

Member Management Issues

- Member Eligibility
- Member Contracts
- Criminal Background Checks
- Member Orientations
- Member Evaluations
- Living Allowance
- Documenting & Certifying Member Hours

Member Files

- ✓ Files must be keep in a locked file cabinet with limited access.
- ✓ Members must not have access to other members files

Proof of Citizenship & Photo ID

- US Passport, Government Issued Birth Certificate, or INS (Immigration and Naturalization Service) Documentation
- Required to verify the members identity through a government issued photo identification card

National Sex Offender Public Registry (NSOPR)

- #1 Eligibility Criteria
- Website NSOPR.gov
- No cost Internet based system operated by the U.S. Department of Justice.
- Must be performed on a national level, i.e., the user may not restrict the search to a single state or address.

State Criminal Registry Search

- A search (by name or fingerprint)
- Effective 4/21/11 search by name must include the CNCS approved statewide repository (MT DOJ)
www.nationalserviceresources.org/criminal-history
- Note: Staff members must receive criminal history checks which include both the NSOPR as well as statewide criminal history repository searches.

National Service Criminal History Check Procedures

- a) Verify the individual's identity using a government-issued photo ID
- (b) Obtain prior, written authorization for the State criminal registry check and the appropriate sharing of the results of that check within the program from the individual (but not for the NSOPR check);
- (c) Document the individual's understanding that selection into the program is contingent upon the organization's review of criminal history;
- (d) Provide a reasonable opportunity for the individual to review and challenge the factual accuracy of a result before action is taken to exclude the individual from the position;
- (e) Provide safeguards to ensure the confidentiality of any information relating to the criminal history check,
- (f) Ensure that an individual, for whom the results of a required State criminal registry check are pending, is not permitted to have access to children, persons age 60 and older, or individuals with disabilities without being accompanied by an authorized program representative who has previously been cleared for such access.

Member Contract

- List is items to include: Prohibited activities, Acceptable Conduct, Drug – Free Workplace Act, Suspension and Termination Rules, Grievance procedures, Position Description, Minimum number of Service Hours, Start date / End date, Signatures

Member Handbook and Training Calendar

- Provided to member during initial pre-service orientation.
- Provided to OCS within 30 days of each program start date. (Listed in each Sub-grant Agreement)

- **CNCS Enrollment Form**
 - Must be completed within 30 days of start date

- **CNCS Exit Form**
 - Must be completed within 30 days of end date

Performance Evaluation

- Mid Term (Required for 900 hour and greater slot types)
- Final Evaluation (Required for all members)
- Evaluation Criteria
 - Assess whether or not members performance was satisfactory
 - Important for member development and experience
 - Evaluations should be signed by the member and his/her supervisor.
 - If a member leaves service early it is important to complete a final evaluation.
 - Final evaluation must include whether or not the member completed the required number of hours

Member Benefits

- Health Care
 - Available for full-time members
 - Maintain list for those members receiving health care benefits
 - Waiver for members who elect not to enroll
- Child Care
 - Available for eligible full-time members
 - National Association of Child Care Resource and Referral Agencies (NACCRRA)
- Public Benefits
 - Members may be eligible for programs such as food stamps and heating assistance (LIEAP)

Living Allowance

- Equally distributed over the term of service
- Cannot be paid on an hourly basis, in lump sums, or as “catch-up” payments.
- Cannot be “docked” as a disciplinary measure, however if member has not recorded hours for 30 consecutive days or more they are not eligible for a living allowance.

Member Time Logs

- Service Hours
 - Direct Service
 - Member Development
 - Max 20% of total hours
 - Fundraising
 - Max 10% of total hours

*Members do not receive Holiday Pay, Bonus Hours, Accrue Sick leave, or Vacation Leave. They can take Holidays off but they do not receive service hours.

*Jury Duty – Members receive credit for their normal service hours

Member File Tips

- Utilize a checklist
- Keep files current
- Do not accept unsigned forms
(timesheets, member contracts, etc.)
- Document
 - Member specific issues
 - Keep paper copy for audit trail

Guidance on Incorrect Certification on Education Awards

- Programs are responsible for ensuring certification on end-of-term forms are correct.
- Incorrect certifications can lead to full repayment to the National Service Trust by the Program

Common Audit Findings

- Members start earning hours before they sign their contracts
- Member timesheets don't add up to the number of hours certified on the exit form.
- Programs claim staff costs based on budget amounts and not actual time spent on the grant
- Match is not sufficiently documented