High Rocks Educational Corporation

Supervisor Toolkit

https://highrocks.org/

Welcome! Thank you for partnering with High Rocks Educational Corporation and taking on the important role of an AmeriCorps Site Supervisor.

Whether this is your first year or your tenth, we are excited to have you on our team. The success of our AmeriCorps program depends on strong partnerships with organizations like yours, and we deeply appreciate your commitment to investing in both your community and the members who serve it.

As a Site Supervisor, you play one of the most important roles in the AmeriCorps experience. While High Rocks manages the overall program, you provide the day-to-day guidance, mentorship, and encouragement that help members succeed in their service and grow personally and professionally.

Inside this toolkit, you will find guidance on preparing for your member's arrival, supervising and supporting them throughout their service term, understanding program expectations, and accessing the resources you will need along the way.

Most importantly, remember that High Rocks is here to support you throughout the year. When questions, concerns, or challenges arise, please reach out. We would much rather have a conversation early than wait until a small concern becomes a larger issue.

Thank you again for choosing to partner with High Rocks. We look forward to working alongside you and seeing the impact you and your AmeriCorps member will make together.

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About High Rocks

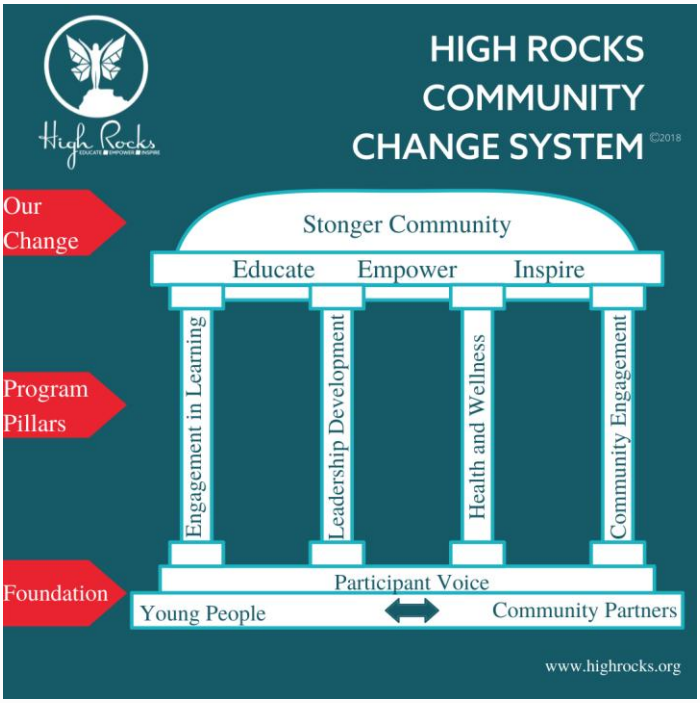
High Rocks Mission

*Our mission is to **Educate, Empower, and Inspire** young people throughout West Virginia and beyond.*

Our AmeriCorps program is an extension of that mission. By placing members throughout West Virginia, we're able to expand services, strengthen organizations, and help communities meet local needs while developing the next generation of leaders.

Our Four Pillars

Learning
Leadership
Health and Wellness
Community Engagement



Getting Started

Before your member starts, make sure you have reviewed and/or completed the following:

☐ Submit your Partner Site Application

Complete and submit the annual Partner Site Application by the deadline provided by High Rocks. This application helps us understand your organization's needs, proposed member activities, performance measures, and how your member service will align with the goals of the AmeriCorps program.

☐ Read through this Toolkit.

Take time to review this toolkit and the Member Service Plan Guide provided before your member begins serving. It includes program expectations, important deadlines, compliance requirements, reporting guidance, member benefits, and helpful resources you'll use throughout the year.

☐ Review your approved member position description

Review the approved position description to ensure it accurately reflects the service your member will be doing. **Remember**: AmeriCorps members are serving, not working. For your position description and recruitment materials, avoid using terms such as job, employee, staff, employment, or similar language. Instead, refer to them as an AmeriCorps member and describe their responsibilities as service activities. You should also become familiar with AmeriCorps prohibited activities and ensure your member's service activities remain compliant throughout the year. AmeriCorps Prohibited Activities.pdf

☐ Recruit and select your AmeriCorps member

Sites oversee recruiting and interviewing their potential members- you know your organization's needs best. If High Rocks can help support this process, let us know.

☐ Submit member contact to High Rocks

After selecting your member, send their contact information to summer@highrocks.org . Summer will communicate directly with members regarding required onboarding tasks. As a Site Supervisor, it is your responsibility to help reinforce the importance of completing these requirements. Your member **cannot start serving until all requirements are completed, and High Rocks gives the go ahead.**

☐ Sign and Return the Partner Site Letter of Agreement

The Letter of Agreement outlines the responsibilities of your organization. It serves as the official agreement for your participation in the AmeriCorps program and ensures you understand program expectations and compliance requirements. Review, sign, and return the completed document to High Rocks by the deadline in the agreement.

☐ Submit your Partner Site Payment

After receiving your invoice from High Rocks, submit your partner site contribution according to the payment instructions provided. Payment must be received by High Rocks prior to your member's official start date.

☐ Member Service Plan

Read carefully: Before your member begins serving, you will need to begin developing your Member Service Plan using the Member Service Plan Guide provided. Most sections should be completed before your member's official start date. Some sections, including the member's goals and final Performance Measure planning, will be completed with your member and High Rocks during training.

The Member Service Plan Guide **explains what to complete, when to complete it, and includes sample templates for each section.**

The sections of the Member Service Plan include:

1. Member Position Description
2. Member Personal and Professional Goals
3. Two-Week Orientation Plan
4. Monthly Roadmap
5. Pacing Guide
6. Performance Measure and Data Collection Plan

☐ **Prepare the member's workspace**

Before your member's first day, make sure they have everything needed to begin serving successfully. This may include:

- Dedicated workspace
- Computer or laptop
- Internet access
- Email setup- Please note: Your member must include “AmeriCorps member” on their email signature
- Office supplies

☐ **Attend New Member Orientation at High Rocks**

Site Supervisors and their members are required to attend High Rocks Orientation on **September 16th –18th.** This will be your members' official first day of service. This training provides an overview of the AmeriCorps program, program expectations, compliance requirements, reporting processes, available resources, and opportunities to connect with members and other partner sites.

Virtual training options are offered under certain circumstances; otherwise, in-person attendance is required.

☐ **Attend Statewide Swearing-In Ceremony in Flatwood, WV**

Please mark your calendar! The expectation is for members to attend this Volunteer WV ceremony to be officially sworn-in as AmeriCorps members. **October 14th-15th**

What to expect throughout the year

Once your member begins serving, your role will shift from preparing their arrival to providing consistent supervision and support throughout the service year. The following activities and expectations are designed to help members remain successful, complete their required service hours, develop transferable skills, and contribute meaningfully to your organization and community.

☐ Weekly Supervision

Schedule a weekly recurring supervision meeting with your member. We recommend meeting for at least 20 - 30 minutes each week to discuss progress, answer questions, review goals, and address challenges. We recommend these questions.

- What are you working on?
- Do you need help prioritizing your to-do list
- Integrate your members Power Skill courses into supervision meetings
    - Reflect on the previous week's module.
    - Discuss ways to apply the current week's Power Skill focus into member's service each week.
- What is one thing you need help troubleshooting?
- Since our last meeting, what is bringing you joy *during service*:
- How are you in your life outside of your service?

☐ Professional Development Trainings

AmeriCorps service is also a workforce development program for the member. We want the members to better serve your organization *and* gain transferable skills that will benefit them in their next workplace or educational pathway. These professional skills are built through an intentional training curriculum.

- Each member will participate in the virtual Power Skills program, which increases proficiency in transferable soft skills, such as communication, learning to be flexible, and time management.
- Members will attend a monthly all-hands meeting (either in-person in Hillsboro or virtually) which provides a professional development topic and the opportunity to network with other members around the state.
- Industry specific training; This is specific to the field of your organization (education, agriculture, etc.) We will work with you to develop a checklist of skills that the member should be learning throughout their service.

☐ **Monthly Reporting**

It is crucial that our sites are collecting participant and volunteer data at every event, workshop, and program. This data provides documentation that our AmeriCorps program meets programmatic and grant goals, which can determine future funding.

☐ **Member Evaluations**

Supervisors are required to provide two evaluations for their members. One mid-term and one end-term for **Full-Time, Three-Quarter Time, and Half-Time members.** Members with service terms less than half-time are only required to have an End of Service Evaluation.

☐ **Ongoing Communication with High Rocks**

High Rocks requires that supervisors are available throughout the service year to answer questions and provide AmeriCorps requirements. High Rocks is here to provide resources, address member concerns, and support Site Supervisors. Contact High Rocks early when there are questions about compliance, member attendance, performance, service hours, conflict, training, data collection, or other program requirements.

High Rocks AmeriCorps Team: Who to Contact

Save the contact information below for the High Rocks AmeriCorps team in your phone and email contacts. Knowing who to contact will allow you to quickly access support throughout the year.



Brooke Burns - AmeriCorps Program Coordinator
Program Management
Phone: (304) 653-4891
Email: brooke@highrocks.org
Cell: (304) 551-5813

Brooke is the primary contact for overall program operations, compliance, partner-site support, and member concerns.

Contact Brooke for:

- AmeriCorps policies and compliance questions
- Living allowance and education award questions
- Site partnership questions
- Program requirements and expectations
- Host site applications and agreements
- Member resources
- Member concerns
- Attendance or performance concerns
- Conflict resolution and mediation
- Corrective action or termination
- Site visits and supervisor check-ins
- Member service expectations



Summer Martin - Human Resources Specialist

Recruitment & Member Intake

Phone: (304) 653-4891

Email: summer@highrocks.org

Contact Summer for:

- Member recruitment resources
- Member application and onboarding questions
- Member onboarding processes
- Payroll questions



Cree Lahti - WV Jobs Network Coordinator

Training & Workforce Development

Phone: (304) 653-4891

Email: cree@highrocks.org

Contact Cree for:

- Professional development training
- Power Skills programming
- Workforce development training
- Training partnerships
- Career readiness resources
- Certification and training opportunities



Devin Preston –Director of Programs
Data, Evaluation & Reporting
Phone: (304) 653-4891
Email: devin@highrocks.org



Tiffany McClure – Operations Manager
Data, Evaluation & Reporting
Phone: (304) 653-4891
Email: tiffany@highrocks.org

Contact Devin or Tiffany for:

- Data collection
- Program evaluations and surveys
- Reporting

Quick Reference Guide

Question	Contact
A member struggling	Brooke immediately
A member not meeting expectations	Brooke immediately
A programmatic question	Brooke
A compliance concern	Brooke
A training/certification question	Cree
A data/evaluation question	Tiffany or Devin
Member onboarding	Summer
Recruiting resources	Summer

Member Benefits

AmeriCorps Member Service Terms and Benefits (26-27)

Member Slot Type	Partner Site Contribution Amount	Required Service Hours	Segal Education Award	Stipend Amount (2x monthly)	Start dates
Full-Time hours for 11.5 months	$6,500	1,700	$7,395.00	$886.96	Sept 16
Half-Time (Full-time hours for 6 months)	$3,500	900	$3,697.50	$886.96	Sept 16 **or** Mar 1
Quarter-Time (Full-time hours for 3 months)	$2,000	450	$1,956.35	$886.96	Sept 16, Jan 16, March 1, **or** May 16
Minimum-Time (10 hours a week for 7.5 months)	$2,000	300	$1,565.08	$240.00	Sept 16 **or** Jan 16

Supervisor Tip: Service terms differ in length, required service hours, living stipend, and Segal Education Award amount. When discussing benefits with your member, always refer to the service term listed in their member agreement.

For more information about AmeriCorps member benefits and available resources, visit:

https://www.americorps.gov/members-volunteers/your-benefits

https://volunteer.wv.gov/AmeriCorps/Pages/Resources-for-AmeriCorps-Members-.aspx

https://highrocks.org/programs/americorps/

Living Stipend

AmeriCorps members do not receive a traditional paycheck. Instead, High Rocks provides a living stipend to help cover living expenses during service.

- Paid twice monthly (the **15th and the last day of each month**)

Segal Education Award

The Segal Education Award is a benefit provided to members through the National Service Trust upon successful completion of the program.

Members receive the Education Award after

- Successfully completing all required service hours
- Completing all program requirements
- Being exited from AmeriCorps in good standing

Once the member is exited, the award becomes available in their MyAmeriCorps account, the account they will create during onboarding to do their official AmeriCorps application to serve at your site.

Payments **are not** made to the member; they will be made directly to the members chosen educational institution or their student loan servicer.

Can be used to

- Pay qualified educational expenses
- Repay qualified student loans

Can be used at eligible

- Colleges and universities, community colleges, graduate schools, technical schools, and vocational schools.

Important

- Members have 7 years to use this award.
- Members may earn up to the aggregate value of two full-time Education Awards.
- Members age 55 or older at the start of their service may be eligible to transfer their award to a child, foster child, or grandchild.

West Virginia Tuition Waiver

In addition to the Segal Education Award, for every 600 hours served, an AmeriCorps member is eligible for 1 semester of paid tuition at undergraduate or graduate programs at public colleges and universities **in West Virginia**. Members can combine terms and earn up to 8 semesters of Tuition Waivers. For more information about tuition waivers, visit https://code.wvlegislature.gov/18B-10-7D/

Health Care Benefits

Members serving a full-time position are generally eligible to receive health care coverage if they are not otherwise insured, do not have a spouse or parent whose insurance they can be covered under, and do not qualify for Medicaid.

Student Loan Forbearance

Members enrolled in an AmeriCorps program may be eligible for forbearance of interest accrual payment for most federally backed student loans.

Supplemental Nutrition Assistance Program (SNAP)

An AmeriCorps member may qualify for SNAP assistance. Upon request, we can issue a letter to AmeriCorps members explaining that AmeriCorps Members **are not employees**; rather, they are National Service participants who fall into a special category under the Internal Revenue Code that is neither "employee" nor "contracted service provider.

This means that the AmeriCorps living allowance will not affect your eligibility for most needs-based federal programs, including SNAP.

Member Assistance Program (MAP)

Volunteer West Virginia will provide for the enrollment of all year-round AmeriCorps members, including any member who signs up for a term of at least 6 months in duration or more, in the Member Assistance Program. The AmeriCorps Member Assistance Program (MAP) is designed to support AmeriCorps State programs in providing accessible and quality mental health services to AmeriCorps members.

FAQ'S:

What is the difference between an AmeriCorps State and National member and an AmeriCorps VISTA member?

- High Rocks is an AmeriCorps State and National program.
- **AmeriCorps State and National members** primarily provide direct service to individuals and communities. Their service may include tutoring, mentoring, leading programs, supporting food access, recruiting and coordinating volunteers, disaster response, and addressing other community needs.
- **AmeriCorps VISTA** members primarily focus on building an organization's long-term capacity to address poverty. Rather than regularly delivering services directly to participants, VISTA members often work behind the scenes to develop systems, partnerships, program policies, training materials, fundraising strategies, and grant resources.

Can an AmeriCorps member replace an employee or fill a vacant staff position?

- No. An AmeriCorps member may not replace an employee, perform duties that would otherwise be completed by an employee, or fill a position that became vacant because an employee resigned, was laid off, or was terminated.
- A service site may create a new position specifically for an AmeriCorps member, but the position cannot be used to replace an existing, former, or terminated staff role.

Do I have to be with my member at all times?

- No. As long as the member has appropriate supervision and support whenever they are serving. The primary site supervisor does not have to be physically present every day, but the site should identify another appropriate staff member who can provide direction, answer questions, verify service activities, and respond to issues when the primary supervisor is unavailable.

Can members attend training at our site before their official start date?

- They may attend an optional informational meeting as a prospective member, but they may not perform service or count service hours before their official start date.

Can my members start date change for any reason?

- Yes. Your member cannot log any hours until you have been given the okay by High Rocks. The start date in their Member Service Agreement is contingent upon them completing all onboarding requirements. However, a service site cannot change a member's start date.

Can my members supervise employees?

- No. Members should not have authority to supervise employees. Members may lead activities, coordinate projects, mentor participants, support volunteers, and provide guidance to volunteers or other AmeriCorps members. However, formal employee supervision responsibilities should remain with staff.

Can members oversee volunteers?

- Yes, when volunteer recruitment, coordination, training, or support is included in the member's position description. Members may organize volunteer projects, provide instructions, track participation, communicate with volunteers, and support volunteer recognition.

Do members receive vacation or sick leave?

- AmeriCorps members do not earn paid vacation or sick leave in the same way employees do. Members receive a living allowance during their term of service, not hourly wages or paid leave. Sites may approve reasonable time away for illness, appointments, emergencies, holidays, or personal needs. However, members may not record service hours for time that they were not serving. Members are still responsible for completing all required hours by the end of their term and supervisors should help them plan ahead so that time away does not cause them to fall behind.

Can a member finish their term as soon as the required hours are completed?

- A member can finish their term early if they reach their required service hours, but once a member is exited, they will no longer receive a living stipend.

How old does someone have to be to serve as an AmeriCorps member?

- An AmeriCorps State and National member must be at least 17 years old when their service term begins. Members who are under 18 must have consent from a parent or legal guardian before beginning service.
- There is no upper age limit for AmeriCorps State and National Service.

If my member leaves service early to take a job, go to school, or is terminated, will they still receive the Segal AmeriCorps Education Award?

- No. In order to receive the Segal AmeriCorps Education Award, a member must successfully complete their service term. Successful completion means fulfilling the required number of service hours and program requirements.

What if my member has to exit early because of a serious illness, accident, or other emergency?

- A member who is unable to complete their term because of circumstances beyond their control may qualify for an exit due to Compelling Personal Circumstances.
- This type of exit may allow the member to receive a prorated portion of the Education Award, depending on the percentage of required service hours they completed. Supporting documentation is required.

What should I do if a member is falling behind on their hours?

- Address the issue as soon as possible. Do not wait until the final months of service. It is the supervisor's responsibility to make sure their members are on track to reach their required service hours.
- The supervisor and member should:
    1. Review the member's completed hours and remaining hours.
    2. Determine why your member is behind.
    3. Calculate the weekly average needed to finish on time.
    4. Develop a realistic written plan for getting back on track.
    5. Reach out to High Rocks to talk over options for extra hours your member may be able to get at other sites on your off hours.

Reach out to Brooke immediately if the member is significantly behind or has an extended absence.

Can I terminate my members myself?

- No. A service site may remove a member from the service location if there is an immediate safety, conduct, or operational concern, but the site may not independently terminate the member from AmeriCorps. Contact Brooke immediately if serious concerns arise, or you believe termination may be necessary. Brooke will review the situation, explain the required process, and determine the appropriate next steps. *Site supervisors should document all performance, attendance, conduct, or policy concerns, including the dates, details, actions taken, and communication with the member*.

How do I address a situation that may eventually require termination, but has not reached that point yet?

- Contact Brooke as soon as concerns arise. High Rocks can provide an **Improvement Plan** template to formally document the issue, the specific changes expected, and the deadline for improvement. The site supervisor should review the plan with the member, allow the member to ask questions, and have both parties sign it. Send the completed plan to Brooke for documentation and follow-up. If the member does not demonstrate required improvement by the stated deadline, contact Brooke again to review the situation and determine the appropriate next steps.

Can members serve at special events, evening programs, or on weekends?

- Yes! We encourage our members to serve at other partner site organizations or volunteer for community events.

Will my member be eligible for childcare?

- The AmeriCorps Childcare Benefit Program is available for eligible, active, full-time AmeriCorps State and National members. Visit the AmeriCorps Childcare Program website for more information on this member benefit. https://www.americorpschildcare.com/

Can a member perform administrative or office work?

- Sometimes. An AmeriCorps member's service should primarily focus on direct service and the activities outlined in their approved position description. Members may complete administrative or office tasks when those duties directly support their approved service activities, performance measures, or program outcomes. Routine administrative work that primarily benefits the organization's general operations should not make up a significant portion of the member's service.

What should I do during my members' final month of service?

During the final month, the supervisor should:

- Review the members completed hours to make sure they are on track for successful completion.
- Confirm that final timesheets are complete, accurate, and approved.
- Make sure the member has completed all required monthly reporting data for High Rocks.
- Confirm the member has completed all required High Rocks and AmeriCorps exit steps.
- Complete the member's final performance evaluation and send to Brooke.
- Review the members' accomplishments and progress toward personal and professional goals.
- Discuss future education, employment, or service goals.
- Provide appropriate feedback, references, or letters of recommendation when possible.
- Recognize and celebrate the members' service.

Is there a limit on how many terms a member can serve?

Members in AmeriCorps State and National Programs may serve until they earn the aggregate value of two full-time education awards or up to four terms, whichever is longer. For more info visit

How many hours can my member serve in a day?

A member cannot log more than 16 hours a day.