High Rocks Educational Corporation

AmeriCorps Member Service Plan Guide

Planning for a Successful Service Term





Purpose of the Member Service Plan

The Member Service Plan provides the structure and resources needed to create a successful service experience while helping keep the High Rocks AmeriCorps program strong and compliant. It helps each Partner Site establish clear expectations, plan service activities, support the member's growth, and monitor progress toward required service hours and program goals.

High Rocks provides this guide to help each Partner Site develop a plan that reflects the unique needs of its organization, member, and community.

How to Use This Guide

Use the instructions and samples in this guide to create a Member Service Plan specifically for your site and AmeriCorps member. The examples are provided for reference and are not intended to be copied exactly.

Each Partner Site is responsible for developing and submitting the required Member Service Plan materials according to the timeline below.

Completed before interviewing candidates:

- **Member Position Description** – This can be pulled from your submitted Partner Site Application.

Completed before the member's official start date:

- **First Two-Week Orientation Plan**
- **Monthly Roadmap**
- **Pacing Guide**

Completed during High Rocks training:

- **Member Personal and Professional Goals**
- **Site Performance Measure Projection and Data Collection Form** – This can be pulled from your submitted Partner Site Application for review at training.

Bring the following with you to High Rocks in-person training:

- First Two-Week Orientation Plan
- Monthly Roadmap
- Pacing Guide
- Performance Measure Projections from your application

Section 1: Member Position Description

Purpose

The Member Position Description defines service activities the AmeriCorps member will complete at your site. It helps guide recruitment and selection and helps High Rocks ensure that the member's activities align with AmeriCorps requirements.

What to include

- Position title
- Site and service location
- Service-term type
- Anticipated schedule
- Primary service activities
- Required and preferred qualifications
- Member Benefits
- Site Supervisor contact information

Language to use

Refer to the individual as an:

- AmeriCorps member
- National service member

Refer to their responsibilities as:

- Service activities
- Member activities
- Responsibilities
- Service projects

Avoid language such as:

- Employee
- Staff member
- Job
- Employment
- Salary
- Work duties

SAMPLE:

Please note: The following position description was submitted by a High Rocks partner site during a previous program year. It is provided only as an example of format, organization, and the types of information that may be included. Dates, service hours, living allowance, education award, benefits, and other program details are not current. Sites must use the current information provided by High Rocks when developing their own position descriptions.

Farm and Community Engagement Team Member
an AmeriCorps Service Member

Reports to: Program Manager
Position Type: AmeriCorps Service Member

Service Term: September 16, 2024 to August 31st, 2025

Organization Overview:
In concert with federal, state, and local partners working to strengthen and diversify Central Appalachia's economy, New Roots Community Farm (NRCF) is cultivating an ag-entrepreneurial ecosystem that is giving rise to a vibrant local foods economy in the New River Gorge region of Southern West Virginia. Established outside of the Town of Fayetteville in 2019 through the leadership of the Fayette County Farmland Protection Board, NRCF is an 82-acre diversified farm that provides farmer support services, operates a 6-acre demonstration farm, and supports market development, food access, and land access initiatives in the region.

Position Overview:

NRCF is seeking a dedicated and motivated individual to join our team as a full-time AmeriCorps member. This role involves a blend of hands-on farm production work and community engagement. The successful candidate will support daily farm operations, facilitate pop-up farmers markets, assist in educational activities and events, and collaborate with various stakeholders to implement food-access programs. This position offers a unique opportunity to contribute to a vibrant local food economy and positively impact the New River Gorge region of Southern West Virginia.

Primary Responsibilities:

- Assist the Farm Production Team with daily farm tasks, including seeding, transplanting, cultivation, weeding, plant care, harvesting, washing, post-harvest handling, materials handling, floral harvesting, floral arranging, order packing, delivery, and equipment usage to support NRCF on-farm market and Farm to School Feeding Programs, FARMacy, and other healthy food access initiatives.
- Support the planning, setup, and execution of pop-up farmers markets at Fayette County Board of Education (FCBOE) elementary campuses in partnership with WVU Extension.
- Collaborate with NRCF staff, FCBOE AmeriCorps service members, and WVU Extension to implement educational activities for PK-8 students as they relate to NRCF's farm-to-school initiatives, including (but not limited to) Farm to School, FARMacy, Kids Market @ The Store, and other new or emergent initiatives.
- Assist NRCF staff in the execution of on-farm school field trips.
- Assist NRCF staff in the execution of a monthly youth 4-H club.
- Aid in the preparation, execution, and promotion of on-farm community events, including volunteer days, annual field days, and other community-centered events and activities.
- Collaborate with NRCF staff members to ensure successful implementation of food-access programs and initiatives.
- Assist with NRCF's on-farm market.

Desired Skills:

- Practical experience with farming, including seeding, transplanting, cultivation, weeding, plant care, and harvesting.
- An ability to engage effectively with community members, volunteers, and various partners and stakeholders.
- Experience or a willingness to work with children and youth in an educational setting.

- A strong team player with experience working closely with various team members, volunteers, and stakeholders.
- Good verbal and written communication skills.
- Ability to perform physical labor in various weather conditions, including lifting, bending, and standing for extended periods.
- Flexible and able to handle a variety of tasks.
- Basic organizational skills to assist with managing materials and tracking results.
- Excellent customer service skills.
- Willingness and ability to travel statewide for various training and for service at some sites.

Time Commitment:
Full- time, 40 hours per week

Program Benefits:
- Living stipend: $825.00 (pre-tax) twice monthly
- Free NRCF produce and a store discount at our on-farm market.
- A Segal Education Award of $7,395.00 at successful completion of service (1,700 hours between September 16, 2024 and August 31, 2025). This award can be used to pay down existing student debt, or for future educational expenses. AmeriCorps Members will have 7 years to use this award.
- Any AmeriCorps member completing a full year of service may be eligible for 2 semesters of tuition waiver at participating West Virginia colleges, universities and trade schools.
- Health care can be provided if the member does not qualify for Medicaid.
- Child Care Assistance is also available if needed.
- Travel assistance to trainings and service sites.
- Student loan forbearance and interest payments (for qualified loans, if applicable and requested).

To Apply:
Please send a cover letter and resume to _____ by 4:00 pm, Friday, August 25th, 2024.

This will not be a remote position, and service will occur in the office or on the farm in Fayetteville, WV. This position requires weekend work hours. We respect our service members personal time and will attempt to schedule the majority of activities during typical hours. However, there will be times when service is required outside of typical business hours.

Section 2: Member Personal and Professional Goals

Purpose

The Personal and Professional Goals section helps your member identify what they would like to learn, strengthen, or accomplish during their service term. These goals allow the Site Supervisor and High Rocks to connect the member with relevant training, leadership opportunities, certifications, projects, and support. Goals should reflect the member's interests and needs rather than being assigned entirely by the Site Supervisor.

Examples of possible goal areas

- Communication
- Public speaking
- Leadership
- Project management
- Time management
- Technology
- Volunteer coordination
- Career exploration
- Networking
- College or continuing education
- Community involvement
- Personal wellness
- Confidence and self-advocacy

SAMPLE:

Goal Setting

Member Name: **Service Site:** **Service Year:**

Professional Goals:

1.
2.
3.

Personal Growth Goals:

1.
2.
3.

Marketing and Community Outreach Goals (Telling our story):

1.
2.

Volunteer Management Best Practices Goals:

1.
2.

Member Signature: Supervisor Signature:

Section 3: First Two-Week Plan

Purpose

The Two-Week Plan provides a structured introduction to your organization, AmeriCorps service, the member position, and the community they will serve. The goal is not to fill every hour with formal training. The goal is to provide enough structure and context for the member to begin serving confidently.

The plan could include things like:

- High Rocks orientation and required training
- AmeriCorps Swearing-In for your member
- Introduction to your organization's mission and programs
- Staff introductions at your site
- Workspace and technology setup
- Review of the Member Position Description
- Shadowing opportunities
- Initial service activities
- Weekly supervision meeting

SAMPLE:

First Two Weeks:

Monday, September 18th, 2023:

- AmeriCorps training, Day 1

Tuesday, September 19th, 2023:

- AmeriCorps training, Day 2

Wednesday, September 20th, 2023:

- Outreach: Communications with parents and teachers
- Learning: Research and development of new teaching strategies and lesson plans
- Learning: educational representative for Pre-K (Theme: Raptors)
- Health and Wellness: After School Study Hall (3:00 to 4:00)
- Learning: Wildcraft Wednesdays after-school program (Theme: Communing with Nature)
- Health and Wellness: Cleaning outdoor education areas

Thursday, September 21st, 2023:

- Outreach: Communications with parents and teachers
- Education: In-school Mountain SOL (Pre-K, Kindergarten, and 1st grade. Theme: Raptors)
- Health and Wellness: After School Study Hall (3:00 to 4:00)
- Learning: Assisting with Zorros and Jaguares classes as needed
- Health and Wellness: Cleaning outdoor education areas

Friday, September 22nd, 2023:

- Outreach: Communications with parents and teachers
- Learning: Researching and development of new teaching strategies and lesson plans
- Health and Wellness: After School Study Hall (3:00 to 4:00)
- Learning: Tabletop Role-Playing Club (Theme: Social justice and support systems)
- Health and Wellness: Cleaning outdoor education areas

Monday. September 25th, 2023:

- Outreach: Communications with parents and teachers
- Learning: Researching and development of new teaching strategies and lesson plans
- Health and Wellness: After School Study Hall (3:00 to 4:00)

- Learning: Mallards after-school program (Theme: Animals)
- Health and Wellness: Cleaning outdoor education areas

Tuesday, September 26th, 2023

- Outreach: Communications with parents and teachers
- Outreach: Preparation for Equinox event on Sept. 29th.
- Learning: Researching and development of new teaching strategies and lesson plans
- Preparation for Wildcraft Wednesdays and TTRPGs

Wednesday, September 27th, 2023

- Outreach: Communications with parents and teachers
- Learning: Research and development of new teaching strategies and lesson plans
- Learning: educational representative for Pre-K (Theme: Raptors)
- Health and Wellness: After School Study Hall (3:00 to 4:00)
- Learning: Wildcraft Wednesdays after-school program (Theme: Communing with Nature)
- Health and Wellness: Cleaning outdoor education areas

Thursday, September 28th, 2023:

- Outreach: Communications with parents and teachers
- Education: In-school Mountain SOL (Pre-K, Kindergarten, 1st grade. Theme: Raptors)
- Health and Wellness: After School Study Hall (3:00 to 4:00)
- Learning: Assisting with Zorros and Jaguares classes as needed
- Health and Wellness: Cleaning outdoor education areas

Friday, September 29th, 2023:

- Outreach: Communications with parents and teachers
- Learning: Researching and development of new teaching strategies and lesson plans
- Health and Wellness: After School Study Hall
- Learning: Tabletop Role-Playing Club (Theme: Social justice and support systems)
- Health and Wellness: Cleaning outdoor education areas
- Outreach: Fall Equinox event at Chestnut Ridge

Section 4: Monthly Roadmap

Purpose

The Monthly Roadmap outlines what the member will focus on month to month.

The Roadmap is intended to provide direction while still allowing flexibility when schedules or organizational priorities change.

Include for each month

- Major projects
- Program events
- Seasonal responsibilities
- Community events
- Performance-measure milestones
- Volunteer activities
- Required High Rocks training
- Site-specific training
- Leadership opportunities
- Reporting deadlines

SAMPLE:

Road Map

WVSOM AmeriCorps 2022-2023 – Lewisburg

September
AmeriCorps Mandatory Training
WVSOM Mandatory Training
AmeriCorps Swearing-In
CRCH Weekly Meetings

Learn about AmeriCorps and tracking hours/reporting
Assist with Fit Kids planning
Assist with Nora Roberts Literacy project
Renick Food Pantry distribution

October
CRCH Weekly Meetings
Begin training for Baby Soothe project with Dr. Cochran
Assist with Fit Kids program
Assist with community fall event – Family Refuge Center
Assist with Open House – WV Rural Health Conference
Assist with D.A.R.E. Program EGMS
Assist with Nora Roberts Literacy project
Assist with fall events (1st Fridays, trunk or treats, etc.)

November
CRCH Weekly Meetings
Assist with Baby Soothe project
Assist with Fit Kids program
Assist with D.A.R.E. Program EGMS
Assist with Nora Roberts Literacy project
Assist with holiday events at WVSOM
Renick Food Pantry distribution

December
CRCH Weekly Meetings
Assist with Baby Soothe project
Assist with D.A.R.E. Program EGMS
Assist with holiday events at WVSOM
Begin exploring and planning spring events

January
CRCH Weekly Meetings

Assist with Baby Soothe project
Assist with D.A.R.E. Program EGMS
Planning spring events
Begin exploring and planning summer events
Renick Food Pantry distribution

February
CRCH Weekly Meetings
Assist with Baby Soothe project
Assist with D.A.R.E. Program EGMS
Planning spring events
Begin exploring and planning summer events
Assist with Fit Kids program

March
CRCH Weekly Meetings
Assist with Baby Soothe project
Assist with D.A.R.E. Program EGMS
Begin exploring and planning summer events
Renick Food Pantry distribution
Nora Roberts Literacy project
State Fair planning
Assist with Fit Kids program

April
CRCH Weekly Meetings
Assist with Baby Soothe project
Assist with D.A.R.E. Program EGMS
Nora Roberts Literacy project
Begin exploring and planning summer events
State Fair planning
Assist with Fit Kids program

May
CRCH Weekly Meetings
Assist with Baby Soothe project
Assist with D.A.R.E. Program EGMS
Planning summer events
Nora Roberts Literacy project
Renick Food Pantry distribution
State Fair planning
Assist with WVSOM graduation
Assist with Fit Kids program

June
CRCH Weekly Meetings
Assist with Baby Soothe project
Assist with D.A.R.E. Program EGMS Essays/Awards
Planning summer events
Energy Express partnership/reading program
State Fair planning

July
CRCH Weekly Meetings
Assist with Baby Soothe project
Energy Express partnership/reading program
Renick Food Pantry distribution
State Fair Planning
Planning/implementing summer events (health fairs, special events, etc.)

August
CRCH Weekly Meetings
High Rocks Exit Requirements
Assist with Baby Soothe project
State Fair WVSOM Booth
Assist with projects at WVSOM

Section 5: Pacing Guide

Purpose

The Pacing Guide shows how many service hours the member should have completed by the end of each payroll period. It allows the member, Supervisor, and High Rocks to identify early when a member is falling behind. The Pacing Guide is not a replacement for the member's official timesheet. It is a planning and monitoring tool.

The guide should include

- Payroll-period dates (15th and 31st)
- Expected hours for each payroll period
- Cumulative expected hours
- Actual hours completed
- Difference between expected and actual hours
- Planned holidays and closures
- Notes and any catch-up plan needed

When a member falls behind

Do not wait until the end of the term. Meet with the member to determine:

- Why the member is behind
- Opportunities to provide additional hours
- Whether a written catch-up plan is needed
- Whether High Rocks should be involved

Contact Brooke **early** when a member is consistently behind or may be at risk of not completing their term.

NOTE: A member will not receive their education award unless they reach their required service hours.

SAMPLE:

Pay Period	Standard Benchmarks	Hours in Pay Period	Period End Date	Customized Hours in Pay Period	Customized Benchmarks	Notes
Pay Period 1	50	50	30-Sep			
Pay Period 2	130	80	15-Oct			
Pay Period 3	210	80	31-Oct			
Pay Period 4	290	80	15-Nov			
Pay Period 5	354	64	30-Nov			Thanksgiving
Pay Period 6	434	80	15-Dec			
Pay Period 7	494	60	31-Dec			Time off around Christmas?
Pay Period 8	574	80	15-Jan			
Pay Period 9	670	96	31-Jan			
Pay Period 10	750	80	15-Feb			
Pay Period 11	830	80	28-Feb			President's Day
Pay Period 12	910	80	15-Mar			
Pay Period 13	990	80	31-Mar			Memorial
Pay Period 14	1078	88	15-Apr			
Pay Period 15	1150	72	30-Apr			
Pay Period 16	1238	88	15-May			
Pay Period 17	1310	72	31-May			
Pay Period 18	1390	80	15-Jun			Time off for 4th?
Pay Period 19	1478	88	30-Jun			
Pay Period 20	1528	50	15-Jul			
Pay Period 21	1624	96	31-Jul			
Pay Period 22	1712	88	15-Aug			Got more than 1700? Can finish early!
Pay Period 23	1792	80	31-Aug			(use to catch up)

Section 6: Site Performance Measure Projection and Data Collection Form

Purpose

The Site Performance Measure Projection and Data Collection Form helps you think through what your member is expected to accomplish during their service term and how your site will keep track of that impact.

The form may look detailed, but the process is usually simple in practice. You will estimate who your member expects to serve, what activities they will support, and how you will document participation or outcomes throughout the year.

These numbers are your best estimates based on your planned programming. They are not a promise or a final count. High Rocks will work with you during training to make sure your projections are realistic and that you have an easy, practical way to collect the information needed for AmeriCorps reporting.

Before You Begin

You already provided preliminary performance measure projections in your Partner Site Application, so you do **not** need to redo this form before training.

During High Rocks training, we will walk through the performance measures together, break down what each measure means, and help you make sure your projections and data collection plan are realistic for your site.

Please **bring the performance measure information you** included in your Partner Site Application so we can use it as a starting point.

SAMPLE:

High Rocks Educational Corporation

AmeriCorps Performance Measure Projection Form

2026-2027 Program Year

What is this form for? Tell us what you realistically expect your AmeriCorps member to accomplish during the service year. A projection is your best estimate - it is not a promise or a final count.

Site Information

Organization/Site Name: _____
Site Supervisor: _____
Counties Served: _____
Date Completed: _____

PART 1: EDUCATION MEASURES

This section should reflect the educational programming your AmeriCorps member will provide or support, including the number of students expected to participate, how long they will be engaged, and how your site will measure what they learned or gained from the experience.

1A. How many young people will your member serve?

Note: When reporting - count each participant only once as a new participant, even if they attend multiple sessions. You may count all the hours of programming they receive, but they should only be reported as **"new"** the first time they participate. Each time they participate after that, report them as **"returning."** We will explain this more at training.

Our site expects to serve: _____ K-12 participants
What programs or activities will they take part in?

- ☐ Classroom teaching or classroom support
- ☐ Tutoring
- ☐ Workshops/events
- ☐ Mentoring
- ☐ Coaching
- ☐ After-school programming
- ☐ Summer learning
- ☐ Family involvement activities
- ☐ Other: _____

How will you keep track of each person and their attendance?

- ☐ Sign-in sheets
- ☐ Attendance records
- ☐ Tutoring or mentoring logs
- ☐ School or program roster
- ☐ Other:

_____

1B. How many students are expected to improve?

This measure looks at students who participate in at least five hours of programming and complete the Youth Empowerment Survey (YES) or another survey or evaluation method used by your site. The survey or evaluation should be completed at the end of the workshop, event, program, or series. The results help show whether participants increased their engagement with learning, knowledge, confidence, or skills.

Example: Your site offers a workshop series on heart-healthy cooking. At the end of the series, you ask participants whether they learned something new and whether they feel more confident preparing heart-healthy meals at home. Your site would record the responses and submit the results to High Rocks.

What are you estimating?	Your estimate
Students expected to receive at least five hours of eligible programming	
Students expected to complete the YES survey or another survey provided by your site	
Students expected to show improvement	

Would another evaluation method work better for your participants?

High Rocks will provide a survey to help measure participant progress. We understand that a written survey may not be the best fit for every age group or program.

If you believe another age-appropriate method would work better, describe it below. This could include a short verbal questionnaire, picture-based rating scale, exit ticket, observation checklist, or another way of gathering feedback.

Please receive approval from High Rocks before using a different method in place of the High Rocks survey. This helps ensure the information collected meets AmeriCorps grant-reporting requirements.

PART 2: CAPACITY-BUILDING MEASURES

This section should reflect the organizations your AmeriCorps member will support, the type of capacity-building service they will provide, and how your site will document improvements in efficiency, effectiveness, or program reach.

2A. How many organizations will receive capacity-building help?

In plain language: Count an organization when it receives help that strengthens how it operates, manages volunteers, or delivers services.

Our site expects to help: _____ organizations

What kind of help will the member provide?

- ☐ Build or improve a system or process
- ☐ Partner for an event
- ☐ Provide training
- ☐ Recruit or manage volunteers
- ☐ Help retain or support volunteers
- ☐ Help an organization serve more people
- ☐ Help launch or expand a program
- ☐ Other: _____

Organization or partner	What help will they receive?	How will you document it?

2B. How many organizations are expected to improve?

In plain language: At the end of the service term, organizations that received capacity-building help will complete a short survey about whether the help made them more effective, efficient, or able to reach more people.

What are you estimating?	Your estimate
Organizations expected to receive capacity-building help	
Organizations expected to complete the end-of-term survey	
Organizations expected to report improvement	

What changes do you expect the member's service to help create?

- ☐ The organization works more efficiently
- ☐ The organization can serve more people
- ☐ The organization reaches a new group or community
- ☐ A new program is created or an existing program grows
- ☐ Volunteer recruitment, tracking, training, or retention improves
- ☐ Other: _____

Supervisor Confirmation

I have reviewed these estimates and believe they are realistic based on our member's planned service activities. I understand that we must keep records to support the numbers we report in order to participate in the program.

Site Supervisor Signature: _____ **Date:** _____

High Rocks: _____ **Date:** _____