



Teleservice Policy

AmeriCorps members should generally be providing service directly to the people and communities where they serve rather than performing service remotely. Under rare occurrences, members & site supervisors may jointly request that their member complete teleservice/remote service at the discretion of the Program Director (temporary site closures due to events such as, natural disasters, health epidemic, public health emergency etc.) Members in conjunction with their site supervisor are required to create an outline detailing the work that will be done during this period (*2022-23 Members please include this as part of your workplan due in October*). In order to count service hours on a member timesheet, members must keep a detailed calendar of their work, as well as complete any associated reflection forms.

Teleservice policy does not apply to teleservice from out of state or international. Prior to accruing any hours via teleservice, members must sign and agree to the terms of this form.

Teleservice Hours – All Teleservice hours are to be recorded on Timesheets.

Member Name:

Host Site:

Will the member have access to technology?

(Computer, wifi, etc)

Yes

No

The following is a list of approved teleservice activities. Choose all that apply:

- Completing online training with an audit trail for a supervisor to verify hours
- Journaling (1hour per month Limit)
- Completing online training with an audit trail for a supervisor to verify hours
- Diversity, Equity, & Inclusion Activities (reflection required)
- Member Initiated professional Development (proposal & Reflection required) Must stay under total required Development hours.
- Effective Volunteer Management Practices (EVMP) Capacity Building



- Service-Related activity resulting in a work product and supervisor can reach a reasoned judgement to whether the product reflects hours claimed (to be determined/approved by site supervisor)

- Other, please explain

Requirements

Supervisors and members are expected to meet **regularly** for one- on- one check ins to ensure clear communication and tasks are being completed. Establish clear working hours and monitor progress while working remote.

Supervisors must verify teleservice hours via OnCorps, dropdown selection "Teleservice" and ensure you can accurately validate any activities performed during teleservice.

Required to submit after teleservice period is complete:

- Documentation of completed activities or accompanying reflection forms

AmeriCorps Member Signature

Site Supervisor Signature

Date

Date

Program Director Signature

Date

To safeguard Federal CNCS funds from abuse and fraud. CEC staff, members and host site supervisors may be subject to CNCS legal sanctions for erroneously certifying that AmeriCorps members have sufficient valid service hours to complete their term of service. In addition, there are legal penalties for knowingly submitting false claims to the government.