

Receipt: When you turn in the car, be sure to obtain a copy of a receipt to turn in with a Credit Card Use Form. If you forget to get a receipt, log in to your #1 Club Gold membership account and print a receipt.

### **Holidays, Vacation, & Sick Leave Policy**

During the 2018-19 program year, you may take off the following holidays:

Monday, September 3: Labor Day Holiday

Monday, October 8: Columbus/Indigenous Peoples Day Holiday

Wednesday, November 21 - Friday, November 23: Thanksgiving Holiday

Monday, December 17 - Tuesday, January 1: Winter Holiday

Thursday, April 18 - Friday, April 19: Spring Holiday

Monday, May 27: Memorial Day Holiday

Thursday, July 4: Independence Day Holiday

This represents a total of twenty paid holidays, and taking these holidays will enable you to complete your required 1,700 hours (full-time) and 900 hours (part-time) in the appropriate time frame as well as provide a cushion for sick leave and vacation time.

First-year AmeriCorps Members may take up to ten additional vacation days, provided that you are on track to fulfill your AmeriCorps hours requirement. Please do not expect that projects will be available over holidays. Returning AmeriCorps Members may be offered an additional number of vacation days per their position description.

Every effort will be made to schedule leave for the time requested by the member; however, vacation time is not guaranteed. In scheduling leave, the effective continuation of the normal work routine will be the primary consideration. Members should always request vacation time before purchasing plane tickets or making other travel arrangements. Review state-specific appendix for specifics on requesting vacation time.

If a member requests vacation time at the end of the term of service, the member will be paid for those vacation days. The exit day will occur on the last day of available vacation time. If the exit date falls in the middle of a pay period, the stipend may be prorated to include only the days worked during that pay period as well as payment for those days on which vacation time was taken. Member must turn in service logs that list leave for those days and log days as leave in OnCorps and/or as instructed in timekeeping software.

Impact America provides payment of income (sick leave) for members who are away from work due to illness or medical reasons. Impact Alabama expects members to be present and perform all duties required of their positions. Remember, without you, communities will not receive needed services.

All members are provided seven sick leave days during the year, and half-days may be taken in lieu of a full day. Review state-specific appendix for specifics on requesting sick leave. Sick leave can be taken for personal or family illness or for medical appointments. If medical appointments are brief (<2 hours), we will not require you to take sick time as long as advance notice was given.

Any member who is out on sick leave longer than three days may be requested to return to work with a doctor's certificate verifying the member's illness as well as the member's fitness to return to duty. Frequent absence due to illness may result in a meeting with your State Director to assess fitness for service.

Sick leave cannot be utilized for taking off days when a member is not sick. Members who take sick leave when they are not sick may be subject to disciplinary action.

### **Jury Duty**

Impact America fully supports AmeriCorps members' civic duty to serve on a jury when called. As soon as you are aware of the dates of your service, please inform your State Director so that appropriate actions may be taken to cover your responsibilities for that period. It may be possible to request an extension in order to allow Impact America to better prepare for your absence, but this policy should in no way be construed to imply that Impact America does not fully support your time of service. Hours served during jury duty may be listed on your timesheet and may be counted as service hours.

### **Email/Telephone/Text Message Policy**

Because much of your work takes place outside of a normal office setting, it is very important that you check your email and cell phone messages on a regular basis. On days when you have a FocusFirst screening, you should check your email immediately when you return. When you are managing a tax preparation site, you should check your email in the morning before the site opens. During the CollegeFirst Institute, you should check your email upon the conclusion of the institute each day and also at the end of the workday. On days when you do not have any FocusFirst screenings scheduled or are not managing a tax site, you should check your email at least every hour. This same policy applies to checking your cell phone messages.

On some occasions, program staff may send a text message to you in lieu of an email, generally to convey information more quickly or to provide short messages. Feel free to send text messages to the program staff as well. We will respect your non-working hours and refrain from sending text messages or calling you before 8:00am or after 6:00pm every day, except in the case of an emergency or to alert you to some information that affects the following day (such as a canceled FocusFirst screening or trying to find a replacement for a sick member). We expect the same courtesy. Please do not G-Chat program staff before 8:00am or after 6:00pm, even if we are online. You may send emails to staff at any time of day.

Please spell check and proofread every email you send on behalf of Impact America. It is very important that emails are phrased professionally and are grammatically correct. If you receive a rude email, do not respond similarly. If you are unsure of how to respond to any issue, please consult with your State Director or another Impact America senior staff member before responding. Please do not use an excessive number of exclamation marks!

You should CC the appropriate program personnel on every email you send related to Impact business, as well as other staff or AmeriCorps members who are working with you on a particular project. When you receive responses back, please forward them accordingly so that everyone is kept updated on the issue at hand.

Do not put more than one email address in the “To” field, unless you need a response from more than one person. In such a case, clearly state in the email what you need from each person. This avoids problems with addressees not knowing for whom a message was intended and ensures that the appropriate person knows he or she should respond.

You should respond to all messages received within twenty-four hours of receipt. If you know you will not be able to provide a thorough response within twenty-four hours, you should at least send an acknowledgement that the message was received and an estimated time frame in which you will respond fully to the message or complete the requested task.

If you are taking vacation time or out for a holiday and do not plan to check and respond to email messages, you should set up an away message. Instructions for setting up an away message will be provided. No service hours may be claimed during a day you have requested vacation or sick leave or on holidays without pre-approval for teleservice.

During SaveFirst season, it may be necessary to increase your cell phone minutes package so as to avoid overage charges. Impact America will reimburse you for the difference between your current policy and the increased coverage policy. **You should discuss the need for an increase in minutes prior to incurring overages and before you upgrade your plan. You are also encouraged to set up a Google phone account on your computer and, through the use of a headset, make necessary phone calls via the Internet at no cost.****Office Use Policies**

Impact America has office space that you may use at various times throughout the year. In many cases, other organizations provide the use of space in-kind to Impact America. Each office space has its own policies related to hours of occupancy, parking, supplies, etc. You will receive information about these policies at the beginning of the year, and you are expected to abide by them.

### **File Storage and Use of Google Drive**

Impact America utilizes Google Drive for a variety of program operations and file storage. As space on the drive is limited, you should use Google Drive to store work-related documents only. Initiative Coordinators and those responsible for initiative playbooks and important program files should back up files from the Google Drive onto an external hard drive on a weekly basis.

### **Identification as an AmeriCorps Member**

Members are provided with AmeriCorps gear, including a t-shirt, polo shirt, and AmeriCorps pin. Members are required to wear their name badge AmeriCorps pin at all times while serving and accumulating AmeriCorps hours. Members will be required to wear their AmeriCorps t-shirt or polo shirt for specific service events throughout the year and are encouraged to wear them at other times while conducting service and when appropriate to the dress code.

When serving in the community, members are required to post signage—as directed by program staff—indicating the program’s affiliation with AmeriCorps. Members are required to identify themselves as AmeriCorps members during public speaking opportunities, when introducing themselves to community volunteers, community partners, service recipients, etc., and in other written and verbal communication.

### **Fraternization between AmeriCorps Members and Staff**

Due to the nature of our program, Impact America staff in supervisory roles should refrain from personal relationships with AmeriCorps members that have the appearance of partiality, preferential treatment, or the improper use of position for personal gain or are harmful to the morale of AmeriCorps members.

### **Social Media Policy**

Impact America is fully supportive of Corps Members, staff, and volunteers using social media to discuss and spread the word about the work that they are doing. As members of or volunteers with the organization, it is important to adhere to the following guidelines to ensure that what you are posting reflects positively on the organization and the communities we are working in while also protecting the privacy of those we are working with.

While social media posts are primarily a personal matter, they are not always private. Posts on social media can be found through search engines like Google, and there is always a chance that someone you know will share what you say and make it visible to a larger audience than originally intended. We ask that you use social media to be a positive, professional, and passionate representation of the organization so that we are presenting our best image to the community.

Things you should NOT do:

- DO NOT post, share, blog, or snapchat pictures of:
  - Daycare centers (inside or outside)
  - Children that you are screening
  - Any part of a child screening form
  - Taxpayers or ANY personal document during SaveFirst season
  - Middle or high school debate students
  - Students at the CollegeFirst Institute
- DO NOT post or share stories about:
  - Specifics about a daycare center, screening location, child, or director
  - Specifics about a taxpayer or their tax documents
  - Something a child is struggling with or things that come up during SpeakFirst practices
- Furthermore, DO NOT

- Post pictures of you drinking or engaging in an AmeriCorps prohibited activity while wearing the AmeriCorps logo (ex., photos at a campaign rally or church setting while wearing your AmeriCorps t-shirt, Polo, pin, or name badge)
- Post pictures of you engaging in illegal activity
- Post negative stories/experiences or vent your frustrations about work. If you need to share these, please talk to a leadership team member or the Member Development Coordinator
- Make posts to your social media accounts while you are operating a vehicle (including while stopped at a traffic light)

As a general rule, do not post anything you wouldn't want seen on the news or by your supervisor.

Things you should do:

- Post about why you personally chose to spend a year as an AmeriCorps member
- Post about what you enjoyed about volunteering with Impact
- Share Impact's social media posts
- Share positive stories of your experiences.

Examples:

-“Spending the past few weeks conducting FocusFirst screenings across Alabama has been incredibly rewarding. I found out that one child I screened was found to have severe Anisometropia, which if untreated, could cause severe vision problems as they get older. Knowing that we are helping children makes all the early mornings and traveling worth it. #focusfirst @\_impact\_america”

-“Today at the tax site, we had a young woman come in to have her taxes done. She had young children and was so thankful to know that her taxes were being prepared correctly and for free. It was so rewarding to be able to talk her through the process as we were filing and help her better understand why certain things were being taken out and why she was getting certain credits. #savefirst”

-“I am so proud of all of our SpeakFirst Middle School students. They have been working so hard leading up to the tournament, and it paid off. Our team won second place which we will be using as motivation to get first the next tournament. #speakfirst”

We know there will be cute and funny stories that you want to share, but those are best done in person with your coworkers. We do not have permission to put up pictures or share specific stories on the Internet, and it could hurt our relationship with centers, partner organizations, taxpayers, and the community if you post sensitive information. If you are looking for ways to get the word out about Impact America, please consider sharing one of the posts from our official Facebook page ([www.facebook.com/ImpactAmerica](http://www.facebook.com/ImpactAmerica)), linking to one of the videos on the website ([impactamerica.com/](http://impactamerica.com/)), or using one of the approved social media images from Impact America's flickr account ([www.flickr.com/gp/impactalabama/49xoHN](http://www.flickr.com/gp/impactalabama/49xoHN)).

If you are ever unsure about whether or not to post something, always err on the side of caution. Feel free to talk to any of the senior staff about this if you have any questions.

## Political Action on Social Media

Impact America supports your rights as a private citizen to engage in civic dialogue. However, during your term of service, you have committed to refrain from engaging in prohibited activities while representing Impact America or appearing to represent Impact America as an AmeriCorps Member. Prohibited activities include, but are not limited to, campaigning for a political candidate, lobbying on behalf of a particular piece of legislation, organizing protests or petitions, attending or endorsing political events, or participating in voter registration events. We understand that many of you are politically active on your personal social media accounts, and advise you to exercise the most extreme caution when posting items of a political nature online. We also encourage you to keep the tone of your posts positive and refrain from posting politically inflammatory statements that may alienate policymakers.

**Please keep in mind that, as with all prohibited activities, the goal isn't just to follow the law but to avoid any perception that federal resources are being misused.**

Specifically, please note the following guidelines:

- You should never post items of a political nature during the workday (8am to 5pm) or while you are participating in a service event outside of those hours (e.g., at a tax site in the evening). During the hours when you are providing service, you are being paid by federal dollars and if you post something political while being paid by federal dollars, you and our program are in violation of the AmeriCorps Terms & Conditions. Note that social media posts come with a timestamp, so it is very easy for an auditor from the Office of Inspector General to determine if you are in violation of prohibited activities.
- When engaging with your elected officials, whether online or through letters, calls, or visits, you must never identify yourself as an AmeriCorps Member, even if you post or make such communication in your off-time, if the communication includes a “call to action,” such as asking the representative to vote for a particular piece of legislation supporting AmeriCorps. If your communication is solely of an educational nature (i.e., you are explaining what AmeriCorps is, why it is valuable to you, and the accomplishments you and the Impact America team have made), you may identify yourself as an AmeriCorps Member.

## Requests to Alter Content on Personal Social Media Accounts

Impact America does not routinely monitor members' personal social media pages. However, if it is brought to our attention that you have violated this policy or that you have posted something that, based on our judgement, places Impact America in a negative light, we will ask you to delete the post.

## Teleservice & Service While Traveling

Primarily, AmeriCorps members are expected to report hours only when they are in the community providing direct service or in the office conducting work related to preparation for or follow-up to direct service. Office/Service hours are 7am to 6pm (through 8:30pm for SpeakFirst practice days and through



9pm during January, February, and March for the busy part of tax season), and the expectation is that any hours logged during this time frame be conducted in the office or at a service location except with prior approval for a reasonable purpose. Unless teleservice has been pre-approved for a reasonable purpose, AmeriCorps members may not log hours while working from home (either during the traditional workday or in the evenings).

### **Teleservice**

All teleservice activities must be within the scope and purpose of the grant and the activities contemplated in the grant application. Impact America acknowledges that teleservice carries an increased risk of time and attendance abuse and requires close supervision and verification of hours claimed. All teleservice requests must be approved, in writing, in advance, by a supervisor. The member and supervisor must communicate via email about teleservice requests. A member must request teleservice by sending an email to the supervisor including the following information:

- Member Name
- Date that member is making this request
- Date that teleservice will occur
- Location of teleservice
- Reason teleservice is necessary
- Nature of activities to be performed
- What will the work product be?
- An estimate number of the hours to be recorded as teleservice
- Who will supervise this teleservice activity? How will it be supervised?
- The Member should include this statement in the email requesting teleservice: I understand that I have a legal duty to record time and attendance accurately and I am subject to criminal penalties for knowingly misstating hours.

When approving teleservice requests, the supervisor should include this statement in his or her email approving teleservice: I approve this teleservice plan and will subsequently review the work product created to verify the number of hours claimed as teleservice.

Following the completion of teleservice, the member should send an email including the following information:

- Member Name
- Date teleservice occurred
- Number of hours recorded as teleservice
- Description of work product created or summary of work performed (attach any relevant documents)
- Member should include this statement in the email with post-teleservice report: I understand that I have a legal duty to record time and attendance accurately and I am subject to criminal penalties for knowingly misstating hours. All of the hours I recorded as teleservice are appropriate and accurate.

The supervisor should include this statement in his or her email approving post-teleservice report:  
I have reviewed the hours claimed as teleservice and approve them as reasonable based on the activity assigned. I have reviewed the work product or summary of work performed and/or have communicated with other personnel who have knowledge of the work product. I understand that I may be subject to legal penalties for knowingly submitting false claims to the government or for misleading the government about the extent of their validation activities.

**The member and supervisor should CC the State Director (if different from supervisor), Channing Bethke, and Sarah Louise Smith on all correspondence so that they are kept abreast of what activities are being assigned as teleservice.**

Completing the teleservice request form itself and the summaries of what was completed during teleservice time are *not* allowable hours.

To the extent possible, a work product should be prepared and turned in to substantiate the teleservice hours. Where the service activity results in a work product, a supervisor can reach a reasoned judgment as to whether the product reflects the number of hours claimed by the member. The reasonable determination of the number of hours that a member can claim for a teleservice activity should be determined in advance of the activity and listed on the teleservice request form. A member may record no more than 10 hours per day of teleservice, and a 30-minute break must be recorded for every six hours worked (whether those hours are in the office or by teleservice). It is expected that no more than 10% of the total hours served by a member be recorded as teleservice hours.

Note that an increase in number of hours worked per week near the end of a member's term of service may warrant extra scrutiny by CNCS or the OIG. Supervisors should make sure that appropriate documentation is kept to substantiate extra hours to avoid noncompliance.

### **Service While Traveling**

Impact America serves a large geographic area, and members sometimes travel overnight to conduct service when the distance traveled is too far to complete within a day. To fill out a full service day in the afternoons during an overnight trip, when there is not an office available for afternoon work, members will be given assignments by supervisors. This is not considered "teleservice" because this work will be conducted as part of a traditional service day as standard, recurring activities that are performed as part of direct service activities. However, because they are often performed while traveling outside an office on behalf of the program, they require that the member adhere to time limits as specified and that the member turn in a work product or summary of work to substantiate the hours claimed (if possible).

Note that all of these activities should be completed at the office if the member is in town. If a member is out of town conducting service, he or she must follow the guidelines set below.

- Processing vision screening results. 30 min - 2 hours per screening. Members should not process vision screening results from home. Processing vision screening results should occur

only at the office or from a hotel (or coffee shop if hotel Internet is unreliable) in the afternoons during a FocusFirst screening trip.

- Self-Study of tax law materials. 1 hour per 20 pages of reading, or total time of a tax training video lesson. If a specific worksheet or video was not assigned for self-study purposes, member must turn in a summary of what was studied that cannot be copied and pasted from the training materials (i.e., must be in the member's own words).
- E-Filing tax returns (if not done on site at the end of the day). 5-15 minutes per tax return e-filed. Member should turn in a list of taxpayer names whose return was e-filed. If extenuating circumstances require more time than this to e-file returns, include an explanation in an email to supervisor. The supervisor will determine if the time spent is reasonable. Supervisor reserves the right to disallow hours if the member cannot adequately substantiate the additional time necessary.
- Preparation for SpeakFirst Middle School Debate Practices. 2-3 hours per hour of practice.
- Other projects (such as research, compilation of contacts spreadsheets, etc.). The staff person who assigns the task is responsible for determining a reasonable number of hours that a member can claim and what the work product will be. The staff member assigning the project should email the member and copy the supervisor to notify the member of the number of appropriate hours. Member should turn in work product, including record of activity from Google Drive, if possible.

The list above includes the most common activities at Impact America that may occur outside of the office or direct service setting, but that are integral to ensuring that the direct service is completed successfully. Other activities may be identified and approved by appropriate staff personnel.

### **Other Policies**

Other policies may be found in the AmeriCorps Member Service Agreement, Position Description, Stipend Documentation form, and state-specific appendix. Impact America reserves the right to make modifications to this handbook or any of these documents during the course of your service. You will be made aware of any modifications in advance, and revisions may be made to your Member Service Agreement as appropriate. In the event that a new policy is adopted, you will be provided with complete information about the new policy.

## ALABAMA APPENDIX

### State Director Contact Information

Melanie Rhodes, Alabama State Director  
mrhodes@impactamerica.com  
(850) 293-1449

### Specific Initiative Responsibilities

As an AmeriCorps member, you are responsible for implementing Impact America's signature initiatives in Alabama: FocusFirst, SaveFirst, SpeakFirst, and CollegeFirst. You will participate in training and orientation sessions throughout the year.

During the **FocusFirst** season (August - November; March - May), you will be responsible for training students at campuses across the state, communicating with them as you prepare for screenings, conducting vision screenings at daycares and Head Starts statewide, leading students on the screenings and helping them to develop leadership skills, and occasionally assisting participating professors with follow-up activities. You will also assist the FocusFirst Coordinators in scheduling vision screenings, getting the appropriate information to the child care centers, preparing results to be analyzed, processing screening results, and following up after screenings to ensure children who failed are contacted to receive the appropriate follow-up care. Even when students are not scheduled to help you, you will still conduct screenings on your own or with another AmeriCorps member.

During the **SaveFirst** season (December - April), you will be responsible for completing the IRS certification exams through the Advanced Level, conducting tax training sessions for students at campuses statewide, identifying marketing contacts, assisting with distribution of marketing materials, developing a schedule of work for student participants, managing a tax preparation site on three weekdays and Saturdays, electronically filing tax returns, assisting taxpayers with follow-up questions and concerns, and assisting the Team Leaders with administrative tasks before and after tax season.

During the **CollegeFirst** season (May - June), you will be responsible for the following tasks: recruiting, working with, and providing training for participating college students who will tutor and mentor high school students enrolled in AP courses; recruiting and corresponding with high school students for the Institute; providing leadership of a particular group/subject area each day during the Summer AP Institute, assisting in preparation for labs in biology and chemistry or exercises/games in math; tutoring in subject areas where you have expertise; and, evaluating each day's activities during the Institute.

Those members working with **SpeakFirst - High School** (August - May) will prepare for and conduct daily practices, coordinate transportation for the students, supervise at tournaments, and evaluate the program on a regular basis. Other AmeriCorps members will assist with transportation, practices, ACT preparation, tutoring, and/or judging at tournaments. Members working with **SpeakFirst - Middle**

**School** will prepare for and conduct practices two days a week, as well as plan and implement debate tournaments for the students.

## Calendar

The following brief calendar is intended to give you a preview of the year (current as of July 2018). An up-to-date listing of trainings, meetings, and assignments can be found on the Impact Alabama Master Calendar distributed to you at orientation and on the schedule emailed to you weekly.

During the Pre-AmeriCorps Orientation period, you are considered a volunteer with Impact America. You will receive a living stipend equal to the stipend to be received once you enroll as an AmeriCorps member (August 1), but nothing in this handbook should be construed to mean that you are an employee of Impact America, either in the Pre-AmeriCorps Orientation or otherwise.

Monday, July 23 – Friday, August 3	Orientation & Training
Wednesday, August 1	AmeriCorps Enrollment Date
Monday, September 3	Labor Day Holiday
Monday, September 10	9/11 Day of Service
Monday, October 8	Columbus/Indigenous Peoples Day Holiday
Friday, October 26	Make a Difference Day of Service
Friday, November 9	Veterans' Day of Service
Wednesday, November 21 - Friday, November 23	Thanksgiving Holiday
Monday, December 17 – Tuesday, January 1	Winter Holiday
All Saturdays, January 5 – March 2	Plan to work for SaveFirst
Monday, January 14	MLK Day of Service
Saturday, April 13	Plan to work for Super Tax Saturday
Thursday, April 18 - Friday, April 19	Spring Holiday
Monday, May 27	Memorial Day Holiday
Thursday, July 4	Independence Day Holiday
Friday, July 19	Last Day

There are fifty weeks and 3 days during the AmeriCorps period from August 1, 2018 to July 19, 2019 (50 weeks, 3 days \* 40 hours per week = 2024 hours). Subtracting 160 hours for twenty holidays leaves 1,864 hours (20 holidays \* 8 hours = 160 hours lost to holidays, 2024 hours - 160 hours lost to holidays = 1,864 hours). Accounting for 10 possible vacation days (10 days \* 8 hours each day = 80 hours lost to vacation days) and 7 possible sick days (7 days \* 8 hours each day = 56 hours lost to sick days), members will earn approximately 1,728 hours when working 8 hours each day. We suggest that you earn a few extra hours during the busy part of tax season as to a cushion to guard against mathematical errors on timesheets.

You are responsible for ensuring that you arrange your schedule such that you meet your hour commitment. Impact America is penalized when members leave the program early. You will be asked

to sign a certification statement stating that you commit to completing this hour requirement before exiting the program. Half-time members will need to schedule an individual meeting with the State Director to ensure a proper schedule is developed to allow the member to meet his or her hour requirement.

### **Procedures for Requesting Vacation Time**

Please request vacation time in writing (via email) at least two weeks prior to your expected absence. Every effort will be made to schedule leave for the time requested by the member; however, vacation time is not guaranteed. In scheduling leave, the effective continuation of the normal work routine will be the primary consideration. Members should always request vacation time before purchasing plane tickets or making other travel arrangements.

AmeriCorps Members should direct vacation requests to Melanie Rhodes, Alabama State Director, and copy Channing Bethke, National Program Director. AmeriCorps Members on the Leadership Team should direct vacation requests to their direct supervisor and copy Melanie Rhodes, Alabama State Director.

As a general rule, extended vacation time will not be approved during the months of January, February, or June due to the program's commitments during SaveFirst and CollegeFirst. Requests for necessary leave during the month of January and February must be submitted no later than the end of November. Requests for necessary leave during the month of June must be submitted no later than the end of April. Acceptable requests include weddings, required interviews/events for graduate or professional school, and important family events.

### **Procedures for Requesting Sick Leave**

If a member is unable to work due to illness, the member should notify Melanie and Channing (or Melanie and their director supervisor for Leadership Team members) as soon as possible after the onset of the illness with a request that a sick day be given. If illness occurs the morning of a FocusFirst screening, the member must also notify the scheduled center AND notify a FocusFirst Coordinator by phone.

### **Dress Code**

As a representative of Impact America, we expect you to present a clean and professional appearance when you represent us both within and outside the office. Please dress appropriately depending on your schedule for the day.

Your ID badge and AmeriCorps pin are required components of your dress any time you are representing Impact America.

You should dress business casual on these days: (1) meetings or working at Maynard, Cooper & Gale office; (2) meetings with professors, students, or community partners; (3) FocusFirst, SaveFirst, CollegeFirst trainings for student participants; (4) days you are supervising at a SaveFirst or CollegeFirst site (unless lab safety requires otherwise); and, (5) when you are leading SpeakFirst practice. Business casual means nice slacks (not jeans) or skirts, button-down shirts, polos, or nice tops. You do not have to wear a suit or tie.

You may dress casually on these days: (1) staff training days at the Woodlawn Office, UAB, or other college campus (unless held at MCG, in which case you should dress business casual); (2) FocusFirst screenings; and, (3) working at the Woodlawn or UAB office. Casual means that you can wear jeans but only with a nice shirt (e.g., no t-shirts unless you are wearing the AmeriCorps logo). Although you are allowed to dress casually, you should feel free to wear business casual if you prefer.

Flip flops, T-shirts (except those with the AmeriCorps logo), shorts, and revealing tank tops are never appropriate. The exception is when working on a service event outside in the heat.

Non-natural hair colors such as pink, blue, purple, orange, etc., are not acceptable.

## FLORIDA APPENDIX

### Specific Initiative Responsibilities

As an AmeriCorps VISTA member, you are responsible for implementing Impact America’s signature initiatives in Florida: FocusFirst and SaveFirst. You will participate in training and orientation sessions throughout the year.

During the **FocusFirst** season (August - November; March - May), you will be responsible for training students at campuses across the state, communicating with them as you prepare for screenings, conducting vision screenings at daycares and Head Starts statewide, leading students on the screenings and helping them to develop leadership skills, and occasionally assisting participating professors with follow-up activities. You will also assist in scheduling vision screenings, conveying the appropriate information to the child care centers, preparing results to be analyzed, processing screening results, and following up after screenings to ensure children who failed are contacted to receive the appropriate follow-up care. Even when students are not scheduled to help you, you will still conduct screenings on your own or with another AmeriCorps member.

During the **SaveFirst** season (December - April), you will be responsible for completing the IRS certification exams through the Advanced Level, conducting tax training sessions for students at campuses statewide, identifying marketing contacts, assisting with distribution of marketing materials, developing a schedule of work for student participants, managing a tax preparation site on three weekdays and Saturdays, electronically filing tax returns, assisting taxpayers with follow-up questions and concerns, and assisting with administrative tasks before and after tax season.

### Calendar

The following brief calendar is intended to give you a preview of the year (current as of July 2018). An up-to-date listing of trainings, meetings, and assignments can be found on the Master Calendar distributed to you at orientation and on the schedule emailed to you weekly.

During the Pre-AmeriCorps Orientation period, you are considered a volunteer with Impact America. You will receive a living stipend equal to the stipend to be received once you enroll as an AmeriCorps member (August 13), but nothing in this handbook should be construed to mean that you are an employee of Impact America, either in the Pre-AmeriCorps Orientation or otherwise.

Monday, August 13	Orientation & Training Begins
Friday, August 17	AmeriCorps Enrollment Date
Monday, September 3	Labor Day Holiday
Monday, September 10	9/11 Day of Service
Monday, October 8	Columbus Day Holiday



Friday, October 26	Make a Difference Day of Service
Friday, November 9	Veterans' Day of Service
Wednesday, November 21 - Friday, November 23	Thanksgiving Holiday
Monday, December 17 – Tuesday, January 1	Winter Holiday
All Saturdays, January 5 – March 2	Plan to work for SaveFirst
Monday, January 14	MLK Day of Service
Saturday, April 13	Plan to work for Super Tax Saturday
Thursday, April 18 - Friday, April 19	Spring Holiday
Monday, May 27	Memorial Day Holiday
Thursday, July 4	Independence Day Holiday
Friday, July 19	Last Day

There are forty-nine weeks during the AmeriCorps period from August 13, 2018, to July 19, 2019 (49 weeks \* 40 hours per week = 1,960 hours. Subtracting 160 hours for twenty holidays leaves 1,800 hours (20 holidays \* 8 hours = 160 hours lost to holidays, 1,960 hours - 160 hours lost to holidays = 1,800 hours). This leaves time for additional vacation and sick leave throughout the year if you plan accordingly and earn some extra hours during the busy parts of the year. We suggest that you earn a few extra hours during the busy part of tax season as to a cushion to guard against mathematical errors on timesheets.

You are responsible for ensuring that you arrange your schedule such that you meet your hour commitment. Impact America is penalized when members leave the program early. You will be asked to sign a certification statement stating that you commit to completing this hour requirement before exiting the program. Half-time members will need to schedule an individual meeting with the State Director to ensure a proper schedule is developed to allow the member to meet his or her hour requirement.

**Procedures for Requesting Vacation Time**

Please request vacation time in writing (via email) at least two weeks prior to your expected absence. Every effort will be made to schedule leave for the time requested by the member; however, vacation time is not guaranteed. In scheduling leave, the effective continuation of the normal work routine will be the primary consideration. Members should always request vacation time before purchasing plane tickets or making other travel arrangements.

AmeriCorps Members should direct vacation requests to your supervisor and CC the Alabama State Director.

As a general rule, extended vacation time will not be approved during the months of January and February due to the program's commitments during SaveFirst. Requests for necessary leave during the month of January and February must be submitted no later than the end of November. Acceptable

requests include weddings, required interviews/events for graduate or professional school, and important family events.

### **Procedures for Requesting Sick Leave**

If a member is unable to work due to illness, the member should notify Marissa Musk as soon as possible after the onset of the illness with a request that a sick day be given. If illness occurs the morning of a FocusFirst screening, the member must also notify the scheduled center AND notify a FocusFirst Coordinator by phone.

### **Dress Code**

As a representative of Impact America, we expect you to present a clean and professional appearance when you represent us both within and outside the office. Please dress appropriately depending on your schedule for the day.

Your ID badge and AmeriCorps pin are required components of your dress any time you are representing Impact America.

You should dress business casual on these days: (1) meetings or working full days at the Impact America – Florida office; (2) meetings with professors, students, or community partners; (3) FocusFirst & SaveFirst trainings for student participants; and (4) days you are supervising at a SaveFirst site. Business casual means nice slacks (not jeans) or skirts, button-down shirts, polos, or nice tops. You do not have to wear a suit or tie.

You may dress casually on these days: (1) FocusFirst screenings, (2) processing screening results at the Impact America - Florida office after FocusFirst screenings, and (3) days of service. Casual means that you can wear jeans but only with a nice shirt (e.g., no t-shirts unless you are wearing the AmeriCorps logo). Although you are allowed to dress casually, you should feel free to wear business casual if you prefer.

Flip flops, T-shirts (except those with the AmeriCorps logo), shorts, and revealing tank tops are never appropriate. The exception is when working on a service event outside in the heat.

Non-natural hair colors such as pink, blue, purple, orange, etc., are not acceptable.

## **SOUTH CAROLINA APPENDIX**

### **State Director Contact Information**

Rachel Clark, South Carolina State Director

rclark@impactamerica.com

(256) 684-1116

### **Specific Initiative Responsibilities**

As an AmeriCorps member, you are responsible for implementing Impact America’s signature initiatives in South Carolina: FocusFirst and SaveFirst. You will participate in training and orientation sessions throughout the year.

During the FocusFirst season (August - November; March - May), you will be responsible for training students at campuses across the state, communicating with them as you prepare for screenings, conducting vision screenings at daycares and Head Starts statewide, leading students on the screenings and helping them to develop leadership skills, and occasionally assisting participating professors with follow-up activities. You will also assist in scheduling vision screenings, conveying the appropriate information to the child care centers, preparing results to be analyzed, processing screening results, and following up after screenings to ensure children who failed are contacted to receive the appropriate follow-up care. Even when students are not scheduled to help you, you will still conduct screenings on your own or with another AmeriCorps member.

During the SaveFirst season (December - April), you will be responsible for completing the IRS certification exams through the Advanced Level, conducting tax training sessions for students at campuses statewide, identifying marketing contacts, assisting with distribution of marketing materials, developing a schedule of work for student participants, managing a tax preparation site on three weekdays and Saturdays, electronically filing tax returns, assisting taxpayers with follow-up questions and concerns, and assisting with administrative tasks before and after tax season.

### **Calendar**

The following brief calendar is intended to give you a preview of the year (current as of July 2018). An up-to-date listing of trainings, meetings, and assignments can be found on the Impact America Master Calendar distributed to you at orientation and on the schedule emailed to you weekly.

Wednesday, August 1	Orientation & Training Begin/ AmeriCorps Enrollment Date
Monday, September 3	Labor Day Holiday
Monday, September 10	9/11 Day of Service
Monday, October 8	Columbus Day Holiday
Friday, October 26	Make a Difference Day of Service

Monday, November 12	Veterans' Day of Service
Wednesday, November 21 - Friday, November 23	Thanksgiving Holiday
Monday, December 17 – Tuesday, January 1	Winter Holiday
All Saturdays, January 5 – March 2	Plan to work for SaveFirst
Monday, January 14	MLK Day of Service
Saturday, April 13	Plan to work for Super Tax Saturday
Thursday, April 18 - Friday, April 19	Spring Holiday
Monday, May 27	Memorial Day Holiday
Thursday, July 4	Independence Day Holiday
Friday, July 19	Last Day

There are fifty weeks and two days during the AmeriCorps period from August 1, 2018 to July 19, 2019 (50 weeks, 2 days \* 40 hours per week = 2016 hours). Subtracting 160 hours for twenty holidays leaves 1,856 hours (20 holidays \* 8 hours = 160 hours lost to holidays, 2016 hours - 160 hours lost to holidays = 1,856 hours). Accounting for 10 possible vacation days (10 days \* 8 hours each day = 80 hours lost to vacation days) and 7 possible sick days (7 days \* 8 hours each day = 56 hours lost to sick days), members will earn approximately 1,720 hours when working 8 hours each day. We suggest that you earn a few extra hours during the busy part of tax season as to a cushion to guard against mathematical errors on timesheets.

You are responsible for ensuring that you arrange your schedule such that you meet your hour commitment. Impact America is penalized when members leave the program early. You will be asked to sign a certification statement stating that you commit to completing this hour requirement before exiting the program. Half-time members will need to schedule an individual meeting with the State Director to ensure a proper schedule is developed to allow the member to meet his or her hour requirement.

**Procedures for Requesting Vacation Time**

Please request vacation time in writing (via email) at least two weeks prior to your expected absence. Every effort will be made to schedule leave for the time requested by the member; however, vacation time is not guaranteed. In scheduling leave, the effective continuation of the normal work routine will be the primary consideration. Members should always request vacation time before purchasing plane tickets or making other travel arrangements.

AmeriCorps Members should direct vacation requests to Rachel Clark, South Carolina State Director.

As a general rule, extended vacation time will not be approved during the months of January or February due to the program's commitments during SaveFirst. Requests for necessary leave during the month of January and February must be submitted no later than the end of November. Acceptable requests include weddings, required interviews/events for graduate or professional school, and important family events.

## **Procedures for Requesting Sick Leave**

If a member is unable to work due to illness, the member should notify Rachel Clark, South Carolina State Director, as soon as possible after the onset of the illness with a request that a sick day be given. If illness occurs the morning of a FocusFirst screening, the member must also notify the scheduled center AND notify a FocusFirst Coordinator by phone.

## **Dress Code**

As a representative of Impact America, we expect you to present a clean and professional appearance when you represent us both within and outside the office. Please dress appropriately depending on your schedule for the day.

Your ID badge and AmeriCorps pin are required components of your dress any time you are representing Impact America.

You should dress business casual on these days: (1) meetings or working full days at the Impact America – South Carolina office; (2) meetings with professors, students, or community partners; (3) FocusFirst & SaveFirst trainings for student participants; and (4) days you are supervising at a SaveFirst site. Business casual means nice slacks (not jeans) or skirts, button-down shirts, polos, or nice tops. You do not have to wear a suit or tie.

You may dress casually on these days: (1) FocusFirst screenings, (2) processing screening results at the Impact America - South Carolina office after FocusFirst screenings, and (3) days of service. Casual means that you can wear jeans but only with a nice shirt (e.g., no t-shirts unless you are wearing the AmeriCorps logo). Although you are allowed to dress casually, you should feel free to wear business casual if you prefer.

Flip flops, T-shirts (except those with the AmeriCorps logo), shorts, and revealing tank tops are never appropriate. The exception is when working on a service event outside in the heat.

Non-natural hair colors such as pink, blue, purple, orange, etc., are not acceptable.

## TENNESSEE APPENDIX

### State Director Contact Information

Katie Martin Lightfoot, Tennessee State Director

[kmartinlightfoot@impactamerica.com](mailto:kmartinlightfoot@impactamerica.com)

(469) 835-2860

### Specific Initiative Responsibilities

As an AmeriCorps State member, you are responsible for implementing Impact America's signature initiatives in Tennessee: FocusFirst, SaveFirst, and Stories from the Line. You will participate in training and orientation sessions throughout the year.

During the **FocusFirst** season (August - November; March - June), you will be responsible for training students at campuses across the state, communicating with them as you prepare for screenings, conducting vision screenings at daycares and Head Starts statewide, leading students on the screenings and helping them to develop leadership skills, and occasionally assisting participating professors with follow-up activities. You will also assist the FocusFirst Coordinator in scheduling vision screenings, getting the appropriate information to the child care centers, preparing results to be analyzed, processing screening results, and following up after screenings to ensure children who failed are contacted to receive the appropriate follow-up care. Even when students are not scheduled to help you, you will still conduct screenings on your own or with another AmeriCorps member.

During the **SaveFirst** season (December - April), you will be responsible for completing the IRS certification exams through the Advanced Level, conducting tax training sessions for students at local campuses, identifying marketing contacts, assisting with distribution of marketing materials, developing a schedule of work for student participants, managing a tax preparation site on three weekdays and Saturdays, electronically filing tax returns, assisting taxpayers with follow-up questions and concerns, and assisting with administrative tasks before and after tax season.

During **Stories from the Line** (Spring), you will learn how to use film equipment and editing software and create a short profile piece on an individual or family member living at or near the poverty line. Under the guidance of Impact America's nationally recognized, award-winning Senior Filmmaker, Michele Forman, the team will identify compelling stories of families living near the poverty line in the local community and produce a series of authentic short films capturing those stories and developing them into meaningful narratives that can positively influence awareness and action.

### Calendar

The following brief calendar is intended to give you a preview of the year (current as of July 2018). An up-to-date listing of trainings, meetings, and assignments can be found on the Master Calendar distributed to you at orientation and on the schedule emailed to you weekly.

During the Pre-AmeriCorps Orientation period, you are considered a volunteer with Impact America. You will receive a living stipend equal to the stipend to be received once you enroll as an AmeriCorps member (August 1), but nothing in this handbook should be construed to mean that you are an employee of Impact America, either in the Pre-AmeriCorps Orientation or otherwise.

Tuesday, July 31	Orientation & Training Begins
Wednesday, August 1	AmeriCorps Enrollment Date
Monday, September 3	Labor Day Holiday
Monday, September 10	9/11 Day of Service
Monday, October 8	Columbus Day Holiday
Friday, October 26	Make a Difference Day of Service
Friday, November 9	Veterans' Day of Service
Wednesday, November 21 - Friday, November 23	Thanksgiving Holiday
Monday, December 17 – Tuesday, January 1	Winter Holiday
All Saturdays, January 5 – March 2	Plan to work for SaveFirst
Monday, January 14	MLK Day of Service
Saturday, April 13	Plan to work for Super Tax Saturday
Thursday, April 18 - Friday, April 19	Spring Holiday
Monday, May 27	Memorial Day Holiday
Wednesday, July 4	Independence Day Holiday
Friday, July 12	Last Day

There are forty-nine weeks and 3 days during the AmeriCorps period from August 1, 2018, to July 19, 2019 (49 weeks, 3 days \* 40 hours per week = 1,984 hours). Subtracting 160 hours for twenty holidays leaves 1,824 hours (20 holidays \* 8 hours = 160 hours lost to holidays, 1,992 hours - 160 hours lost to holidays = 1,824 hours). This leaves time for additional vacation and sick leave throughout the year if you plan accordingly and earn some extra hours during the busy parts of the year. We suggest that you earn a few extra hours during the busy part of tax season as to a cushion to guard against mathematical errors on timesheets.

You are responsible for ensuring that you arrange your schedule such that you meet your hour commitment. Impact America is penalized when members leave the program early. You will be asked to sign a certification statement stating that you commit to completing this hour requirement before exiting the program. Half-time members will need to schedule an individual meeting with the State Director to ensure a proper schedule is developed to allow the member to meet his or her hour requirement.

## **Procedures for Requesting Vacation Time**

Please request vacation time in writing (via email) at least two weeks prior to your expected absence. Every effort will be made to schedule leave for the time requested by the member; however, vacation time is not guaranteed. In scheduling leave, the effective continuation of the normal work routine will be the primary consideration. Members should always request vacation time before purchasing plane tickets or making other travel arrangements.

AmeriCorps Members should direct vacation requests to John Gilmer and Kyra Hanlon, the Tennessee State Directors.

As a general rule, extended vacation time will not be approved during the months of January and February due to the program's commitments during SaveFirst. Requests for necessary leave during the month of January and February must be submitted no later than the end of November. Acceptable requests include weddings, required interviews/events for graduate or professional school, and important family events.

## **Procedures for Requesting Sick Leave**

If a member is unable to work due to illness, the member should notify Katie Martin Lightfoot, the Tennessee State Director, as soon as possible after the onset of the illness with a request that a sick day be given. If illness occurs the morning of a FocusFirst screening, the member must also notify the scheduled center AND notify a FocusFirst Coordinator by phone.

## **Dress Code**

As a representative of Impact America, we expect you to present a clean and professional appearance when you represent us both within and outside the office. Please dress appropriately depending on your schedule for the day.

Your ID badge and AmeriCorps pin are required components of your dress any time you are representing Impact America.

You should dress business casual on these days: (1) meetings or working full days at the Impact Tennessee office; (2) meetings with professors, students, or community partners; (3) FocusFirst & SaveFirst trainings for student participants; and (4) days you are supervising at a SaveFirst site. Business casual means nice slacks (not jeans) or skirts, button-down shirts, polos, or nice tops. You do not have to wear a suit or tie.

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wear jeans but only with a nice shirt (e.g., no t-shirts unless you are wearing the AmeriCorps logo). Although you are allowed to dress casually, you should feel free to wear business casual if you prefer.

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