Welcome to Washington Service Corps
Agenda

- Time: 9:00 - 4:00 pm
- Please place your phone on mute

- Topics:
  - Overview of AmeriCorps
  - Memorandum of Understanding
  - Management of Member
  - Retention Strategies – break out session
  - Criminal Background Checks
  - Lunch
  - Enrollment Forms
  - Performance Measures / Reporting
  - Collective Impact - Stories of Service
  - Networking of IP Members

WSC IP/SP Staff

Lorraine Coots
Robert Brader
Sidra Fields
Erika Jenkins
David Reid
Our AmeriCorps Program (State & National)

- Largest branch of AmeriCorps
- About 80,000 positions each year
- Serving with more than 2,600 organizations
- AmeriCorps members address critical needs in communities across America
- National partners include state and local programs like the Washington Service Corps
Washington Service Corps Overview

- Statewide program with about 650 AmeriCorps and VISTA members
- Created in 1983, by the WA State Legislature
- Part of the Employment Security Department
- Programs address unmet community needs related to Disaster Preparedness, Economic Opportunity, Education, Environmental Stewardship, Healthy Futures and Veterans & Military Families
- Creative partnerships with local government entities, faith and community-based organizations and nonprofit agencies
Memorandum of Understanding

The purpose of the MOU is to establish the compliance expectations of the WSC Individual Placement and Special Programs

These expectations are designed to:

- Establish effective coordination between the sponsoring organizations and the WSC
- Ensure objectives of the WSC, Serve Washington (WA State Commission for National and Community Service), and the Corporation for National and Community Service are met
- Ensure a positive service experience for the AmeriCorps members
$6,200 member placement fee (per member) of non-federal funds is due on or before **September 30, 2014**. Send payment to Employment Security Department, PO Box 9046, Olympia, WA 98507. Sites will be invoiced on or about September 1.

Member placement fee will be pro-rated for any member who terminates prior to serving 15% (255 hours) of their term of service. Organizations will not receive a pro-rated refund if members serve more than 15% of their term.
Management of Member

The Member Service Agreement provides information about member benefits, rights and responsibilities, and other expectations and conditions that govern the term of service with the WSC.

This document constitutes an agreement and promise to comply with all program requirements, including the completion of a full term of service.

Access the WSC Supervisor's Manual online.
Benefits for Members

What do WSC members receive for their service?

- Living stipend of $1,155 per month provided by WSC (before taxes).
- Training and experience.
- Subsidized childcare provided by GAP Solutions Inc. (if qualified).
- Health Insurance -- If members want or need to accept the insurance coverage provided by the Washington Service Corps:
  - Insurance is for members only
  - WSC health coverage plan in program year 2014-2015 is expected to meet the Minimal Essential Coverage provision of the Affordable Care Act.
- Student loan forbearance and interest accrual payment (on qualifying loans).
- $5,645 Education Award provided by National Service Trust (upon successful completion of service term commitment and 1700 hours of service).
Member Position Description

The Member Position Description outlines service duties, performance outcomes, supervision, and location/hours of service.

An amended position description is required if there is:

- a change in service duties
- a change in supervision
- a change in schedule
Policies

Washington Service Corps policies and procedures

**Important policies you should know**
- #1 Member leave
- #2 Service gear and appearance
- #3 SERVES training institute
- #4 Member grievance
- #5 Member conduct
- #6 Member transfer
- #7 Member deployment
- #8 Reasonable accommodation
- #9 Member hours and allowable service activities

**Prohibited Activities**

You can access all WSC policies on our [website](#). Read all policies and review with your member(s). These policies pertain to members and supervisors.
Prohibited Activities for AmeriCorps Members

1. Participating in efforts to influence legislation, including state or local ballot initiatives, or lobbying for the program
2. Organizing a letter-writing campaign to Congress
3. Engaging in partisan political activities or other activities designed to influence the outcome of an election to any public office
4. 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
5. Voter registration drives
6. Organizing or participating in protests, petitions, boycotts or strikes
7. Assisting, promoting or deterring union organizing
8. Impairing existing contracts for services or collective bargaining agreements
9. 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 proselytizing
10. Providing a direct benefit to a for-profit entity; a labor union; a partisan political organization; or an organization engaged in religious activities
11. Providing abortion services or making referrals to such services
12. Participating in activities that pose a significant safety risk to participants
13. Preparing any part of a grant proposal or performing other fundraising functions to help the program achieve its match requirements, or to pay the program’s general operating expenses
14. Fundraising is allowable if it provides direct support to a specific service activity, falls within the program’s approved objectives, is not the primary activity of the program, and does not exceed 10% of the total hours served for any member

*Individuals may exercise their rights as private citizens and may participate in the above activities on their own initiative, on non-AmeriCorps time, and using non-Corporation funds. The AmeriCorps logo must not be worn while doing so.*
Time Reporting

Electronic Timesheets for PY 14-15!

- America Learns; easy to use system
- Timesheets submitted bi-monthly
Types of Hours to Record

Service
- Hours towards direct service for project

Training
- Hours for member development, SERVES training institute, other trainings, and classes.
- 20% Limit per term of service

Fundraising
- Hours raising funds that directly support the AmeriCorps project only
- 10% Limit per term of service
Alternative Service

• Members may need to perform alternative service when unable to serve with the host site due to school breaks, extended agency holidays, as the result of inclement weather, or to make up hours because of personal absences.

• Alternative service may be in addition to regular service at the discretion of the supervisor, and not in conflict with site expectations.

**Alternative service must meet three criteria:**

1. The service must be pre-approved by the project supervisor.
2. The service must be performed under supervision of a non-profit organization or a local, state, or federal agency.
3. The service must be verifiable.
Leave Policy

Leave must be pre-approved by supervisor

No set vacation, sick, or personal leave days

Members on track to achieve 1700 hour requirement may be granted short-term (a few days) time off for personal matters.

Members not on track to achieve 1700 hours may only be granted time off for urgent personal needs such as medical issues, family bereavement leave, and (DSHS) appointments.
Leave Policy, cont.

Administrative leave
- Extemporaneous medical or personal circumstances
- Documentation required
  - Up to 90 days
- No stipend; insurance continues

Holiday Leave
- Generally the same as sponsor site.
- Unless approved service is scheduled, holiday hours will not count as service hours.

Suspension or Administrative Hold
- No service hours credited or living allowance paid.

Military & Jury Duty Leave
- Members will be granted leave and earn service hours.
- Military: Maximum 15 days paid duty service.
- Jury Duty: Must provide a copy of the summons to the project site supervisor.
Out-of-State Travel & Training

- All out-of-state training needs prior approval for a member to travel outside the state of Washington
- Service outside of Washington State is prohibited by WSC

Requests are approved on a case-by-case basis

- Supervisor makes the request in writing, at least 2 weeks prior, to the WSC Program Coordinator, and includes:
  - Date(s) and hours of training
  - Description of the training and how it ties into the position description
  - Identify that the site will pay for all member costs of training and travel
Any behavior which affects the member’s ability to perform in their service assignment, or that is not in the best interest of the site or project, will be subject for review by the Project Supervisor. Disciplinary action may be taken as outlined in the Member Service Agreement.

- Notify your WSC Program Coordinator (PC) if you initiate this process with a member.
- Provide copies of written warnings to your WSC PC.
- Suspension needs to be discussed with your WSC PC.
- Discharge must be approved in advance by your WSC PC.

It is the intent that problems are settled at the local level. We encourage proactive problem solving over disciplinary action.
Progressive Disciplinary Action, cont.

1. First offense - Project Supervisor issues a verbal warning to the member. Notify WSC PC to document verbal warning.

2. Second offense - Project Supervisor issues a written warning and correction plan to be signed by both parties. Email copy of signed correction plan to WSC PC.

3. Third offense - member may be suspended for one day or more without compensation and will not receive credit for any service hours missed. Request WSC PC to approve and arrange suspension.

4. Fourth offense - member may be released for cause – needs to be authorized by WSC.

Members may grieve the following items:
Suspension, Denial of Ed Award,
Release (termination) for cause
Important Dates

AmeriCorps 20th Anniversary

- September 12, 2014 on the State Capital Campus in Olympia
- Will replace Launch
- National swearing in event to replicate the event held 20 years ago

SERVES Institute

- October 27-29, 2014 in Yakima, WA
- This conference held for WSC Individual Placement, Special Programs and WRC members offers training workshops to get professional, developmental training in a variety of disciplines, as well as networking with peers. **Member completes MemberTraining Plan after attending SERVES.**
# National Days of Service

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<tr>
<th>Day</th>
<th>Description</th>
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<tr>
<td><strong>National Day of Remembrance</strong></td>
<td>A national day in remembrance of 9/11 encouraging all Americans to pledge at least one good deed or service activity.</td>
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<tr>
<td><strong>Make a Difference Day</strong></td>
<td>A day for helping others, created by <em>USA Weekend</em> magazine, Make A Difference Day is an annual event held at the end of October.</td>
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<tr>
<td><strong>Martin Luther King Jr. Day</strong></td>
<td>In January, Americans across the country will celebrate the national holiday honoring the life and work of Dr. Martin Luther King, Jr. “A day on versus a day off.”</td>
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<tr>
<td><strong>AmeriCorps Week</strong></td>
<td>A week to bring more Americans into service, salute AmeriCorps members and alums for their powerful impact, and thank the community partners who make AmeriCorps possible.</td>
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<tr>
<td><strong>National Volunteer Week</strong></td>
<td>Local, state and national events this week recognize and celebrate the efforts of volunteers. Join the celebrations April 6-13, 2014* (tentative).</td>
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The AmeriCorps Pledge

I will get things done for America -
to make our people safer,
smarter, and healthier.

I will bring Americans together
to strengthen our communities.

Faced with apathy,
I will take action.

Faced with conflict,
I will seek common ground.

Faced with adversity,
I will persevere.

I will carry this commitment
with me this year and beyond.

I am an AmeriCorps member,
and I will get things done.

AmeriCorps 20th Anniversary
Friday September 12, State Capitol
Replaces Seattle Launch
➢ New members & alums
will renew pledge on steps
Performance Evaluations

AmeriCorps members’ performance will be evaluated by you twice a year. This is designed to be an interactive process that promotes professional and personal growth.

Due dates:
- January 30
- June 30
Identifying Motivations for Retention

Member Motivations

WSC Motivations

Sponsoring Organization Motivations
Look for overlapping Motivations

**Member Motivation**
- Income
- Professional Development
- Education Award
- Personal Fulfillment

**Meeting Community Needs**

**WSC Motivation**
- Program Goals & Requirements
- Program Reputation
- Member Success Stories
- Alignment with ESD's Strategic Plan for job readiness and career development

**Sponsoring Organization Motivation**
- Commitment to Organizational Goals & Requirements
- Increasing Capacity & Services

**Financial Penalties/Losses for Attrition**
Retention Strategies

Breakout Session
Divide into 4 groups

Discussion Topics (one for each group)
• Orientation / Training
• Expectations / Performance Evaluations
• Supervision (styles, communication)
• Recognition and support

Select one person from your group to report on best practices
Criminal Background Check Information

What is required?

The answers are here
NSOPW (National Sex Offender Public Website)

Start with the NSOPW

Your candidate cannot serve if they are required to register as a sex offender.
The search is free and anyone can access it and conduct a search
http://www.nsopw.gov

Ensure first and last names spelled correctly and all jurisdictions included
Background Check Process

Member Applies

Run NSOPW

NSOPW Positive

Applicant not Eligible

STOP
NSOPR: If any hits but not applicant, initial and explain why. Proceed with next checks

Applicant completes and signs background check authorization form.

Run State checks and FBI Check

If all clear, applicant can proceed further in applicant process
Authorization Form

• Members must sign and date the authorization form BEFORE you run State and FBI checks

• Page 2 of the Member Enrollment packet

Registered sex offenders, persons convicted of murder, and applicants who do not pass host site requirements are not eligible
WATCH Check Instructions

For Members and Covered Staff in schools, see Instructions for Optional Use of OSPI WATCH and FBI Check.

To run the check and obtain results:
- Go to http://watch.wsp.wa.gov
- Log in and click on "Criminal History Request: Process Criminal History Requests".
- Enter first & last name and date of birth as they appear on government issued photo ID. Middle initial, gender, and race are optional.
- Results will come to your WATCH "In Box".

NOTE: Printouts of transaction history logs or list of results in an in box do not meet compliance requirements and this method of providing the results will not be approved by WSC as the required documentation.

Click on each person's result and print each full-page results report (Web Search No Record Found Report or Web Search Transcript).

To review and document the results:
- To be automatically cleared, the results on this check must come back in one of two ways with the results either reading, "No Record" or "No Exact Match", which means there is no conviction record in the WSP database that matches the search criteria.
- If the record shows "No Exact Match", but there is a "candidate list" of one or more names at the bottom, then you must check each name on the list and document how it is not the person you are checking. Name, gender, and date of birth are the most common ways to rule them out. You must initial each piece of this candidate list.

NOTE: If one of the individuals on the candidate list turns out to be your applicant, then you must print the record for that name and follow the instructions below for when a record is found.
- If the record shows "Duplicate Match", this is not cleared and does not meet compliance requirements. Follow instructions on the printed Web Search Transcript to send additional information to WSP so they can do a more in-depth review of the record. If results are not narrowed down after the second check, WSP will require a thumbprint to be sent in so they can match the correct record.
- If a criminal record is found for your applicant, print the complete Web Search Transcript. You must verify that the individual does not have any murder convictions or any convictions that require them to register as a sex offender.

Send the original completed WATCH Check to the WSC with the enrollment paperwork. WSC must receive the original printout with any notes in original ink.

http://watch.wsp.wa.gov

$10 per name; non-profits can run free checks with account
Correct WATCH

No Record Found Report is the screen to print for anyone who has no criminal convictions in Washington State.

Before sending this in to WSC, verify that the name and date are correct according to the government issued ID used to verify their identity.

Web Search No Record Found Report

Washington State Patrol
Identification and Criminal History Section
P.O. Box 42633
Olympia, Washington 98504-2633
Telephone (360) 534-2000

THE FOLLOWING WEB SEARCH NO MATCH FOUND REPORT IS FURNISHED FOR OFFICIAL USE ONLY

This report was generated from a transaction run on 08/20/2010 at 11:17
Conviction Criminal History RCW 10.97.050(1)

Pursuant to the purpose of inquiry, NO RECORD was found in the Washington State Criminal History Repository based on the descriptors provided:

[redacted], SAMANTHA DOB 11/02/1988

This may mean that the person you searched for has no criminal conviction record OR that your search criteria did not match the spelling of the person's name or date of birth.

Positive identification or non-identification in the Washington State Patrol's database, can only be determined by fingerprint comparison.
Incorrect WATCH

After submitting your request, the results come to your “IN BOX”

This check is not yet complete. DO NOT print this screen.

Click the underlined result to display the report for each individual checked.
Web Search Transcript is what you get if there is a possible record found.

While the results say no exact match was found, this one includes a candidate list of records with similar criteria to what you entered.

You must make notes (name, DOB, gender, etc) why each name listed is not your applicant, then initial each page.
FBI

- FBI checks must be done using FieldPrint website
- Website is different for members and supervisors

- WSC pays for member checks – members use this code: **FPWAService1**

- **Sites** pay for supervisor checks
- Results are kept online for a limited amount of time
- Once downloaded, results are deleted
- **DO NOT ACCESS RESULTS ON YOUR PHONE**
Give these instructions to the member (from the Guide to Criminal Background Checks)

Must be Fieldprint Livescan location

What criminal history prohibits an individual from serving?
Candidate’s name will appear here. This name must match the name listed on the WATCH, NSOPR, and authorization form.
Out-of-State Checks

Out-of-State Check Instructions

Required for anyone living outside of Washington State at the time of application to the AmeriCorps position.

Please refer to the most current WSC List of Approved Out-of-State Repositories to find the information for the state in which the individual resided at the time of application. These are the only approved state repositories that are authorized by WSC to provide the results. The use of any other agency or vendor for obtaining these results is prohibited and will not satisfy the requirements of this check. Information in this list will help you to assess the cost, process, requirements, and turnaround time for the state of residence check on each applicant you may be considering.

The Out of State check should indicate that the applicant did not have any convictions for murder, or for any crime that would required the individual to register as a sex offender.

Out-of-State Waiver Request

If out-of-state check results cannot be obtained by the enrollment deadline and the check was initiated before sending the enrollment packet to WSC, then the enrollment documents must include a completed WSC Criminal Background Check Out-of-State Waiver Form.

If the waiver is not completed in full, the applicant will not be eligible to start on the originally anticipated start date. This will move the applicant’s start date forward to the next scheduled WSC program start date, provided that the additional information necessary is provided to the WSC by the corresponding deadline for that next start date.

The check must be initiated prior to submitting a waiver form. The waiver form does not forego the check, it only allows the member to enroll and begin service while the results are pending. You must provide the results to WSC as soon as they are available.

Any member enrolled with a waiver will be subject to accompaniment requirements during all hours of service until the results are received and approved by WSC. Accompaniment means that someone who is cleared for access to vulnerable populations must be in the physical presence of the member at all times.

Note: Supervisor should notify their WSC Program Coordinator if efficiencies, cost-savings or other resources beneficial to other program supervisors are discovered while working with the repositories listed.
WSC will only allow a site to enroll members from California if the site has a staff member approved by the California Department of Justice as a Custodian of Record.

Please check the State Repository list in the Guide for more details on this process.

If you have not applied to be a custodian of record, it is too late to consider applicants from California.
Certification Form

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<tr>
<th>Criminal Background Check Certification</th>
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<tr>
<td>Sponsoring Organization:</td>
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<td></td>
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<tr>
<td>Member Name:</td>
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<tr>
<td>First Name</td>
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<tr>
<td>Please check appropriate boxes below.</td>
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<tr>
<td>[ ] NIPR reviewed and results sent to WSC</td>
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<tr>
<td>[ ] WATCH reviewed and results sent to WSC</td>
</tr>
<tr>
<td>Check ONE of the following:</td>
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<tr>
<td>[ ] FBI check results reviewed and sent to WSC</td>
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<tr>
<td>[ ] FBI check initiated and waiver submitted to WSC while awaiting results</td>
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<tr>
<td>Check ONE of the following:</td>
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<tr>
<td>[ ] Out-of-state check NOT REQUIRED for this individual</td>
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<tr>
<td>[ ] Out-of-state check results REVIEWED and sent to WSC</td>
</tr>
<tr>
<td>[ ] Out-of-state check initiated and waiver submitted to WSC while awaiting results</td>
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I certify that we have reviewed the results of these criminal background checks and we have considered those results in the decision to select this member:

Project Supervisor Name: ___________________________  Date: ____________

Project Supervisor Signature: ___________________________
Supervisors and members complete same background checks. The FBI process is different for supervisors and members.

- Go to [www.fieldprintfbi.com](http://www.fieldprintfbi.com) (Website is different for members!)
- Register, schedule, and pay online with credit card
- Check the box to save results for 7 days
- Print the results
- Send original results to WSC with other background check documents (authorization form, NSOPR, WATCH) immediately.

The primary and backup supervisors listed on the member’s position description form must have approved background checks prior to the member’s first day of service
Background check questions for program year 2014-2015 should be directed to:

Mark Duncan
WSC Compliance Coordinator
maduncan@esd.wa.gov
360-407-1345
Enrollment Forms

NOTE: Once you’ve clicked on the link below to open the member enrollment packet, you MUST FIRST SAVE THE DOCUMENT LOCALLY to your computer, then proceed with filling it out - otherwise you may lose information you entered.

Member Enrollment Packet - Program Year 2014-2015 (PDF, 3.3MB)
Instructions for Completing the Member Enrollment Packet (PDF, 72KB)
Guide to Criminal Background Checks - UPDATED for PY 2014-15 (PDF, 3.5MB)
FBI Check Handout for Members (PDF, 1.1MB)
Parental Consent Form (for members under the age of 18)

Position Description Forms - Program Year 2014-2015

Choose the form for your program:
Individual Placement & Special Programs (Word, 115KB)

The enrollment packet, instructions, and background check information are on our website. Follow the Enrollment Packet Instructions to help you submit all the required documents accurately.
Enrollment Packet Due Dates

- All enrollment paperwork, including criminal background checks, are due at WSC prior to the member’s start date.
- Use NEW forms located on WSC website.
- Incomplete packets will delay member’s enrollment to the next scheduled start date.

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<th>Due date of Paperwork</th>
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<td>10/01/14</td>
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Performance Measurement

Performance measurement is the process of collecting, analyzing and reporting information about your intended outcomes.

Regular measurement of your intended outcomes:

✓ Improves performance
✓ Enhances decision making
✓ Demonstrates accountability
✓ Justifies continued funding
✓ Improves quality of services
✓ Promotes continuous improvement
Why do we collect/report data?

WSC
AmeriCorps Members and Partners

→

Washington Service Corps

→

Serve Washington (Washington Commission for National and Community Service)

→

Corporation for National & Community Service

Requirement of continued funding

Demonstrate impact of national service
Performance Outcomes – Your Role

- Familiarize yourself with your project’s projected performance outcomes
- Review/Update data tracking tools and data tracking procedure
- Test your process
- Understand WSC’s collection and reporting expectations
- Train your AmeriCorps Members
- Monitor interventions to ensure compliance
- Collect and retain records of attendance, surveys, tracking charts
- Review collected data at the end of each quarter
- Report data timely to WSC
- Track progress to reach projected outcomes and make adjustments as needed
- Collect and retain records of attendance records, surveys, tracking charts for 6 years
WSC Primary Performance Objectives

2014-2015 Performance Measurement Instructions

Disaster Preparedness - Increased Knowledge in Ability to Prepare For a Disaster
Output: 60,000 individuals will receive CNCS supported services in disaster preparedness.
Outcome: 45,000 (75%) individuals will indicate an increased knowledge and awareness to be able to personally respond to a disaster.

Economic Opportunity - Improved workplace readiness
Output: 1,200 unduplicated economically disadvantaged individuals will receive job training or other skill development services led or supported by AmeriCorps members.
Outcome: 900 (75%) of economically disadvantaged individuals who receive job training or other skill development services will indicate an improvement in workplace readiness.

Environmental Stewardship - Education of Environmentally-Conscious Practices
Output: 30,000 individuals will participate in environmental awareness and/or energy efficiency education/activities led or supported by AmeriCorps members.
Outcome: 21,000 (70%) individuals who participate in environmental awareness and/or energy efficiency education/activities will demonstrate increased knowledge and awareness of energy efficiency and/or environmentally conscious practices.

Healthy Futures - Increase Awareness and Knowledge of Positive Healthy Behaviors
Output: 2,500 individuals will participate in health education programs led or supported by AmeriCorps members.
Outcome: 1,750 (70%) of individuals who participate in a health education programs will report an increased knowledge or awareness of healthy behaviors.

Academic Improvement - Improved academic performance in literacy and/or math
Output: 4,500 children will complete participation in K-12 education programs.
Outcome: 3,150 (70%) of students that complete WSC-sponsored K-12 literacy and/or math education programs will demonstrate improved academic performance through the documentation of skill/knowledge gains utilizing standardized assessments.

School Readiness - Preparation for Kindergarten
Output: 300 children will complete an early childhood education program.
Outcome: 255 (85%) of children who complete a WSC-sponsored early childhood education programs will demonstrate gains in social and/or emotional development.

Veterans Engaged in Service - Veterans Engaged as Volunteers
Output: 500 veterans will be engaged in WSC supported service opportunities.
Outcome: 250 (50%) of the veterans surveyed will indicate an increased interest in future volunteering.
Performance Outcomes / Quarterly Reporting

What challenges do you face?

What is working for you?

Performance Outcomes / Quarterly Reporting
Quarterly Reporting

Allows monitoring of progress to reach goals

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<tr>
<th>Quarter 1</th>
<th>Quarter 2</th>
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<th>Quarter 4</th>
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The link to the electronic Quarterly Report will be sent to your site by email about 2 weeks before the due date.
What is Reported each Quarter?

Let’s review the Quarterly Report
Year to Date PY 2013-2014

Washington State Service Corps
Employment Security Department
Teams / IP / SP Programs

32,052 volunteers recruited, coordinated, or supported by the AmeriCorps program

620,184 hours served by leveraged community volunteers

52,611 disadvantaged children and youth served

1,748 clients received independent living services

7,179 baby boomers served as leveraged community volunteers

2,148 veterans served as leveraged community volunteers

9,313 individuals mentored

52 local disasters to which AmeriCorps Members responded

Thank you for your dedication to service!
Know Your Theory of Change

**PROBLEM:** The specific need in the community you have chosen to address through your program/project.

**INTERVENTION:** A set of activities that you have chosen as a means to address the need, based on evidence that a similar approach has worked in the past or elsewhere.

**OUTCOME:** is the change in attitude, knowledge, behavior, or condition that the intervention generates.

**EVIDENCE:** is information from performance measurement results or evaluation/research findings that inform your understanding of why the intervention you have selected will result in the change identified as the outcome.
Access Resources

National Service Knowledge Network
https://www.nationalserviceresources.gov/

• Overview of performance measurement
• Designing an effective theory of change
• Evidence: What it is and where to find it
  • High quality performance measurement description
    • Data collection and instruments
What is a story of service?

It’s a story the member writes that demonstrates how he or she and their AmeriCorps project has impacted the lives of individuals in the community.

Stories of Service describe how the member’s service is making an impact that would not have been possible through existing staff and/or volunteers.

It can also express how service has impacted the member’s life and what national service means to them.
Impact “Snapshots”

Performance outcomes report on increased knowledge or awareness. Stories can provide specific examples of a positive change in behavior or condition of an individual.

A story of service can touch the hearts of others and possibly inspire someone to act, serve, or be a catalyst for change themselves.

Stories illustrate the qualitative impact of service and rounds out the story told by quantitative performance data.
Enhance Stories of Service with Photos

AmeriCorps gear must be proudly displayed!

It’s the “Year of the Gear”
Submitting Stories of Service

A story of service can be submitted to WSC at any time but the expectation is one each quarter of the service term, for a total of four per member.

If non-AmeriCorps members are featured in a photo, a photo release is required for each person.

email stories and photos to wscip@esd.wa.gov
Extra! Extra! Read all about it!

Each time a member interacts with the media, a legislator or elected official their story of service is being released to the public.

Ensure members wear AmeriCorps gear and introduce themselves as a WSC AmeriCorps member serving at your site.

Inform WSC of events before they occur so we can promote your event and share your media notices. Access information online.

Report Quarterly

• Legislative and Elected Official Visits
• Media Articles
• Stories of Service including photo of AmeriCorps volunteer wearing WSC and AmeriCorps gear
• Impact Narrative
WSC is proud of the service provided by members and want to celebrate, acknowledge and publicize their efforts.

Stories of Service and photos will be shared monthly with WSC’s funder and other stakeholders.
Thank you for your participation today.

PY 14-15 is going to be a great service year!